CMPT 363 Group Project Part 1
Group 18

Manav Patel – mjpatel@sfu.ca – 301368020
Jordan Lembong – lembongj@sfu.ca – 301354072
Vraj Patel – vrajp@sfu.ca – 301384968
Dhruv Patel – djpatel@sfu.ca – 301385233
Young Been Lee – ybl3@sfu.ca – 301244854

#: 1	Problem/Good: **Usability Problem**

Name: The Facebook app is filled with too many functionalities in a single page which kind of undermines its main purpose of allowing user to post.

Relevant heuristic: Aesthetic and minimalist design

Evidence of issue: The screenshot shows the home screen of the app as soon as you log into your account. As you can see, for a returning user, it feels a little too much.

The example can be seen in **Figure 1.**

Detailed explanation: For a user that probably hasn't used Facebook for a while, once you log in and view the home page, it just feels overwhelming because of how tight and compact the UI looks.

Severity or Benefit (minor, major, critical): 3 **(**Major**)**

Justification: For any user, having a minimalist UI, which is focused on limited functionality is always a better experience for a new/returning user because they don't feel overwhelmed with the packed screen and the many new features that are also present on all other social media apps.

Possible solution and/or Trade-offs: The story section seems to be popular with all the social media apps these days, but I feel since Facebook already owns Instagram, it can hand over the story section to Instagram. This will allow the Facebook app to be a little less crowded and packed at first glance.

#: 2	Problem/Good: **Usability Problem**

Name: Few Icons used in the app are not in any way related to what the description is and some Icons are repeated for different descriptions.

Relevant heuristic: Match between systems and the real world

Evidence of issue: When the user goes to their profile form the ribbon at the bottom of the screen and then press the three dots on the left of "edit profile", they reach the "Profile Settings".

Under Profile Settings, there is "Account Status", with the icon similar to the hazard sign (an exclamation symbol inside of a triangle).

Another example is "Profile and tagging settings" and "Memorialization Settings" have the same icon, which doesn't make sense because they have two different functions.

The example can be seen in Figure 2.

Detailed explanation: The use of familiar Icons and words is to help the user familiarize themselves with the environment and facilitate understanding and even reduce errors.

For a user, the triangle with an exclamation symbol is associated with some sort of caution and for this reason it makes no sense to have it associated with the Account status.

For the other example, "profile and tagging settings" and "memorialization settings" have the same icon and they don't have the same functionality. While profile and tagging settings lets you set who can view your profile and who can tag you, the memorialization settings let you choose who gets control of your account once you pass away.

Severity or Benefit (minor, major, critical): 2 (minor)

Justification: If there were no descriptions together with the icon, the user might never know what icon is for what feature. Since there is a tag together with the icon, the user will usually read the tag and press the option rather than look at the icon which is why the severity was low.

Possible solution and/or Trade-offs: The icon that portrays "caution" can be changed to one that has a user (something like the icon for profile). while the other two same icons can be changed to a user and tag (for profile and tagging settings) and a user with flowers (for the memorialization settings)

#: 3	Problem/Good: Usability Problem

Name: The messenger app sometimes doesn't notify you of a message request from someone who isn't your friend, and the Facebook app doesn't notify you of an invite from a friend to view a page they want you to check out.

Relevant heuristic: Visibility of system status

Evidence of issue: Once you go to the "menu" from the ribbon at the bottom of the Facebook app. Pressing "pages" tab leads you to the section with all pages and at the top right the user can see "invites" with a blue dot on it if someone has invited the user to view/like a page.

Respective examples of the evidence process are in Figure 3, Figure 4, Figure 5

For the messenger issue, once you open the messenger app you can go to your profile from the image on the top left of the screen and then click on message requests to locate all message requests.

The example can be seen in **Figure 6, Figure 7**
Detailed explanation: The user needs to have knowledge of anything that has been sent by another user and for this reason any message request should be at the top of your list and not hidden away in your profile. One of my group members tried messaging themselves via another profile that wasn't added as a friend, but never received a message request notification. For a social media app, such notification is crucial because they help the user be in the loop of which user is trying to connect with them in what way
Severity or Benefit (minor, major, critical): 4 (major) **Justification:** For the user, a social media app needs to have the basic functionality of receiving any notifications that involves interaction with another user. Since the user can later decline the request to chat, I feel the user should at least be kept in the loop about another user wanting to connect with them. Same goes for friends inviting the user to view pages of organization or events.
Possible solution and/or Trade-offs: The only solution is to have the message requests and invites be part of the activity log or the long notification list. For now, I cannot find any mention of my friends inviting me to view 40+ pages in the activity log. Same for the message request, it isn't visible on the activity log.

#: 1	**Problem/Good: Good Usability**
Name: Facebook maintains an activity log of any searches you performed or any post you made.	
Relevant heuristic: Recognition rather than recall	
Evidence of issue: The "more" option on the bottom ribbon leads you to the page where you can select "settings". Under settings, you can go to the "activity log" option towards the bottom of the page and again go to the bottom of the "activity log" page to find "Activity History" which brings you to your activity log for any activity you might have performed in the app. The example can be seen in **Figure 8.**	
Detailed explanation: Facebook keeps a log of any major activity the user performs, and this includes logs of previous posts made by the user as well as any searches performed by the user. When a user searches for someone on the app and a few days later they probably want to know who they were searching for, it is easier for the user to identify the "someone" from a list of names rather than trying to remember who it was.	

The same goes for a previous post that might have something the user is looking for. It is easier for the user to recognize what post they were looking for rather than trying to remember what post they are specifically looking for.

Severity or Benefit (minor, major, critical): 3 (Major)

Justification: For a socializing app like Facebook, where a typical user searches for things/people at least a few times a day and posts quite often, it is convenient for the user to have a look at a list of activities performed and identify anything they were looking for rather than remember the exact activity they want.

Possible solution and/or Trade-offs: No possible trade-offs.

#: 2	Problem/Good: Good Usability

Name: The Messenger app lets the user unsend any messages they sent, and the Facebook app lets them delete any recent stories or posts.

Relevant heuristic: User control and freedom

Evidence of issue: After the user sends a message and later touches and holds the message they sent; a pop-up appears with the option to unsend the message.

After the user posts a story, they can view the story and by clicking on the three dots on the top-right of the story, a pop-up appears that has the option to delete the story.

Example of unsending a text message can be seen in **Figure 9.**
Example of deleting a story/post can be seen in **Figure 10.**

Detailed explanation: If the user mistakenly sends a text to an unintended person, they do have the chance to unsend the message right away. This is great because it keeps the user away from paranoia of constantly checking if they sent the message to the wrong person or not.

The same goes for any post the user makes. It promotes confidence in the user knowing they can delete their post anytime of the day. This gives them the freedom to experiment new things while posting.

Severity or Benefit (minor, major, critical): 5 (critical)

Justification: It is quite critical these days for an app to be able to delete any irrelevant post made by the users. This is the reason it is deemed a critical feature. Without the ability to delete any posts, people would become overpowered and cyber bullying would increase exponentially.

Possible solution and/or Trade-offs: There are no possible trade-offs for this.

Summary of Heuristic Evaluation

During the entire evaluation process, I made use of the Facebook app as a returning user who has been off Facebook for a good year. For the project, I made use of the app on 7th, 8th and 9th of February using an IOS device. During the evaluation process, the Facebook app version was 353.0 and the Messenger version was 347.0.

For the evaluation process, my approach was quite straight forward in the sense that, I would use the app keeping in mind the heuristic evaluations and When I found something interesting regarding any of the Heuristic evaluations, whether it was an example of bad usability or good usability, I just recorded it in a word document together with the screenshot for evidence and continued using the app.

After I felt I had enough examples to work with, I filtered the most relevant examples and went back to the app to replicate each example for consistency purposes. From my point of view the main issue for a returning user was the compact home screen. I felt the stories section should be left to Instagram and Snapchat because the millennials who are interested in stories, probably have an Instagram and Snapchat account, which makes the Facebook app seem like it is trying so hard to be in the market by copying something that doesn't really change their user base.

Another major usability problem I discovered was the inappropriate/in-consistent use of icons for their settings related interface. I feel they are overusing these icons and as a result, two completely different settings have the same icons while other settings have icons which are in no way related to the real world. This might confuse the user and make it an unpleasant experience. For this problem, I feel removing most of the icons that are in the settings menu would make the browsing experience better because there is no need to have icons where you can just have a tag(description) of what settings you can click on.

Apart from the bad usability I found while using the Facebook app, there were many good usability examples. One of it is having an activity log of all major searches and post you have made since you started your Facebook account. I feel this is the most convenient feature of the app because it helps the user save a few memory cells by recognizing a particular search (user search or any post search) rather than entirely trying to remember a particular search. Another good usability is allowing the user to either unsend a message or delete(undo) a particular post they recently posted. This is quite useful for a social media platform because it gives the user a sense of freedom and security because they know they can rectify such mistakes easily.

Improvements to the interface evaluated

Context identification

Every university student needs an application to find up-to-date information on a regular basis such as course or campus related information. There are different reasons to use SFU snap, for example, either to search for your classrooms on the first day of a semester, to finding assignment deadlines or exam schedules without having to open canvas all the time. Additionally, it helps search for other campus related information

such as latest weather conditions, dining places with timings and exact location, library services that allows booking a room or library timings, contact information based on each department, and transit information that shows bus timings from the campus. The application may be used by other general users as well that do not require to login to find campus information. There are some rules they should comply to. Users typically want a faster and reliable way to get information in a timely manner. They may use the app at any time of the day from any location with their smart phones, either with an IOS or Android operated system. (**Figure 11**)

User identification

The online application is designed mainly for students who are currently studying at SFU. Their courses schedules are integrated into the app when logged in and has various other activities for students to find hangout places.

First Persona - Vraj is a 22-year-old second year Computing Science student at SFU. He wants a balanced and organized timetable where he can plan and manage his study routine on campus. He uses SFU snap to look at his assignment deadlines, book a study room to typically connect with his classmates during his free time. He further uses it to connect to his advisors to keep track of his requirements. (**Figure 12**)

Second Persona – Dhruv is 21-year-old Economics student at SFU. He enjoys finding activities to involve in. Other than his studies, he wants a well-balanced social life. To connect with his friends, SFU snap helps him to find food places where he may hang out with his friends. Dhruv also owns a car, hence, SFU snap helps him find a parking area and pay for his parking. (**Figure 13**)

Functional and non-functional Requirements

Functional Requirement #1:
The social aspect in the application should not be complicated, having only simple functions commonly used in social media. This excludes the use of features such as "stories" and "shorts", which several social media platforms have implemented. On the other hand, basic features such as messaging, posts, profiles, etc. are almost required for any social application. Therefore, they must be clearly visible when appropriate. (**Figure 14**)

Functional Requirement #2
Check what my followed programs/clubs at SFU have posted. A solution is to add a specific button that shows your favorite/followed programs/clubs recent posts. (**Figure 15**)

Functional Requirement #3
Add a 'events' feature. Each event will have when (time, date), where (campus or online), who (faculty or instructor) of the event. Each event can be checked if interested and show how many people have checked. If the event requires pre-registration, it will give link to do so (Automatically unchecks the event upon fail to register). (**Figure 16**)

Non-Functional Requirement #1:
Most features related to socializing should be separated from the rest of the app. In order to remain consistent with its current design, new pages accessible from the dashboard and menu should be created. However, notifications and direct messages could be accessed through a button within the social page.

Non-Functional Requirement #2:
Should remove the activity log on Facebook. Privacy matters.

Non-Functional Requirement #3:
The 'events' feature will be organized by time. Events should be divided by campus/online. If there is a 'friends' feature, it should show which friend(s) checked. The app will give notice in a day prior or on the day of the event.

Next Steps

- Context of use
  - As a web-based application, designed specifically for SFU students, the users need to feel involved with design to capture and address the whole user experience. For this reason, these features such as finding relevant information is needed to solve the issues that the users are facing from the product, and its design. The features such as looking up for events or socializing are specific for their interaction and even the emotions while using it.
- Specify requirements
  - Since we know our audience and their needs, we may specify two types of requirements, the first one for business model and second for the users. As a business model, we need to think about the scope of SFU snap's design. The new features such as the events tab helps in solving the problems for the user model.
- Create design solutions
  - Our target here to create a mockup to identify the users' needs based on design solution. For example, creating an events icon, that shows the users' favorite programs and clubs, including recent posts by these clubs. Additionally, clicking on the events, may lead the user to a detail event page.
- Evaluate designs
  - To make our design error-free, we will analyze it against our user needs. To see if it meets all the goals, students may be invited to access the feature and provide opinions on their interaction. Based on their response, we may make change to the product design.
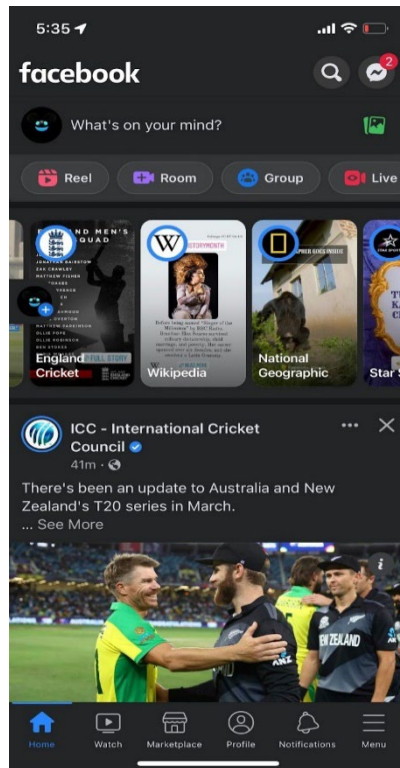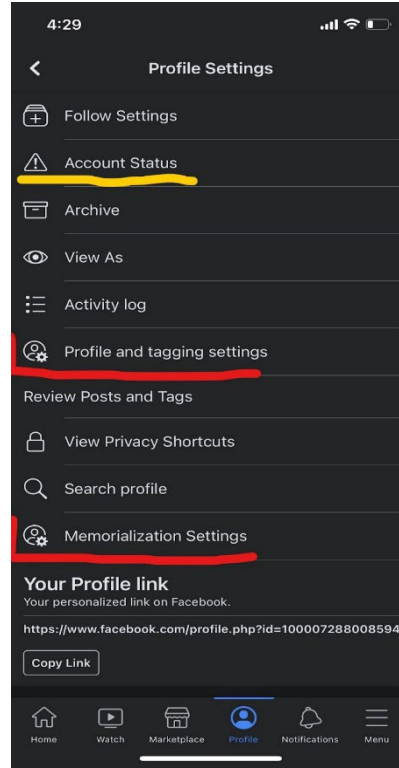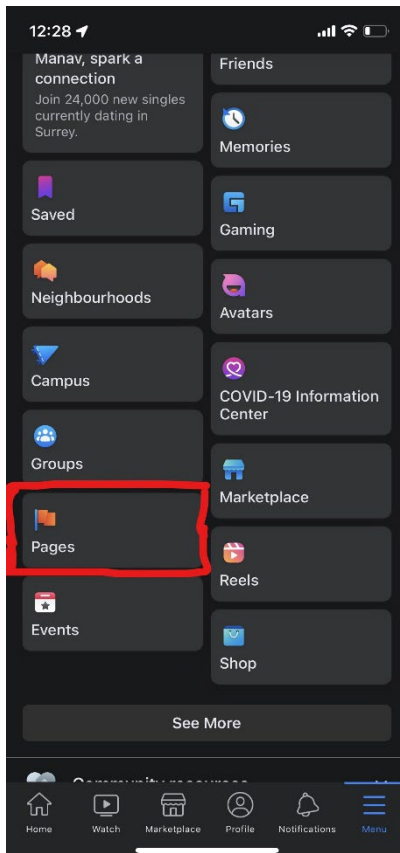
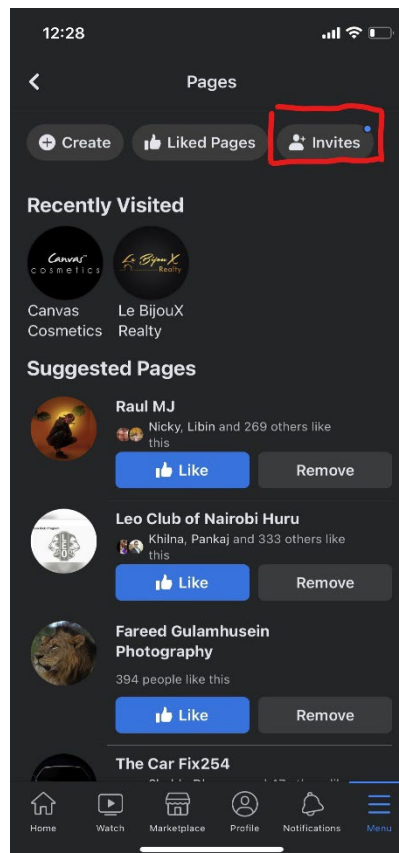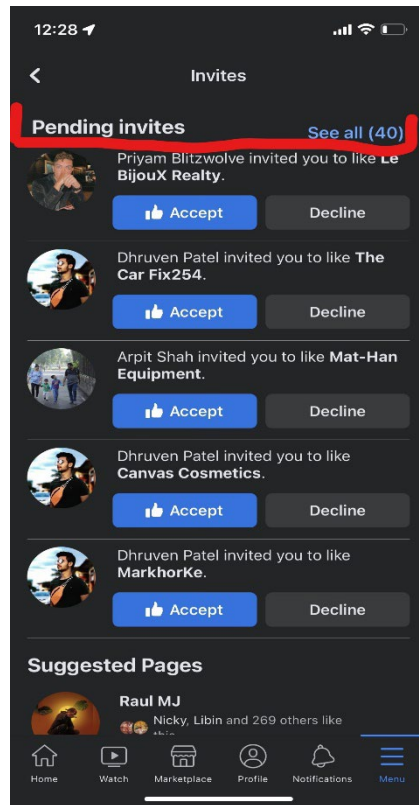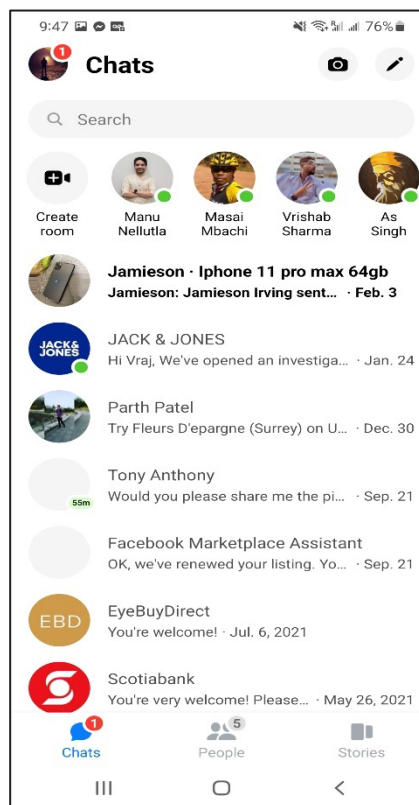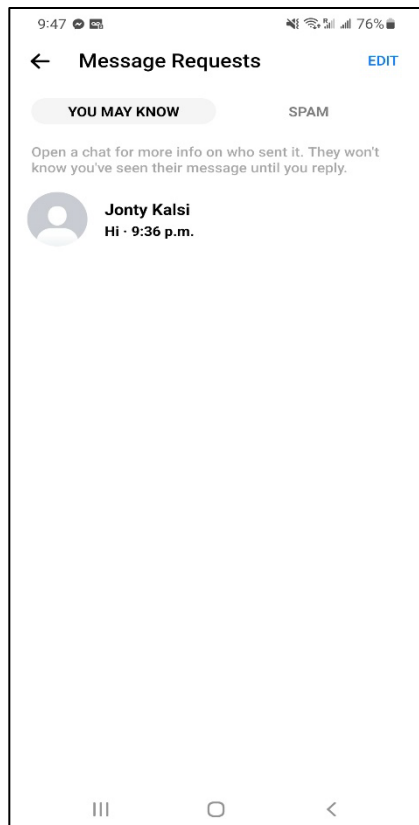# Appendix I : Figures

Figure1.

Figure 2.

Figure 3.

Figure 4.

Figure 5.

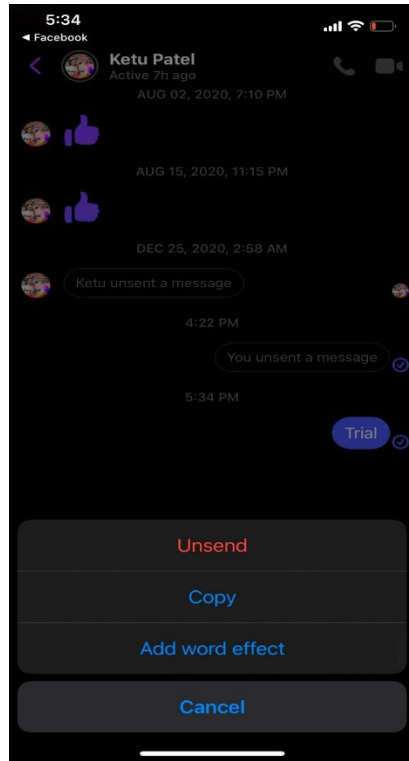Figure 6.

Figure 7.
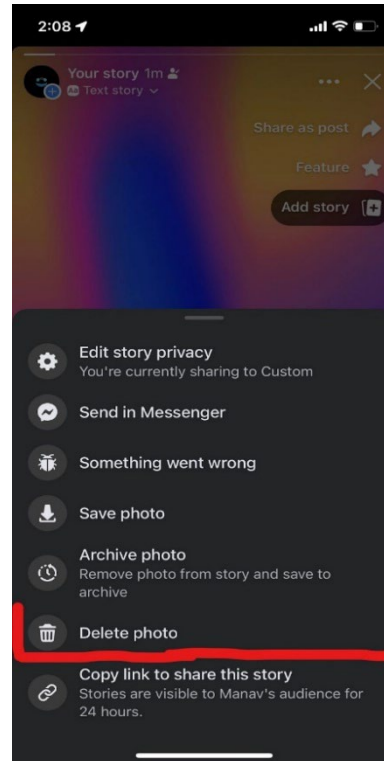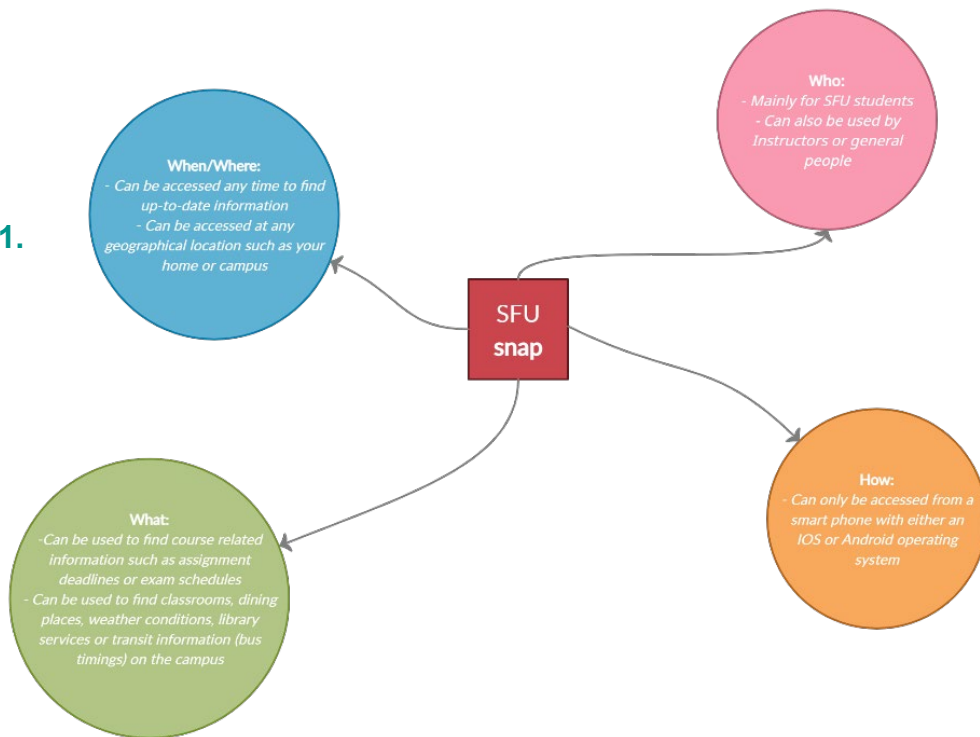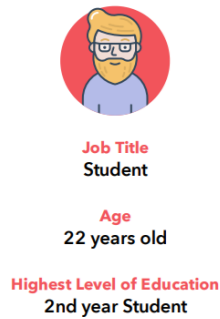

Figure 8.
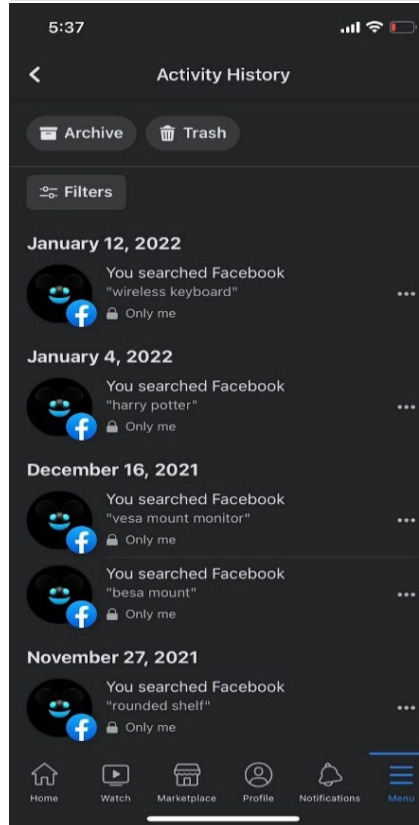
Figure 9.

Figure 10.

Figure 11.

Why does a Vraj need SFU snap?

- Find course information
- Find study rooms
- Find places to hang out and study with friends
- Find contact information to connect with advisors

Job Title
Student

Age
22 years old

Highest Level of Education
2nd year Student

Figure 12.

Why does Dhruv need SFU snap?

- Find his favourite food place to eat
- Find a spot to hang out with his friends
- Likes activities such as clubing, so wants to find a bar or pub nearby
- Needs to pay for his parking
- On a snowy day, he needs to check weather conditions to decide either to use transit or his car

Job Title
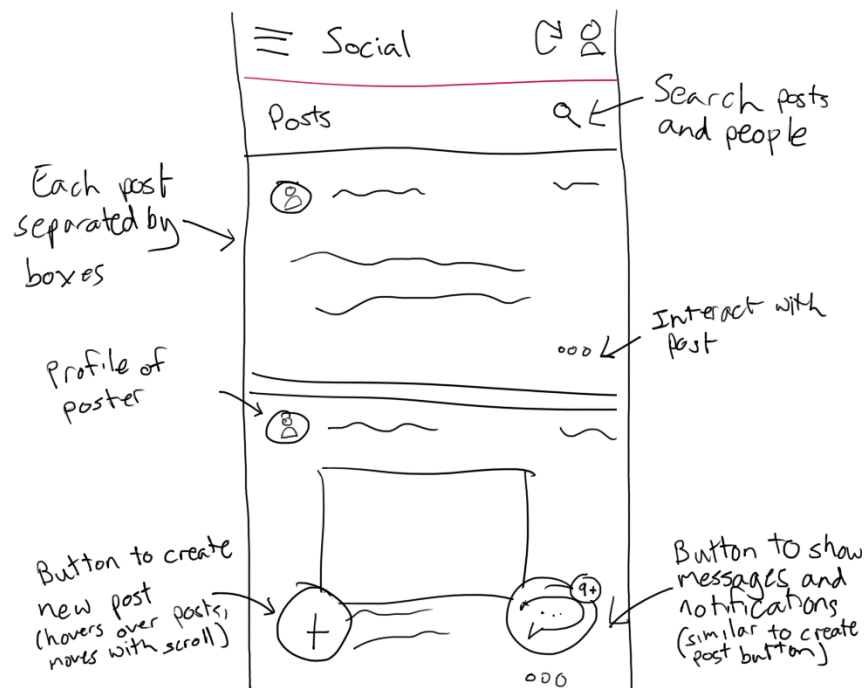Arts Student

Age
21 years old

Highest Level of Education
3rd year Student

Figure 13.

Figure 14.

Adding a button, where your favorite programs and clubs recent posts are shown.

Figure 15.

Events

| Burnaby | Vancouver | Surrey | Online |

Event name   Date/Time

Faculty/Instructor

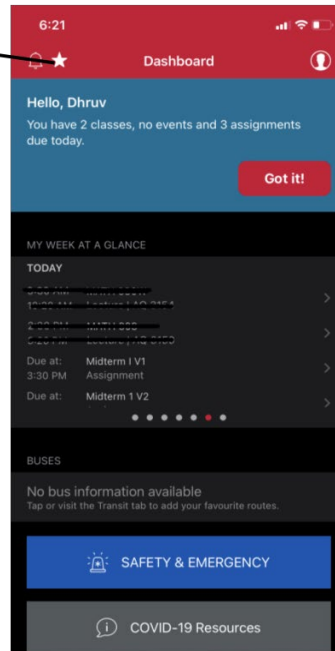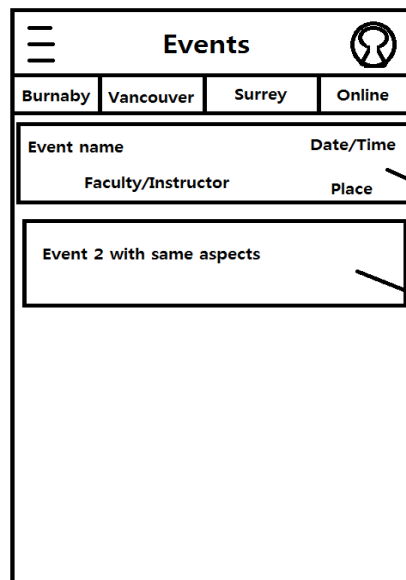   Place

Event 2 with same aspects

May include picture backgound

Click will go to detail page

Figure 16.

CMPT 363 Project Team Contract
Team Name: **Group 18**

These are the terms of group conduct and cooperation that we agree on as a team.

Participation: We agree to....
(How are you going to distribute the work and tasks?)
Ask who is comfortable with each task through initial meetings

Communication: We agree to...
(How are you going to communicate?)
Use both a Discord server and a WhatsApp group chat

Meetings: We agree to....
(How often do you meet? You should meet at least once per week)
Meet once to three times per week

Conduct: We agree to...
(How are you going to treat each other?)
Treat each other with respect and understanding

Conflict: We agree to...
(How are you going to resolve conflicts if that happens? They can be time, opinion, etc.)
Accommodate as much as possible, still acting on majority votes

Deadlines: We agree to...
(How are you doing to finish work by deadlines? What happens if you can't?)
Have regular meetings in order to keep everyone on track. Should this be ineffective, we will still make the attempt to finish by the deadline

Date: 10th Feb 2022

Team Member's Name (Type your full official name here)	Team Member's Signature (Type your initials here)
Jordan Lembong	JL
Dhruv Patel	DP
Vraj Patel	VP
Young Been Lee	YBL
Manav Patel	MP

Template adapted from
https://www.cmu.edu/teaching/designteach/teach/instructionalstrategies/groupprojects/tools/TeamContracts/teamcontracttemplate.docx