

Faculdade de Engenharia da Universidade do Porto



LUNI

Phase 2 Report - First Prototype and Heuristic Evaluation

Group 3LEIC09G1

António Oliveira Santos – up202008004

Fábio Cunha Morais – up202008052

José Luís Nunes Osório - up202004653

Índice

| | |
|--|----|
| Índice..... | 2 |
| Project's description..... | 3 |
| Prototype's Wireflow - Spots | 4 |
| Prototype's Wireflow - Books..... | 5 |
| Prototype's Wireflow - Events..... | 6 |
| Heuristic Evaluation Results | 7 |
| Corrections to perform in <i>Phase 3</i> | 8 |
| Conclusion..... | 9 |
| Annexes | 10 |

Project's description

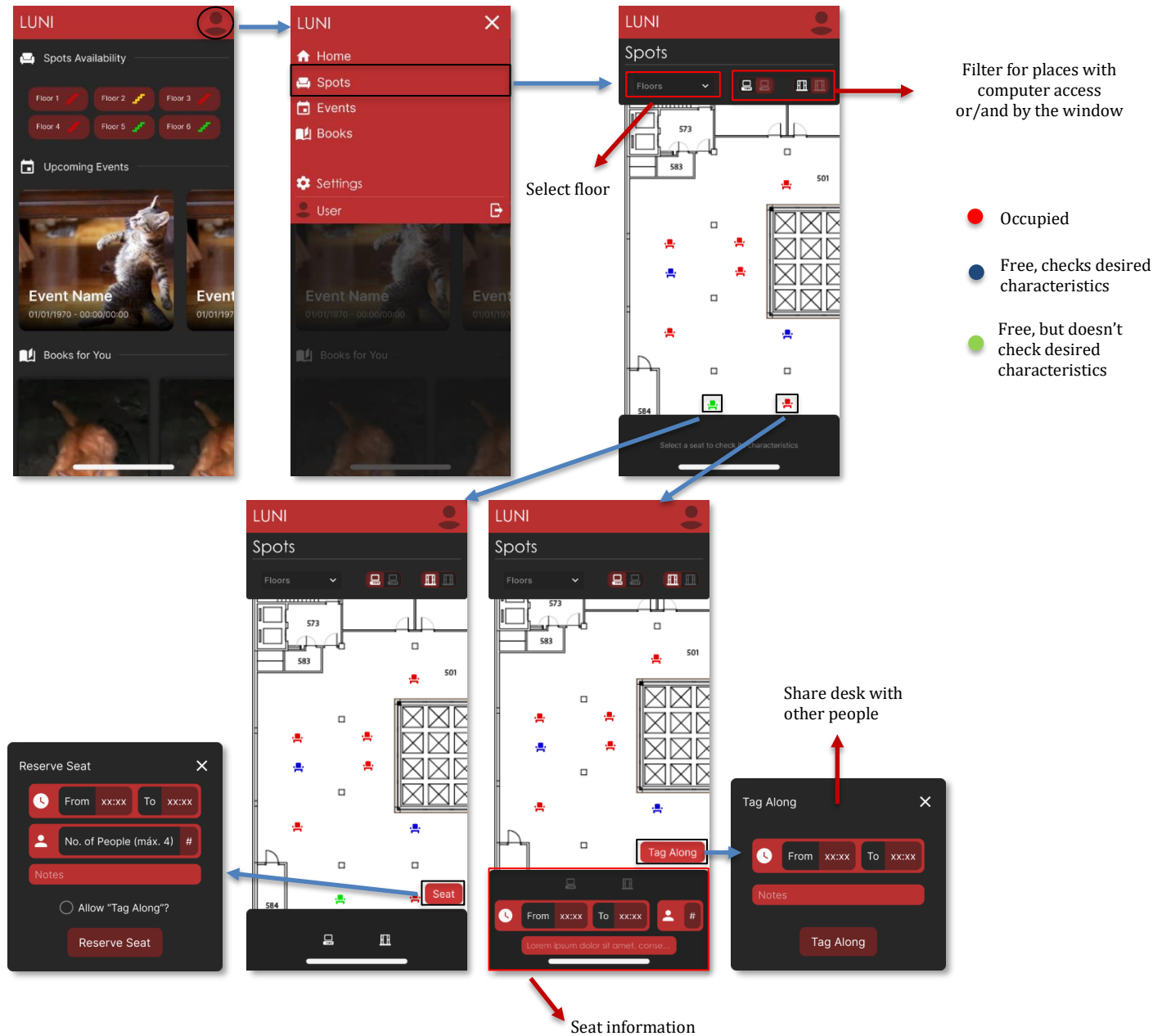
LUNI is a mobile and web application gathering all the information and activities necessary to efficiently and comfortably use all of the library's resources. It gives users real time information about the occupancy of rooms as well as individual sitting spots on the many library's floors and tables, this functionality aims to help visiting students find a comfortable place to sit without having to search each floor of the building, which is not only exhausting but might also disturb other students. Another key feature of LUNI is its emphasis on prioritizing the user's needs above all else, as such not only does it offer the opportunity to check on book availability and make reservations it also selects books according to the users currently attending units, however, the commitment to spread awareness for the benefits of consulting books doesn't stop there as there is also an online shop for them. However, and as we will discuss further on, there are more facets of the space that are many times forgotten mainly its events, in an effort to spread more awareness about them and deliver more news related to activities occurring in FEUP, there will also be a page advertising ongoing events and other library specific announcements.

The tasks selected as basis for the prototype's wireflow were:

- Buy a book from a course I'm enrolled that has a price below 20€;
- Search for an available seat with computer access on the third floor;
- Register in the spelling contest that will take place next week;

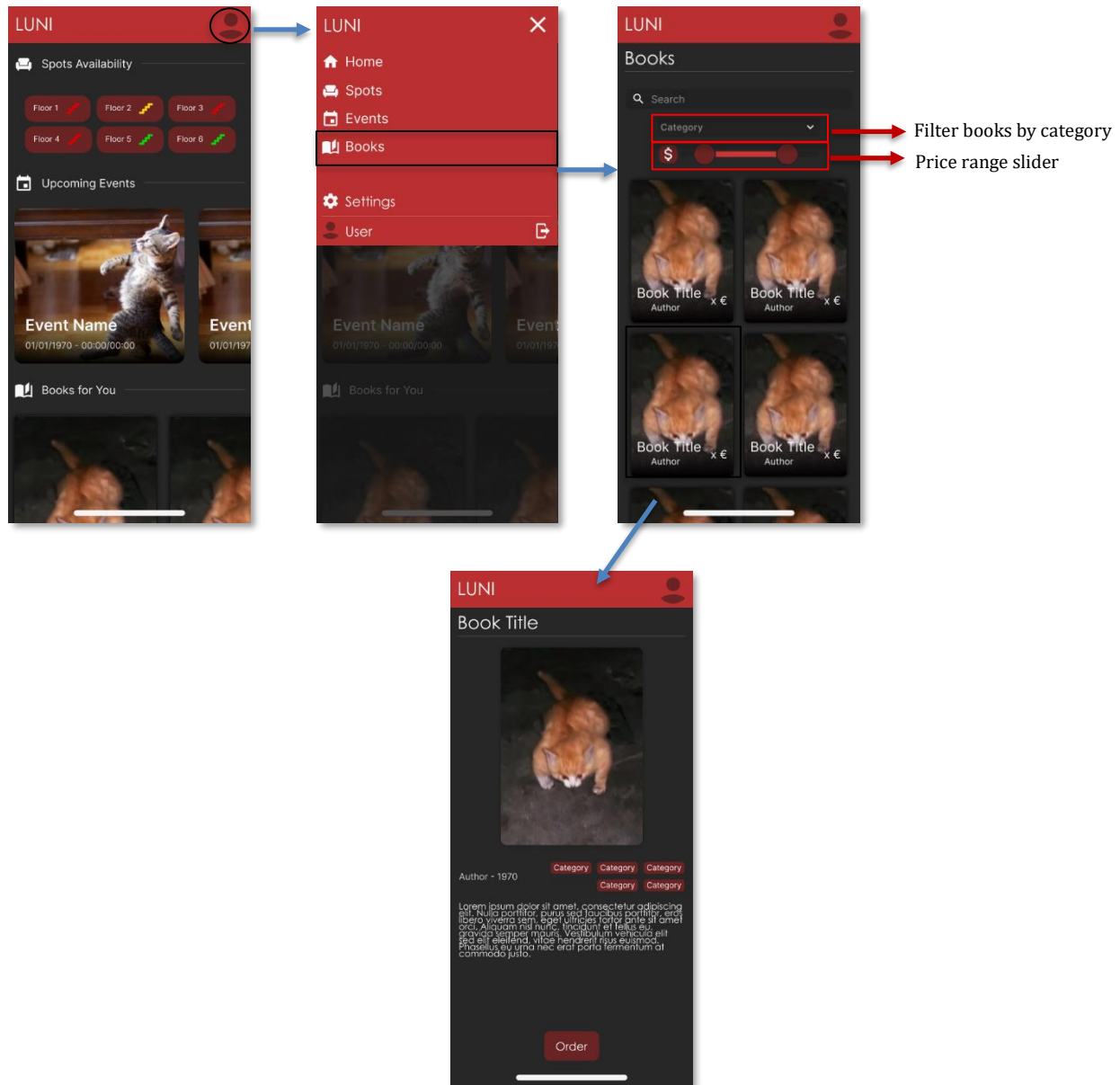
Prototype's Wireflow - Spots

The following represents the flow of the task “Search for an available seat with computer access on the third floor”, including a demonstration of the flow, when a seat is taken as well as a free seat.



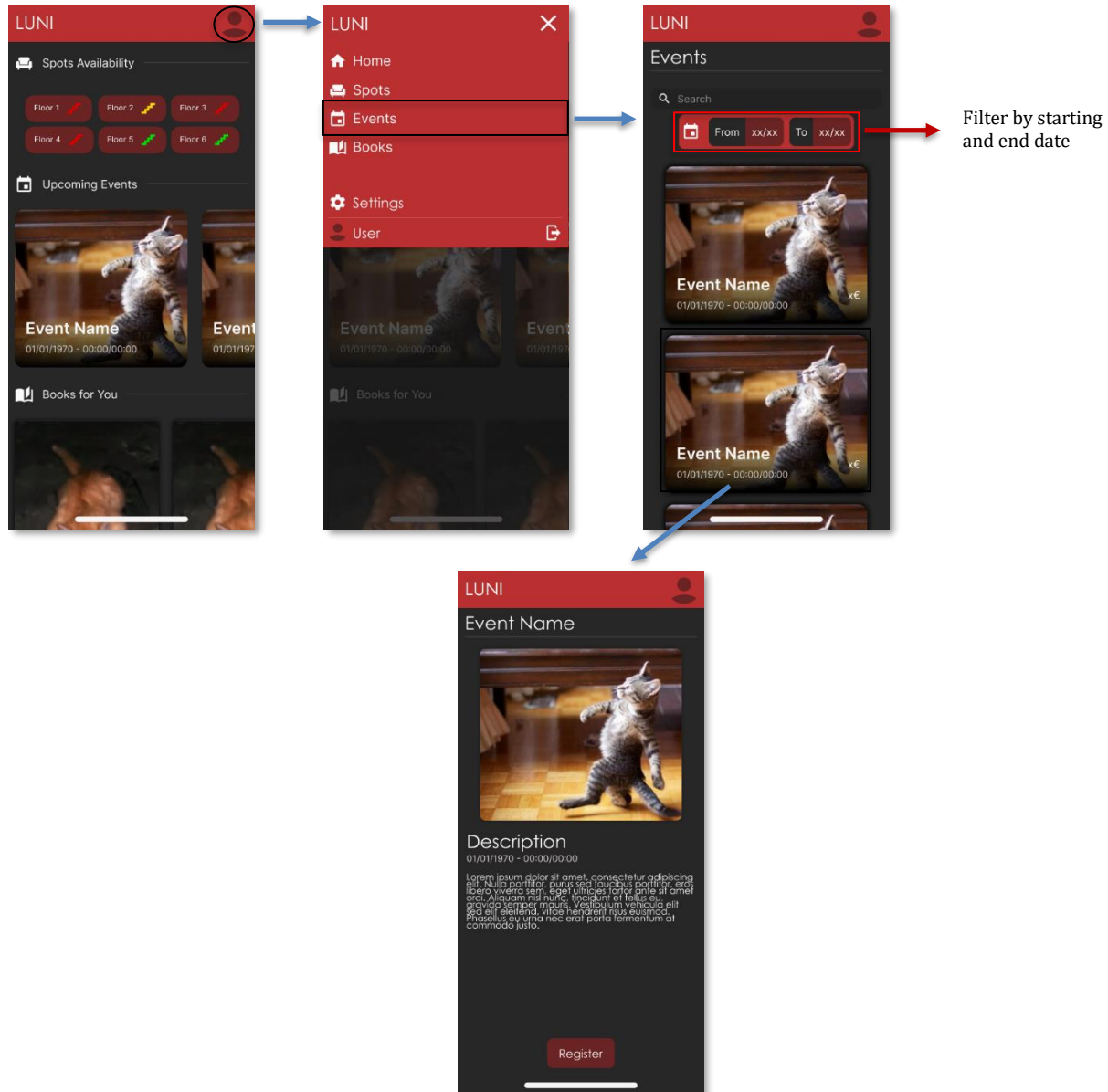
Prototype's Wireflow - Books

The following wireflow represents the flow of the task “Buy a book from a course I’m enrolled that has a price below 20€”.



Prototype's Wireflow - Events

The following represents the flow of the task “Register in the spelling contest that will take place next week”.



Heuristic Evaluation Results

In the feedback from the other groups heuristic evaluation, we got the following results:

| Issues | Severity (1-4) | Heuristics |
|---|----------------|------------|
| No buy/seat action feedback | 2 | 1 |
| Slider without values (Book's menu) | 2 | 1 |
| Separation between "Upcoming Events" cards (main menu slider) | 2 | 1 |
| Inconsistent coloring (Both in main menu and spot's menu) | 2 | 4 |
| Lack of Help page | 1 | 10 |
| Lack of icon clarity (Spot's menu) | 1 | 3, 4 |
| Lack of Documentation page | 1 | 10 |
| No "Back" button | N/D | 1 |

Furthermore, from the presentation class we were also alerted for an issue related to the Order/Buy button in the "Book" page, the semantics of the text on this button is not clear and as such a better solution must be devised, to correctly demonstrate the options of buying and ordering. In this same class we were also alerted to another issue regarding the slider for filtering prices, which in its' current state lacks intractability and is not a good mobile solution.

Corrections to perform in *Phase 3*

This feedback allowed us to define a strategy for the *Phase 3*. First, we grouped these issues in three different groups so it would be easier to tackle them.

In the first group we have the issues that we were not previously able to detect, and we believe must be dealt with up front.

| Issue | Correction |
|--|---|
| Separation between “Upcoming Events” cards | Increase the spacing between the cards |
| Lack of icon clarity | Change icons for more expressive ones |
| Inconsistent coloring | Refactor coloring or add a color legend |
| No “Back button” | Add “Back button” |

In the second group we have issues that didn't seem to be as closely related to the current phase's goals, but we would still like to tackle them in the future.

- Lack of Help page;
- Lack of Documentation page;

Finally, in the third group, we have issues that, with the tool we are currently using, Figma, don't seem to be feasibly tackled. As such, we will look into migrating into a different, more suited, environment in the future.

- No buy/seat action feedback;
- Slider without values;

Regarding this final group, we found the most pressing issue to be the “Slider without values”, this belief was then corroborated by the teacher in the feedback of our presentation. The current solution does not fit along with the usability goals of a user on a mobile device, in fact hindering the overall experience in the app, as such we will look into fleshing out a better solution for this problem.

The issue regarding the mismatched meaning and language of the “Book” page will also be taken care of in this phase, in its' current state, it does not correctly convey to the user the meaning and planned functionality of that page. As we have previously mentioned and defined in the previous phase, we want users to be able to buy, order or rent books, and our current solution does not allow for a correct expression of these goals.

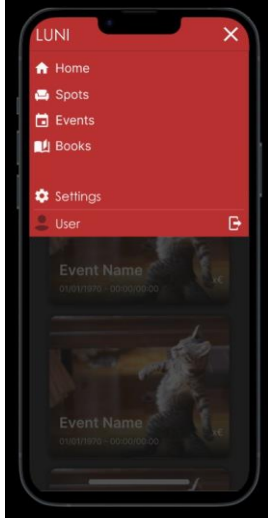
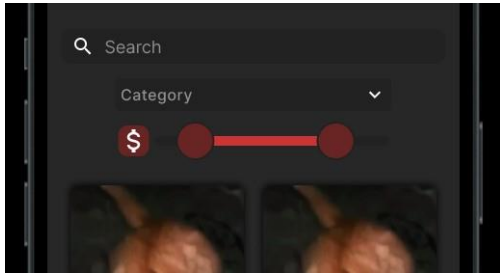
Conclusion

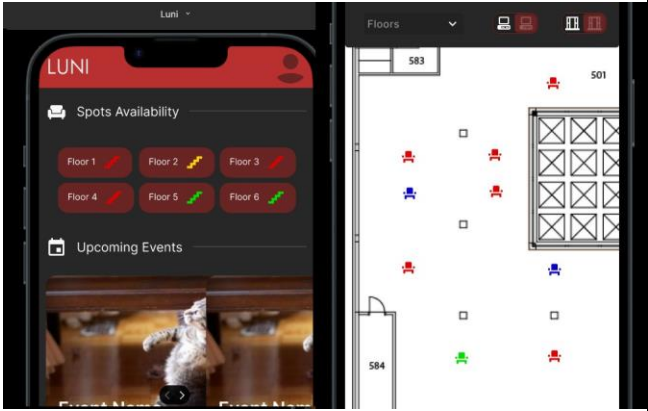
This phase marked the start of the prototyping stage, the first prototypes were designed based on the features that were planned in the previous phase, this allowed us to have a first look at what our future application might end up looking like and helped us define more clearly how we should implement the planned tasks in order to guarantee a solid and enjoyable user experience for our users. The tool chosen for prototyping was Figma, as the group already had some experience with the software.

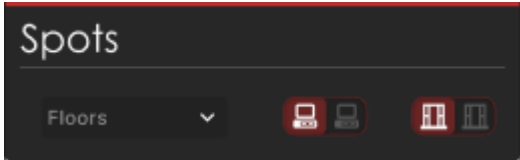
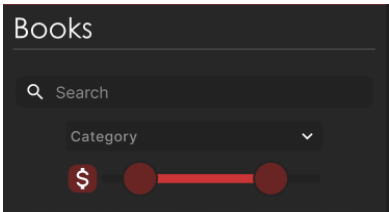
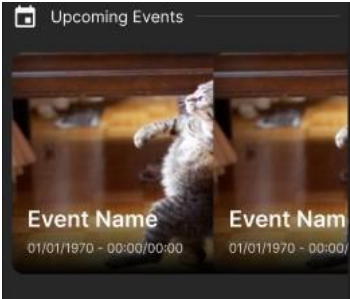
Following the prototyping stage, a heuristic evaluation was conducted by our peers, feedback was given regarding the experience and usability of our application when attempting to accomplish the previously defined tasks. This was also a fundamental step, as we believe we would not have been able to notice some of the issues pointed out to us during this stage on our own, this process made the importance of peer reviewing the prototype clear and will greatly help us in the following stage. Following this evaluation, and with more feedback from the teacher, we established the corrections to be performed in the next phase.

In conclusion, the now closing stage, was not only creatively enticing, during the development of the prototypes, but also enlightened us to the weaknesses of the product we had constructed up until that point, which will surely be helpful in the upcoming phases, as they allow us to plan and devise strategies to develop a better final product.

Annexes

| Problem # | Issue | Heuristic(s) | Severity (1-4) |
|-----------|---|--------------|----------------|
| 1 | Does not have a help page.  | 10 | 1 |
| 2 | The use of a slider without values for expressing a price range does not communicate to the user the exact values of said price range.  | 1 | 3 |
| 3 | Inconsistency between color used and meaning of "limited availability" in floor status (yellow) and seat status (blue). | 4 | 2 |

| | | | |
|---|---|---|---|
| |  | | |
| 4 | <p>The icons for the seat specification could be more explicit by putting, for example, a “X” on top of the icon. Then, the chosen option could be highlighted.</p>  | 4 | 1 |
| 5 | <p>When registering for an event or ordering a book, there is not a message saying if the action was made successfully or unsuccessfully.</p>  | 1 | 2 |

| Problem # | Issue (include screenshot) | Heuristic(s) | Severity (1-4) |
|-----------|---|--------------|----------------|
| 1 | Adicionar botão para voltar à página anterior | 1 | |
| 2 | Ícones para filtros não têm funcionalidade evidente  | 3 | 1 |
| 3 | Não há botão para ajuda | 10 | 1 |
| 4 | Não há documentação | 10 | 1 |
| 5 | A barra de preço do livro podia ter indicador em número  | 1 | 1 |
| 6 | Separação entre upcoming events  | 1 | 2 |