

FIT5152 – Usability Design Project

Submission 2: *Low-Fidelity Prototyping Report*

[Toy & Game Swapping App]

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Introduction

This low-fidelity prototype addresses two core objectives for the Toy & Game Swapping app:

1. enable Emily to judge people and transactions as safe;
2. let her offload items with minimal effort.

Deliverables include: user stories with acceptance criteria (Kanban), three annotated wireframes (Safety Dashboard, Quick Item Posting, Home), and supporting storyboard context. The design prioritizes trust, clarity, and speed by exposing labeled safety signals, offering fast/forgiving listing flows, and maintaining predictable layouts.

We deliberately applied Norman's principles—**Signifiers, Perceived Affordances, Natural Mapping**—and WCAG principles—**Perceivable, Operable, Understandable**—to keep information visible, actions easy, and structure consistent. These artifacts are formatted for professional review and provide a clear foundation for high-fidelity prototyping and user testing.

1. User Story:

1. As Emily , I want a clear way to judge whether people and transactions are safe, so that I can participate without worrying about privacy breaches or scams.
2. As Emily, I want to offload unused items with minimal effort and decisions, so that I can free up space and make a little extra money to stay within my budget

2. Storyboarding:

PERSONA: Emily chen

USER STORY/SCENARIO:

As Emily , I want a clear way to judge whether people and transactions are safe, so that I can participate without worrying about privacy breaches or scams



On a bright afternoon, crammed on a noisy tram, Emily remembers she needs a safe swap.



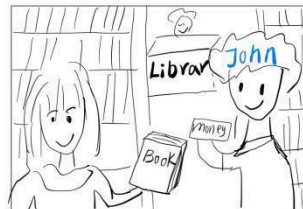
Facing a multitude of apps and various icons, she felt extremely uncomfortable and anxious. Coupled with the noisy environment, she now urgently needs to calm down and also needs help.



Switched to safe mode. The simple interface and large, prominent icons made it feel much more relaxed. All functions became simpler, and there was no need to understand them.



Seeing the various verification messages and help indicators in the App made her feel that the transaction was secure and reliable.



She bravely entered the library. Seeing the familiar and safe environment, along with the money and the kind John, she felt much happier.



She and John successfully completed the transaction happily, and confirmed its completion on their mobile phones. They gave each other positive feedback and would recommend it to others.

PAGE #

PROJECT/TEAM:

DATE:

STORYBOARD NNGROUP.COM

PERSONA: Emily chen

USER STORY/SCENARIO:

As Emily, I want to offload unused items with minimal effort and decisions, so that I can free up space and make a little extra money to stay within my budget



Abundant in unused items, but at a loss as to what to do, the complicated sales process left her at a loss. She didn't know which items to sell, how to price them, or where to list them.



Trying it out, according to the app, only four steps are needed to complete it easily. She wondered in her mind, "Will it really be this simple? Will it be useful?"



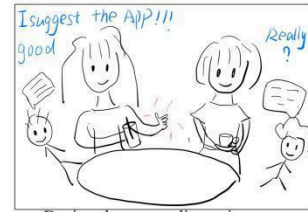
After taking pictures of the plants, the app would automatically complete the listing process, which could prevent her from feeling anxious due to complicated operations.



She happily sang and danced in the room, feeling extremely proud of herself.



The system automatically facilitated the transaction for her, and the delivery personnel came to pick up the goods. For someone who has difficulty concentrating and completing tasks, this made her feel extremely relaxed.



During the group discussion among classmates, she also enthusiastically introduced this software to everyone, explaining that it can help you manage your items and even make money.

PAGE #

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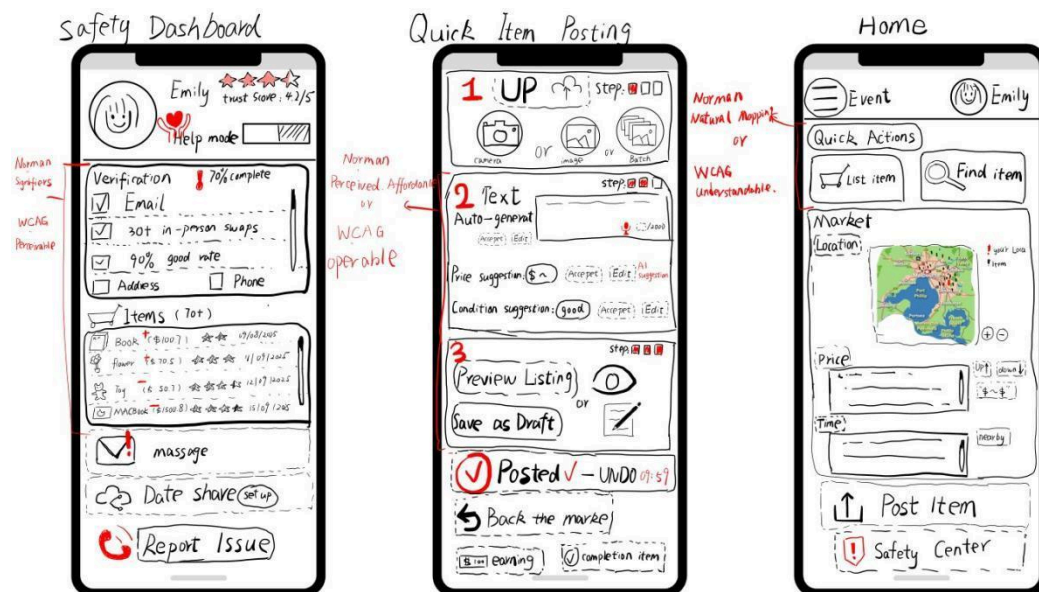
3. Kanban Board with Acceptance Criteria:

[Emily chen]			
User Story	To Do	Doing	Done
<p>"As Emily , I want a clear way to judge whether people and transactions are safe, so that I can participate without worrying about privacy breaches or scams."</p>	<p>Trust score is visible as stars + numeric value (0.0-5.0) and is consistent with the signals below.</p>	<p>History & reputation summary shows: in-person exchanges (last 90 days), dispute rate, and latest review snippet—each clearly labeled</p>	<p>"Why this rating?" explainer drawer lists the signals that contribute to the score with a one-line plain-language meaning</p>
	<p>Verification panel shows key signals with icon + text label (not color-only), readable contrast (≥4.5:1), and a completion progress bar.</p>		
	<p>Report Issue button is high-contrast, includes an icon + text</p>		

[Emily chen]

User Story	To Do	Doing	Done
<p>"As Emily, I want to offload unused items with minimal effort and decisions, so that I can free up space and make a little extra money to stay within my budget."</p>	<p>Upload area supports Camera / Gallery / Batch; any method creates a draft.</p> <p>Auto-suggest block pre-fills Title, Category, Primary photo, Price range; each field has Accept / Edit controls.</p> <p>Voice input (microphone icon + label) is available for description fields.</p> <p>Step indicators (1–2–3) are prominent;</p> <p>Quick Actions (List Item / Find Item) are reachable on the Home screen without scrolling.</p>	<p>Post success bar includes "Posted ✓ — UNDO 10:00" countdown; tapping Undo withdraws the listing</p>	<p>Smart defaults chip suggests safe location + time (editable)</p>

4. Low Fidelity Prototype Screens with Annotations



5. Report

Screen 1 — Safety Dashboard

User Story Addressed: "As Emily, I want a clear way to judge whether people and transactions are safe, so that I can participate without worrying about privacy breaches or scams."

Norman Principle — Signifiers

The dashboard surfaces safety as explicit signifiers: a star-plus-numeric trust score, labeled verification badges (e.g., “Email verified,” “30+ in-person swaps”), and a high-contrast **Report Issue** button with icon and text. Each cue states what matters and what action is possible without prior learning. Because badges pair icon + label rather than color alone, the signals are unambiguous and hard to miss. Emily can immediately recognize credibility and available safety actions with lower cognitive effort.

WCAG Principle — Perceivable

Key safety content is perceivable in noisy, high-glare contexts. Badges combine icons and labels with sufficient contrast; headings group related items; text sizes and targets are readable. The star-plus-number format supports users who process text more reliably than graphics. Critical actions (e.g., reporting) remain visible regardless of lighting or color-vision differences. Together, these choices help Emily detect and interpret safety information quickly and confidently.

Screen 2 — Quick Item Posting

User Story Addressed: “As Emily, I want to offload unused items with minimal effort and decisions so I can free space and make a little money.”

Norman Principle — Perceived Affordances

Camera and microphone icons plus **Accept / Edit** beside auto-filled fields make actions and control locations obvious. Large step numbers (1-2-3) and a pencil icon reinforce editability, so Emily can accept sensible defaults or adjust without hunting. The design favors recognition over recall, lowering decision cost while preserving agency. Perceived affordances keep momentum high: capture, review, accept, or tweak—all clearly communicated where the action occurs.

WCAG Principle — Operable

The flow is operable through multiple modalities—camera, gallery, batch, and voice. Large tap targets and sequential step indicators ease navigation and timing, while a success bar with **UNDO 10:00** provides a forgiving window for recovery. Voice input supports one-handed or high-stress use on public transport. Collectively, these patterns prevent errors, reduce effort, and ensure Emily can execute core tasks reliably.

Screen 3 — Home / Dashboard

User Stories Addressed: Entry to both tasks—judge safety and list quickly.

Norman Principle — Natural Mapping

Controls live where users expect them: **Quick Actions** (List / Find) occupy the primary area; safety access (Safety Center or a Safety Dash Board) sits in a consistent zone. Stable positions and functional groupings create a natural mapping between goals and controls, reducing search time and anxiety. Emily can start a listing or check safety without scanning dense layouts, which supports confident, repeat use.


WCAG Principle — Understandable

Clear section headers, predictable order, and concise microcopy (e.g., “3 taps to draft”) build a coherent mental model. Icons always pair with text labels, and related content appears together. Defaults such as the safety handoff chip are expressed in plain language, reducing ambiguity about where exchanges occur. The result is an interface Emily can understand at a glance—even when distracted.

Conclusion

This low-fidelity prototype emphasizes clarity and empathy: safety signals are visible and labeled; task starts are discoverable; and actions are operable across modalities with a forgiving undo. Limitations include the absence of interactive feedback (e.g., the **Why this rating?** drawer, live Undo countdown), untested copy/contrast across devices, and no stress-tested thresholds for “risk” or price suggestions.

Appendix



Emily Chen

Background

Emily is a psychology student living in a crowded dorm, torn between her disciplined study habits and impulsive online buys driven by homesickness. She holds onto childhood belongings back home as emotional keepsakes, unable to let go of the past. Though academically confident, she avoids dealing with strangers online—especially for transactions—after hearing about a friend's scam experience. She recently missed a chance to share a textbook with her roommate due to social anxiety.

First-Year Psychology Student 19/Melbourne

"I'd participate if it's safe, simple, and not too much spam. I'm just cautious about strangers online after a recent scam."

Goal

- Build meaningful university friendships while maintaining academic distinction
- Save money for Europe trip; make small dorm space feel homey
- Appear environmentally conscious to fit Melbourne culture
- Prove independence while avoiding confrontational transactions

SAYS

"I'm totally fine with uni life!" (to parents during Sunday calls)
"Has anyone else used this app? Is it legit?" (in every group chat)
"I'll look into sustainable options when I have more time"
"My room's too small for anything else"

DOES

Screenshots every review before downloading apps
Browses Facebook Marketplace for 2+ hours weekly but never messages sellers
Keeps 47 tabs open researching "safe" exchange methods
Checks bank app immediately after any online interaction
Crosses streets to avoid charity fundraisers

FEELS

Anxious about privacy breaches and social judgment
Guilty about not aligning actions with values (e.g., sustainability, charity)
Overwhelmed by decision-making and hidden risks
Lonely or isolated in her cautious approach

Behaviours

- Spends 30+ minutes researching each seller; reads reviews obsessively before abandoning cart
- Prefers to store unused items or give to friends; avoids selling despite \$500+ value
- Trust built through university endorsements, friends using first, and Australian contact details
- Creates multiple email addresses for different "trust levels"; disables most notifications

Inner World

THINKS

Am I the only one who reads ALL the privacy policies?
Those games could help me make friends, but what if people judge me for having kids' stuff?
Everyone seems to trust these apps so easily—what's wrong with me?
Mom will be hurt if I give away the games she bought me

♡

pain points

- Privacy paranoia around data sharing and meeting strangers
- Decision paralysis from overthinking; maintains 15+ "watch" lists never acted upon
- Trust spiral anxiety - assumes everyone online might be lying about identity
- Notification overwhelm causes missed deadlines; 127+ unread messages create stress