Project 2 UX Design and Reserch Milestone 2

GBDA 103 sec. 001
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Kirsten KennedyYuxin Xu

FrontDesk

UWaterloo Email

Password

Chosen Design

The final version of our high fidelity prototype is a combination of our previous wireframe designs. All three of us had similar designs in terms of the basic function of the app. We have the “Log In” page where users would use their UW ID and password to log in. After users log into the app, there are three main categories:

1. finding an admin or professor;
2. finding a building/room on the map feature;
3. viewing current classes.

Since our primary design requirement is to make the app easy to use, we kept the simplicity of the design. In our final version, we did not add any irrelvant features other than making it a consolidated information platform with a convenient navigational feature. Besides “admin/professors” and “map” that we had in common previously, we added another main feature: “classes”. Using your UW credentials to log in allows the app to retrieve users’ academic schedule. Having the user's schedule available helps them to have a quick access to their professors’ office hours and location.

The second main design requirement was to have a detailed wayfinding feature. After a group discussion and vote, we decided to make Kirsten’s balsamiq design as the skeleton of our high fidelity prototype. According to our research, our target users expected a room directory feature and many students that were interviewed mentioned that “finding the room is only half of the game, finding the actual building it is in is the other half”. Based on this desiration, Kirsten incorporated both an exterior and interior navigational map feature. Unlike other navigational apps which only have an outdoor direction, FrontDesk has added an interior wayfinding system.

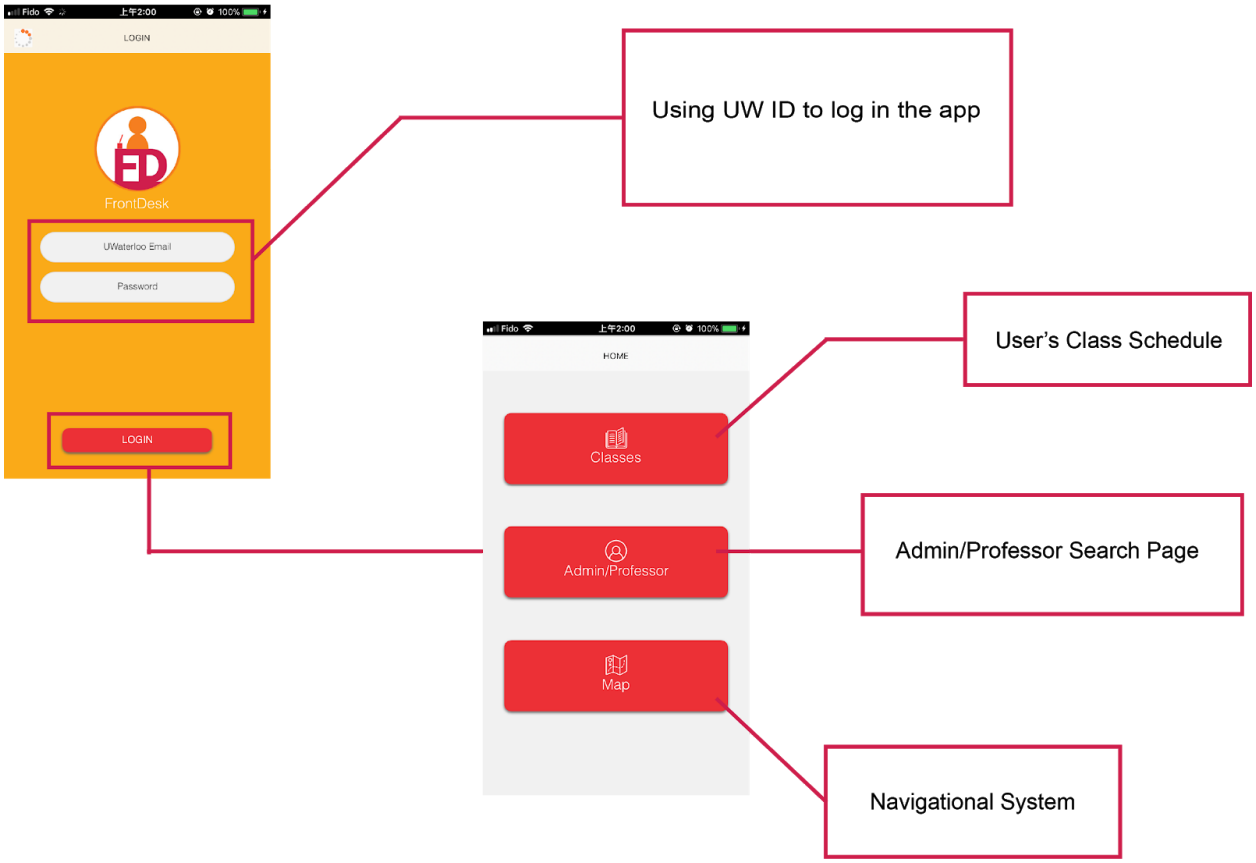
The third feature that we discovered users would like to have encorporated in FrontDesk is the “shortcuts” system. Therefore, we took Yuxin’s idea from her balsamiq mockup and added the shortcuts feature. Based on Kirsten’s wayfinding system, a shortcuts feature is added on to that. The feature displays the possible routes to the destination and allows users to choose the quickest way.

We also included other thoughtful features to make FrontDesk more user friendly. One of them is Iain's "search page" that we kept in the final version of our interface design. Compared to Yuxin's prototype that makes only staff's names searchable, Iain's search page includes filters which narrow down the user's search results. The search filters make the search results more accurate, and also decrease the chance of getting multiple admin/professors with the same name. Moreover, Iain's prototype includes admin/professor's photos within that person's profile. Based on our additional research, we found that many students couldn't remember the name of their professor, so having a photo of the professor actually helps users to better locate who are they looking for.

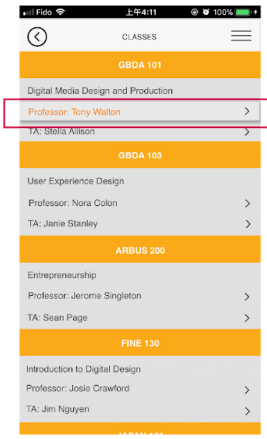
Besides search filters, we also included another part of Yuxin's design. In Yuxin's low fidelity mockup, a mail icon appears beside admin and professor's email address. The mail icon is clickable so users can send the email to the admin person or professor they are looking for directly from this profile page. Also, a location icon can be seen beside the admin/professor's office room. Same as the mail icon, the location icon is also clickable; it will lead the user to the navigational interface where the admin/professor's office room would be, which is automatically inserted into the system. The two clickable icons provide shortcuts and options for users which overall enrich the user experience of FrontDesk.

Invision Prototype User Manual

- Home

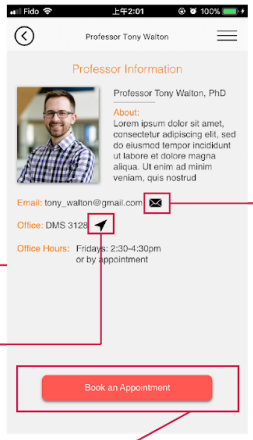


- Class

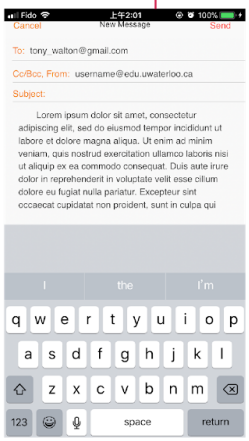


Change the style while scrolling

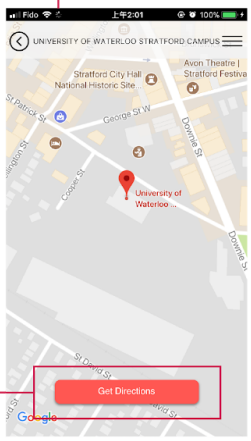
Click



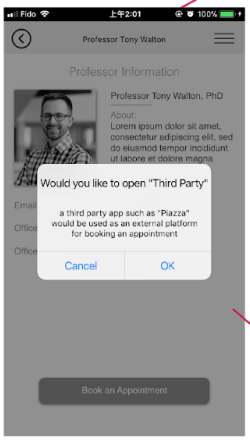
Click the mail icon,a link to the email will pop up so the user can directly contact the professor



Click

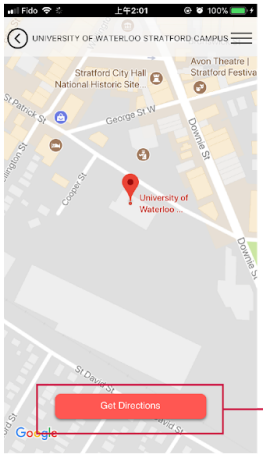


Navigational feature activates

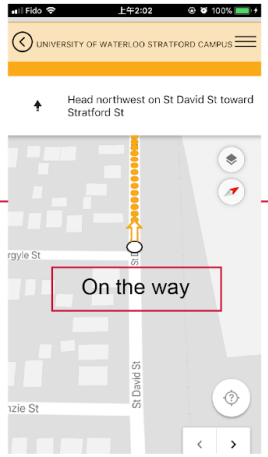


Only clickable when the admin/professor is availble on this particular 3rd party app

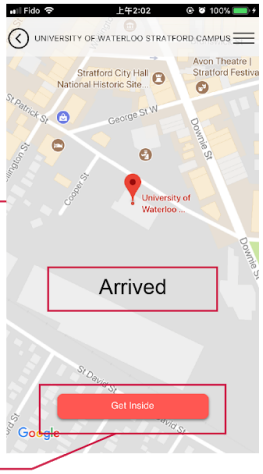
- Navigational Feature



Click to begin navigation

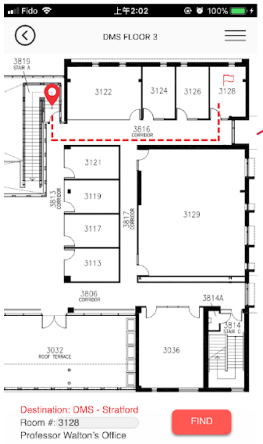


On the way



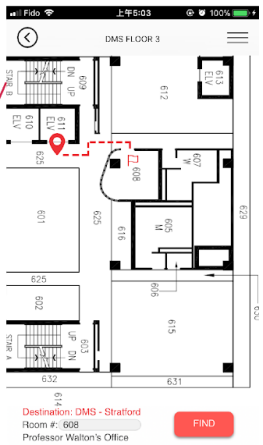
Arrived

Click to begin interior navigation

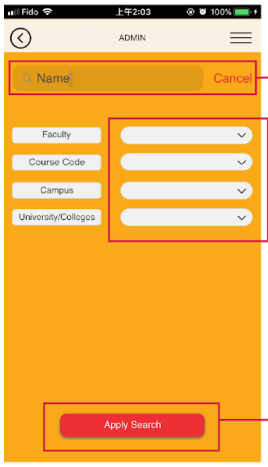


If user goes from the professor's profile to the navigational page, the #room will automatically apply and give user the direction. However, if user goes through the whole wayfinding process, the #room need manually insert

Apply "Find"



- Search Pages (“Admin/Professor” and “Map”)

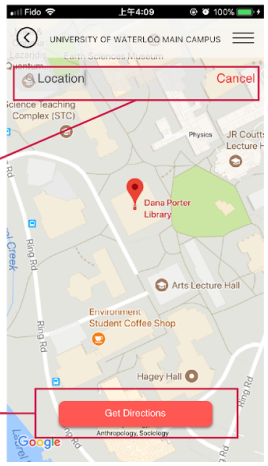


After user clicks “Admin/Professor” from the home page, the system will lead the user to this search page where user can search the person he or she wants to find by the person’s name

User can also apply search filters to find the admin or professor if he or she doesn’t know the person’s name

Click “Apply Search” to view the search result

After user clicks “Map” form the home page, the system will lead the user to this search page where user can search the building he or she wish to go to



Click “Get Directions” to begin the navigation

User Study Methodology

Our user study will include a design test with in-person participants. The user study will contain 4 stages: An introduction where the project will be introduced and user's will be asked to sign consent forms, a preliminary stage where user's will be given a digital questionnaire to get user's thinking about design elements and aspects, a main testing phase where user's will go through a high fidelity prototype made in Invision where the subject's actions will be recorded, and lastly a post-test questionnaire will be given to fully understand what user's reactions are to the app's design.

The first task required of the user in the prototype test will be to find a specific professor's office information. This will require to go search for the professor in the search section as well as using filters to find the right professor. The second task will be to use the map function to locate the same professor's office. This will require the user to navigate to the map section, use the shortcut system to find the shortest route and navigate there. The third task will be to book an appointment with the professor. This stage will involve finding where a professor's contact information is and then seeing when their open office hours are, or sending them an email to book an appointment or, if the professor uses a third-party booking software, to click the "book appointment" button located on the professor's page. This will take the student to whichever third party app that professor uses to book appointments.

The overall order of the study will be as follows. First, subject's will be greeted, and consent forms will be signed. Next the test supervisor will explain what the FrontDesk project is all about and the subject will complete the preliminary questionnaire. Next, the subject will complete the prototype test while verbally communicating their actions to a scribe. After this the subject will complete the post-test questionnaire, be thanked for their participation with a donut reward, and sent on their way.

The previously described tasks in the prototype test will need to be completed in order as it will give our users a better idea of how workflow would perform in a real-life situation, as well as showing how to navigate properly in these situations.

Testing Questionnaires

Please take a moment to fill out the following form and save it as a copy on my computer desktop. Your honest answers will help us to improve our application and better deal with any problems that arise during further testing.

Please save your questionnaire as Quiz_Your Name Here.

Today's date:

Name:

Pre-Test Questionnaire:

1. What is your gender?

☐ Male ☐ Female ☐Other:

2. How often do you get lost on campus?

☐ Quite Often ☐ Often ☐Sometime ☐ Rarely ☐ Never

3. How often do you get lost inside university buildings?

☐ Quite Often ☐ Often ☐ Sometimes ☐ Rarely ☐ Never

4. How often do you visit a professor or administrator's office hours?

☐ Quite Often ☐ Often ☐ Sometimes ☐ Rarely ☐ Never

5. Have you ever used the university Portal App?

☐ No ☐ Yes

6. If so did you enjoy your experience with Portal? Explain why or why not.

☐ No ☐ Yes

Why:

Post-Test Questionnaire

1. I was satisfied with the Front Desk application.

☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree

2. Would you say that this app is more useful than what is currently available? If yes, why?

☐ No ☐ Yes

Why:

3. It was easy to complete the required tasks.

☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree

4. The app was easy to use.

☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree

Elaborate:

5. What, if anything, did you like about the app?

6. What, if anything, did you dislike about the app?

7. This app will be helpful for university students who need help with directions.

☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree

8. This app will be helpful for university students who need help with finding information

☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree