Project Report: Sport… Streaming Sports Videos

COMS W4170: User Interface Design

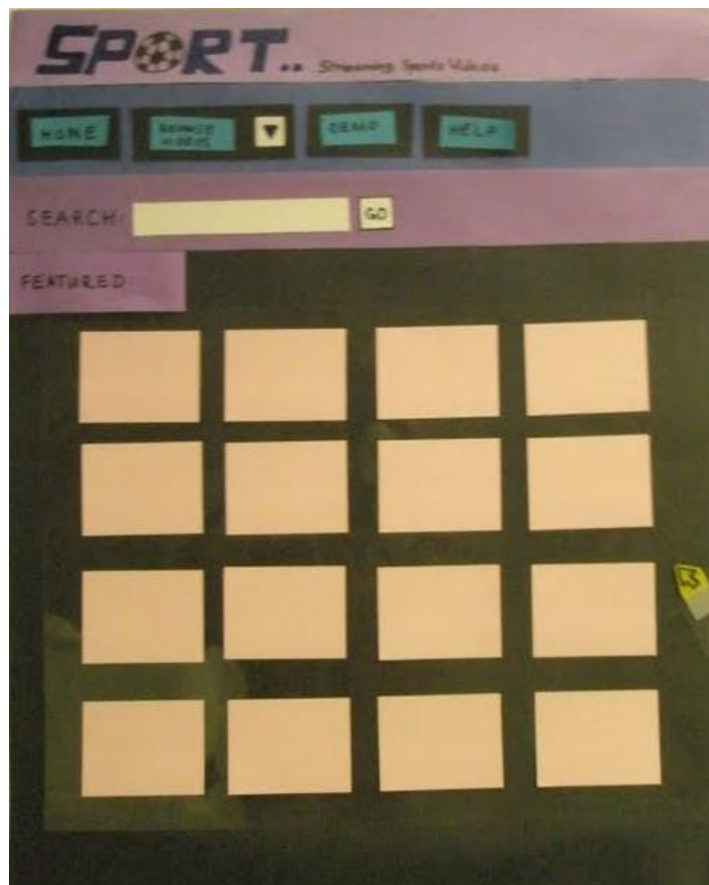**Group: 5**

Team: 1001 (5 + 4)

Team Members

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PART 1

I. Introduction/Brainstorming
    a. Introduce the assignment?
    b. Use scenarios and personas ideas (generalized & rough; bulleted list)
    c. Include images of sketches and our "brainstorming" session with brief captions

II. Initial Design
    a. Description of approach with influences (L)
    b. Use Scenarios
      - Detailed user scenario descriptions (based on index cards)
      - Storyboard of each use scenario with heuristics in mind (M)
        * Images w/ Description Captions
        * Image of Moon trying it out

PART 2

III. Testing (A)
    a. Overall summary of the test (Pretend there were 2- one with Matt and one with Dave)
      * Images of the observation index cards for each test
      * Image of one of the testers trying it out

PART 3

IV. Evaluation

i) Visibility of System Status

Sport has a very horizontal UI. The entire task transition is quite visible. The user knows when he/she is in the system, all the times. However, there is requirement for explicitly showing system status for two kinds of tasks. First, when the user adds a video to the playlist and second is when transitioning from one major view to another, e.g., hitting go after typing in a search query for videos, shows a loading dialog box, that shows the system is retrieving videos for the user.(See figures 1(a) and 1(b) below).
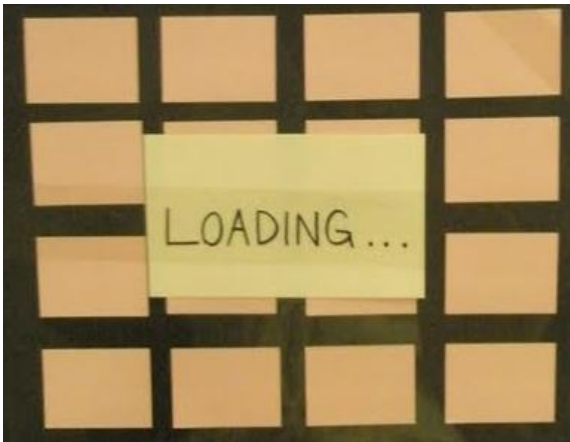

Figure 1(a): Loading... Dialog   Figure 1(b): Video Added Dialog

ii) Match between System and the Real World

Sport... uses very basic terminology, as it is a very simple system that presents the user with the videos of the five famous sports. The Menu has a very understandable layout and the names for each search result are self explanatory.
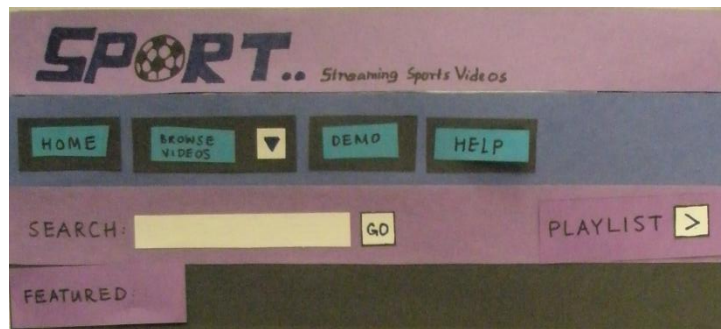

Figure 2: Realistic Menu Entries

iii)   User Control and Freedom

> Since, Sport… is a web based application, users can simply go back and forward, as they like. However, Sport… does provide internal navigation, especially for search results. Also, the user can simply click on the home menu button to go to the home page. Nevertheless, the navigation among the search results is provided by sport… Since, there is no user specified deletion, so there is no need for undo or redo. As mentioned before, Sport… has a pretty horizontal interface. There is no possibility of user getting lost in the depth of the system somewhere.

Figure 3: Easy navigation through the playlist and the main screen

iv)   Consistency and Standards

> The entire UI is pretty clear and there are no ambiguities as far as the main features are concerned. However, the testers did find an error with the search box. While on the help screen, there needs to be a search box for searching through the help menu. The users thought that the search box, we use to search for videos, was also for the help search. It was not originally in the UI design, so we are going to take measures to correct this problem. Figures 4(a) and 4(b) show the problem areas I the interface.

Figure 4(a): Change Search Heading

Figure 4(b): Add Search box for Help

v)   Error Prevention

Sport… takes good measures to implement the error prevention. The only place where a user can commit error is when a user clears up the playlist by mistake or even deletes a video from the playlist. Sport… provides a check in the form of a popup dialog box that asks the user to confirm the action. Other than that, Sport… doesn't provide the user any other opening s to commit errors.

Figure 5: Confirmation Dialog Box to delete a Video from Playlist

vi)   Recognition Rather than Recall

Again, because of its horizontal nature, the UI of Sport… doesn't require its users to remember much. All they need to remember is what they want to see. This is also taken care of, in the playlist. The items (videos) that the user adds to the list are visible in the playlist as the thumbnails. Also the interface has appropriate labels for user to know where in the UI there are at that moment. Figure 6 shows the playlist (opened).

Figure 6: The playlist (opened)

vii) Flexibility and Efficiency of Use

While in the Enlarged video screen, the users have the choice to change to any other smaller videos on the same screen by clicking once on the small video they want to enlarge. A novice user, who hasn't followed the demo provided with the system, will go back to the original screen and then click on the other video to see it, thus doing extra unnecessary steps.
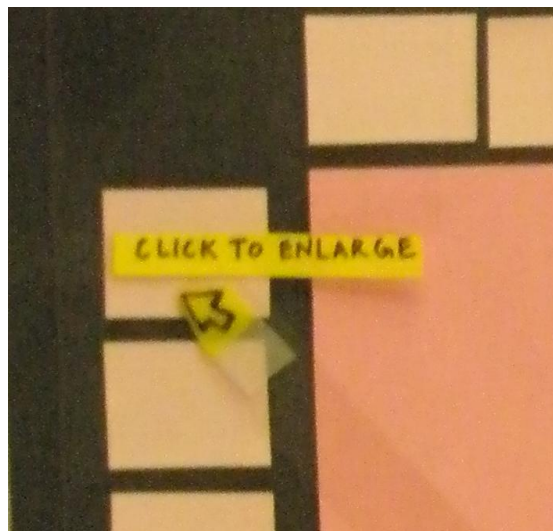

Figure 7: Click on smaller videos to enlarge them

viii) Aesthetic and Minimalist Design

Sport… originally shows just the videos playing. When a user puts the mouse over one, it is then that the buttons to play/pause, add to the playlist, and enlarge and the tooltip become visible. Figure 8(a) and 8(b) show both.
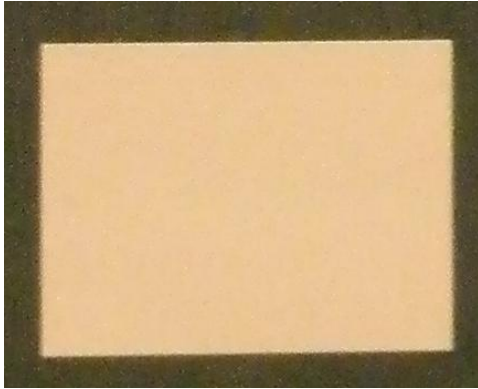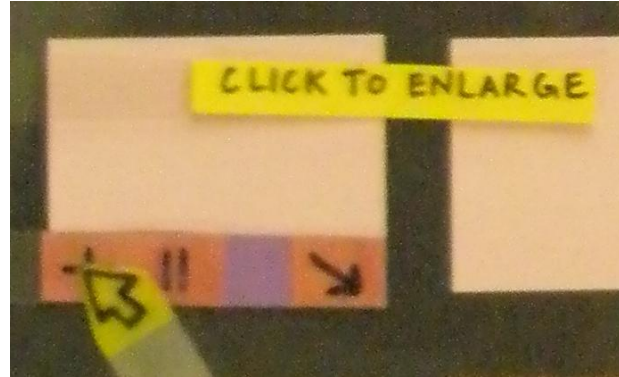

Figure 8(a): Plain Video Playing

Figure 8(b): When Mouse is over the video

ix) Help users recognize, diagnose, and recover from errors

The error messages are only needed 1) when a user searches for a video that is not there,2) when a user tries to add a video to the playlist that is already present in the playlist and 3) when the playlist is full and user tries to add videos to it. Sport… takes good care in making the messages precise and understandable, so the users know what they did wrong.

x) Help and Documentation

Sport… provides extensive help documentation for the users. This help covers all the topics from usage problems, to system troubleshooting. There is this search problem with the menu, as it was mentioned in one of the sections before, which will be fixed in the next section.
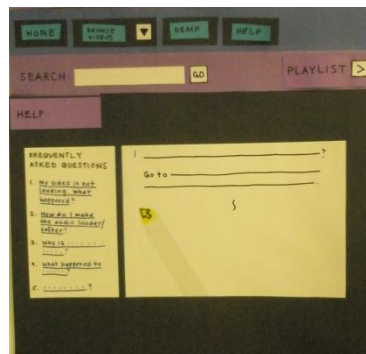

Figure 10: Help Screen

- **Miscellaneous**

  Despite it being a great UI, Sport… still has a few problems, that came up during the user evaluation with the other team. One of them was mentioned above. These problems will be briefly stated here and then fixed in the next section.

  1) Since the demo has only one view (enlarged), there is no need for the minimize button that the other videos have for returning to the normal view.
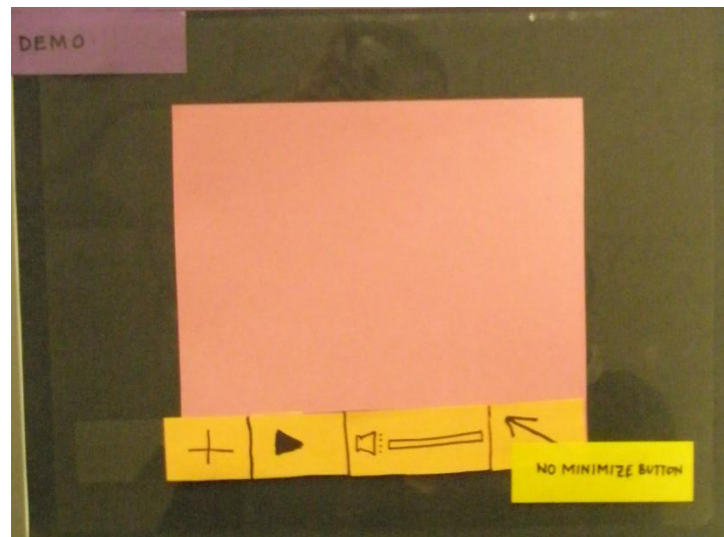
  2) Here I will cover two problems that the users found, first is the navigation confusion. The web browser has its own back button, so we don't need a separate back button. It's just confusing, since we have navigation within the search results. Next, the resize/minimize button should have a tooltip to say what it means. Some users may not recognize the button and thus get confused, to by putting that tool tip there can take care of it.
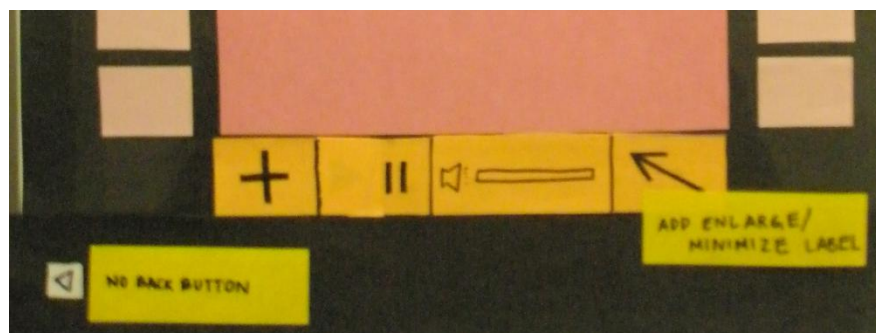
  3) Finally, the users sometimes can't make out what video is being played, so there should be some sort of info that shows up for the video. We will use a tool tip that becomes visible when a mouse moves over a video. It has the info. For the video in it.
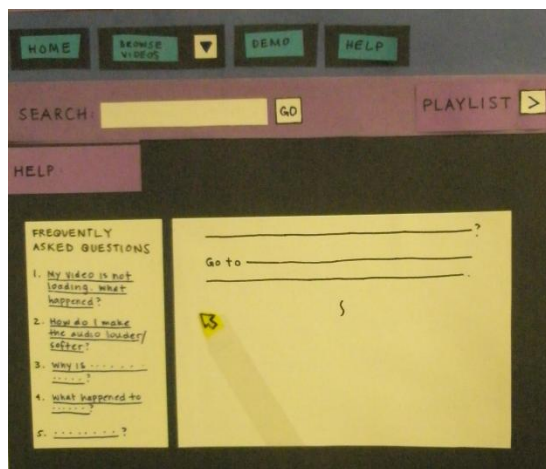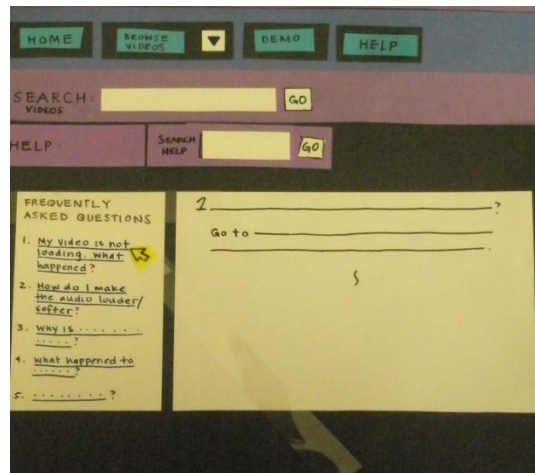
PART 4

V. Revision

As listed in the part 3, there were a few problems with the UI. In this section, we will show the changes that Team 1001 made to Sport...'s user interface, to fix those problems. Let's go over them one by one.

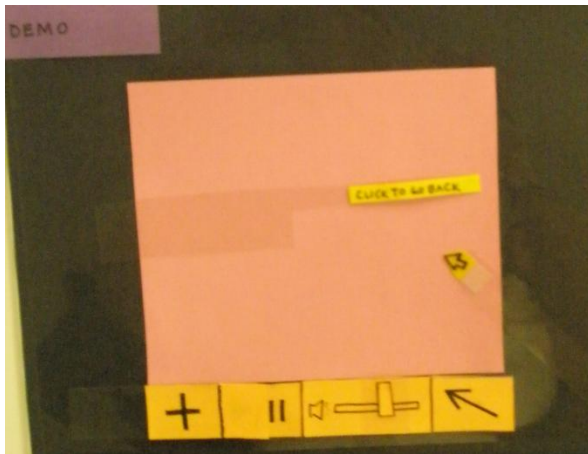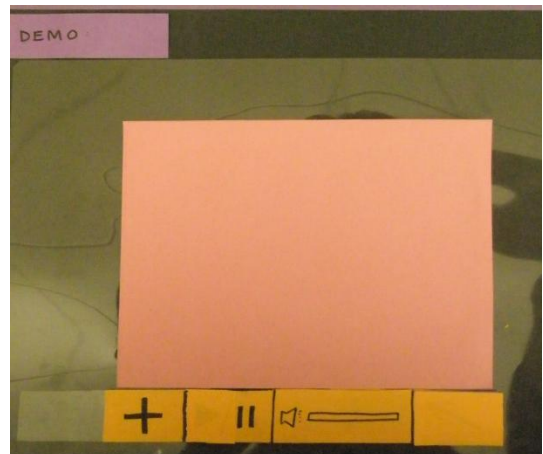1) The addition of help search capabilities to the interface.

Before

After

2) Remove the minimize button from the demo video

Before   **After**
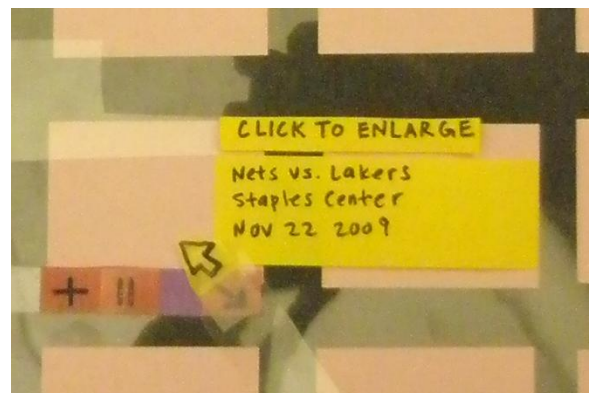
3) Information tool tip for the videos on the screen

Before   **After**
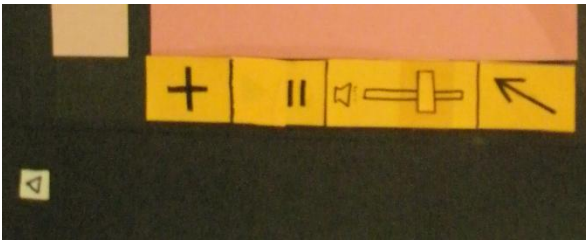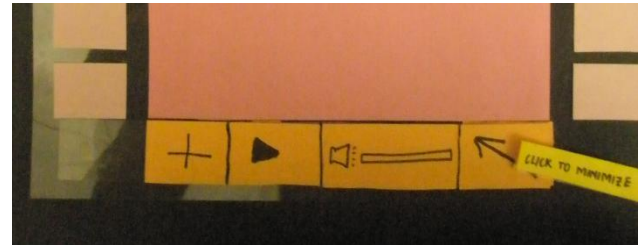
4) Here, we will cover both the tool tip for the minimize button and the removal of the back button at the bottom of the screen.

Before

After

This concludes the required changes in the user interface. The above mentioned changes, don't affect the transition through our use scenarios provided in the Part 1. Following are a couple of snapshots of the team while working on this part.

VI. Conclusion

After all the above steps, we have our UI ready. We can start the implementation process now. The software UI follows all the usability heuristics and is very attractive. It will be a great hit.

The End.