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UX Testing and Usability Report

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Participants

Name	Age	Gender	Occupation
Allison Mai	20	Female	Undergraduate
Alvin Neo	20	Male	Undergraduate
Isabelle Nguyen	20	Female	Undergraduate
Christopher Ho	20	Male	Undergraduate
Jason Lui	20	Male	Undergraduate

Tasks

1. **Create a new account and login.**
2. **List a class you need help with.**
3. **Message a tutor (if any available).**
4. **List yourself as a tutor for a class.**

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Overall Findings

Overall, users found the UI to be straightforward and intuitive for the most part. Logging in and making a new account was very easy for users to do. However, users found that once logged in and brought to the home activity screen, it was difficult to figure out how to add a class to seek help in or how to add a class to tutor, so more guidance is needed on the home activity screen. Users also found it difficult to identify the senders of messages (in the private 1-on-1 message rooms), since all messages had the same format/color (and senders' names were only specified through a simple, small text view). Some users thought that some of the buttons were not obviously placed or marked, mainly due to its light color, so modifications will be made to the UI to make some of the buttons more prominent. Lastly, having a movable rating bar on one screen (the rating fragment) and having a non-moveable rating bar on another screen (the home fragment) was confusing to users - they thought that all rating bars would support interaction. More detailed solutions to some of these issues are included in the next section (Specific Findings). Aside from these issues, users found the app to be very useful and intuitive to use.
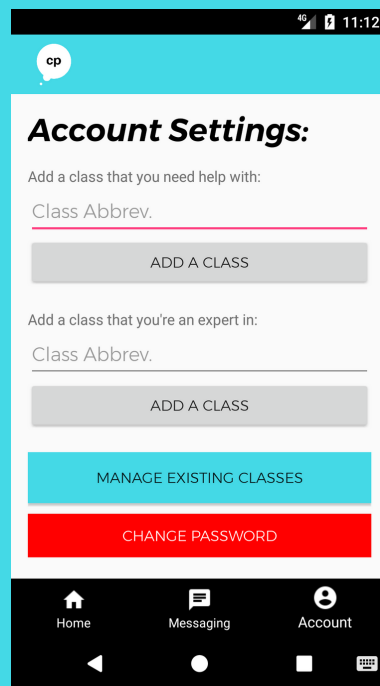
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Specific Findings

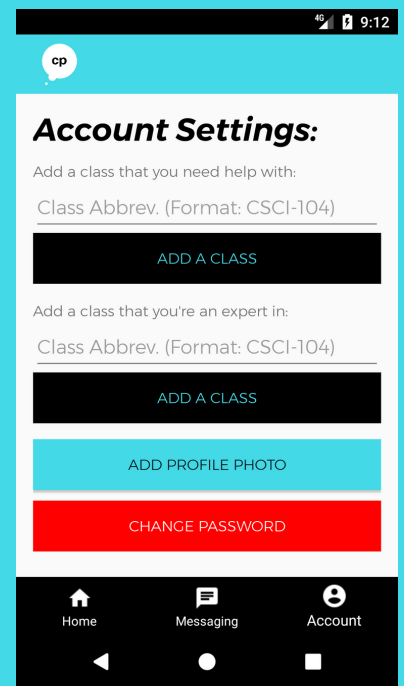## Account Settings Screen

Issue:
There was no guidance for how class abbreviations should be formatted. This could lead to inaccurate tutor matches.

Solution:
Added additional hint guidelines in the Edit Text to provide an example of what the format should be. The format is always DEPT-NUMBER (ie. ITP-341).

Before

4G 11:12
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Account Settings:

Add a class that you need help with:

Class Abbrev.

ADD A CLASS

Add a class that you're an expert in:

Class Abbrev.

ADD A CLASS

MANAGE EXISTING CLASSES

CHANGE PASSWORD

Home | Messaging | Account

▶

After

4G 9:12
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Account Settings:

Add a class that you need help with:

Class Abbrev. (Format: CSCI-104)

ADD A CLASS

Add a class that you're an expert in:

Class Abbrev. (Format: CSCI-104)

ADD A CLASS

ADD PROFILE PHOTO

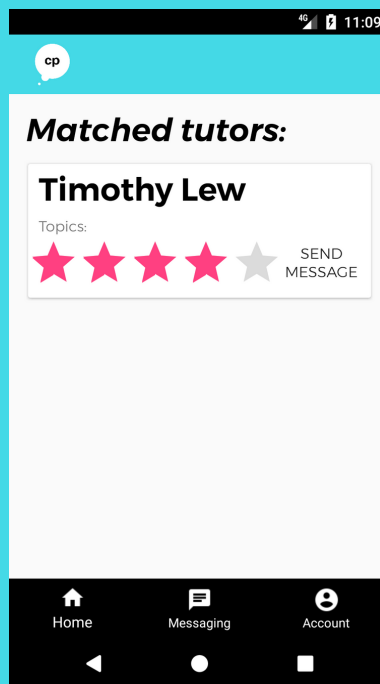CHANGE PASSWORD

Home | Messaging | Account
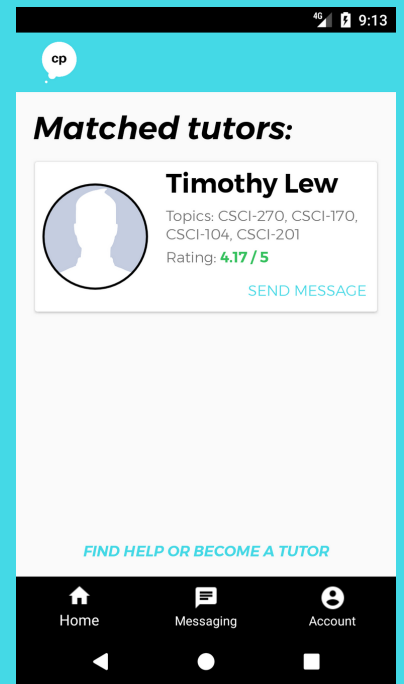
Home (Tutor Matches) Screen

Issue:
The rating bar on tutor match cards is bulky and ugly. The rating bar also looks like it's to be interacted with, even though it's only supposed to display the tutor's rating.

Solution:
Replaced the rating bar with text specifying a tutor's rating instead. The text is color coded to make identifying good tutors easier too!
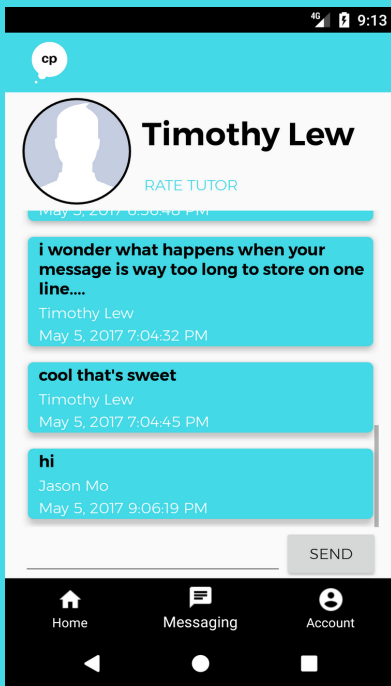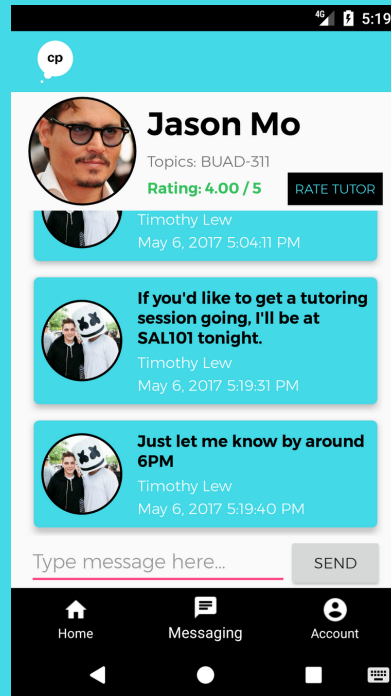
Before

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Matched tutors:

Timothy Lew

Topics:

★★★★☆ SEND MESSAGE

Home | Messaging | Account

▶

After

4G 9:13
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Matched tutors:

Timothy Lew
Topics: CSCI-270, CSCI-170, CSCI-104, CSCI-201
Rating: **4.17 / 5**

SEND MESSAGE

FIND HELP OR BECOME A TUTOR

Home | Messaging | Account

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Specific Findings

Before

After

1-to-1 Messaging Screen

Issues:
1. It's hard to differentiate messages since they all follow the same format and color schemes. It's cumbersome to have to look for the sender name (printed on the bottom of messages).

2. The rating button was not visible enough and it was hard to find.

Solution:
1. Added user profile pictures to the messages that they send. This way, there's an easy to see indicator of who's sending which message.

2. Gave the rate tutor button a more contrasting color to make it more prominent and obvious.

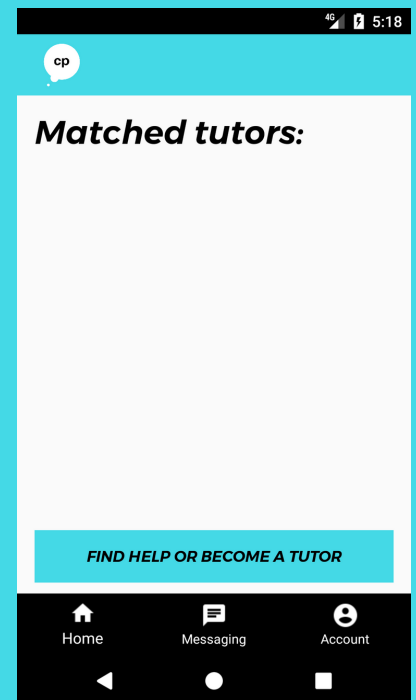## Home (Tutor Matches) Screen

Issues:
On a blank tutor home screen (with no matches) and even on screens with tutor matches on it, it's hard to figure out how to request tutors or how to sign up to become a tutor.

Solution:
I added a large, noticeable button to direct users to the right fragment for requesting or offering help with a class.

Before

After

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beat the learning curve

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