

Wireframe Usability Inspection Report

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Scenario:

For our usability testing, we asked users to like a post on the homepage, send a DM, and sign up for a volunteer opportunity.

Analysis of Testing:

The testing showed us some repeating issues including how the posts on the home page worked, where to find buttons for interactions and how to sign up for a volunteer opportunity. On the Home page, users struggled with the likes buttons' interactions and location. For our prototype, the like button filled in and on the right side. However, users were confused because the like button appears as an outline on the left side for most other apps. Once users clicked on the like button, there were also no emojis that match their idea of "like," such as a heart or a thumbs up. Additionally, some users struggled to locate the chat feature, because it required navigating through many screens if the user wasn't starting from the home page. On the chat page, users were also confused because there was no way to start a new chat.

There were also several issues with our volunteer page. When users first navigate to the volunteer page, they are met with a page that is completely blank except for a search bar, so users were confused about whether or not the page had successfully loaded. Once users found a volunteer opportunity they were interested in, there were also problems with the sign up process. It was unclear which of the form fields were required, and the sign-up button itself was also too small relative to everything else on the page. After users click the sign-up button, while a pop-up does appear, telling them they successfully signed up, they were kept on the exact same screen with no changes, so they were confused about whether or not they had actually successfully signed up. In general, our volunteer page also lacked the functionality for users to filter through results as well as to cancel any activities they had previously signed up for.

Our testing also showed issues with other pages of the app. On the news page, the lack of a search bar confused users not only because it didn't follow the same format as the volunteer page, but also because this was a functionality they were expecting to have. On the profile page, whenever users made an edit, they weren't sure whether or not that edit was saved because there would be no confirmation.

Overall, many of the pages have similar functions, but they all behave slightly differently. This led users to struggle with how to interact with and move through the app. Users often found that they needed more documentation and instructions for how to navigate the app.

Plans for Improvement:

For the "Like" button on the homepage, we should move it to the left side of the screen to match the common layout, and also try to use interactive animations instead of emojis. We should also change the appearance to better match users' expectations by making the icon an outline by

default to show that it is clickable. Besides this, we also need to add an unlike function so that the users can withdraw their likes if they click the button accidentally.

Another improvement that we need to make is for the “Add New Activity” function on the profile page. We need to add a confirmation pop up or page after users fill in for the users to make sure that they’re adding the correct information for the activity to prevent accidental interactions. Also add something like “Saved Successfully” after users click the save button so that they can know that they successfully saved the activity, and also add an undo function in case they realize that they typed the wrong information after clicking the save button.

Since there are too many pages now, we plan to combine the Volunteer and the Garden page. In the current Volunteer page, the users have to enter a location or share their location before browsing the different activities. After combining these two pages together, we should allow users to browse the volunteer and the garden options without entering the location or allow them to set a default location so that they won’t need to enter or share the location every time they want to sign up for a volunteer opportunity or find a garden. For the volunteer page, we can also add a confirmation pop up or page to prevent accidental interactions.

It is important to make all UI elements in one app consistent. For the next step, we will design UI elements with a unified style.

Tests:

Test 1: (Conducted By Naomi)

Criteria	Page/Interaction	Issues	Recommendations
1. Visibility of system status	Home Page	Likes Status Confusing	Better communicate how to interact with likes feature
2. Match between system and the real world	Nav Bar	Pge names and icons slightly confusing	Combine features in to less feeds - (then allow for filtering)
3. User control and freedom	Volunteer Opportunity Page	Users are forced to enter a location or share their location before browsing.	Allow users to set a default location or show options without needing the search location.
4. Consistency and standards	Home page and Volunteer Page	Inconsistency with how to interact with posts (can not read more about the ones on the activity feed but can click and	Where possible make functions similar.

		read more for volunteer opportunities.	
5. Error prevention	Volunteer Sign Up	Little to no error prevention. No confirmation before signing up for volunteer activity.	Create a confirmation pop up.
6. Recognition rather than recall			
7. Flexibility and efficiency of use	Home page	No way to quickly access chats	Add chats icon in main nav bar
8. Aesthetic and minimalist design			
9. Help users recognize, diagnose, and recover from errors	Volunteer Activity Page	No way to clear search results.	Add a way to clear or filter search results after the fact.
10. Help and documentation			

Test 2: (Conducted By Naomi)

Criteria	Page/Interaction	Issues	Recommendations
1. Visibility of system status	Home Page	Unclear what the interactions with the post are - what do the three dots allow for.	Make it more clear what each button does and why.
2. Match between system and the real world	Home Page	Likes button is the opposite side to instagram - confusing.	Move likes button to match instagram / common layout.
3. User control and freedom	Volunteer Activity Page	No way to clear search results or filters.	Create ways to clear and restart.

4. Consistency and standards			
5. Error prevention	Volunteer Activity Page	No way to confirm sign up was successful or if they actually are happy with input data.	Confirmation email or notification and confirmation pop-up before sign u is complete.
6. Recognition rather than recall			
7. Flexibility and efficiency of use	Volunteer Sign Up	Cannot quickly exit the sign up process.	Make a pop-up for sign up that can be quit.
8. Aesthetic and minimalist design	Volunteer Activity Page and Sign Up	Too much one page for sign up.	Possible only a sign up button but fill in detail on a pop up.
9. Help users recognize, diagnose, and recover from errors	Home Page	No way to prevent accidental interactions with posts - can users undo their likes?	Make the like feature more clear and allow for error prevention.
10. Help and documentation	Volunteer Activity Page	No documentation on how to sign up.	Add instructions or a little information icon so users can get more explanation if desired.

Test 3: (Conducted by Angelica)

Notes:

Look on the Homepage and like a post,

- "likes" makes you think it's the number of likes, not an actionable prompt
- liking a post is usually on the left of the card, like on instagram
- was looking for an outline of a heart, which indicates it could be filled
- misleading because emojis don't represent likes (either a heart or a thumbs up)

then send a DM.

- no way to start a new message
- put keyboard

After sending a DM sign up for a volunteer opportunity.

- instructions/info on first page, thought it was blank because it didn't load currently
- share current location should be upfront
- start and end times are unclear

-sign up button is unclear

-after signing up, would expect some change on the initial page

Criteria	Page/Interaction	Issues	Recommendations
1. Visibility of system status	Volunteer Sign Up Page	After signing up, the initial page doesn't change, so the user thinks it didn't work and signs up multiple times	After user signs up, change the info displayed on the page or move them back to the results page
2. Match between system and the real world	Home Page	The like button was already filled in, so it didn't look like an actionable button, plus it's not usually on the right side	Change the current like button so it starts as an outline and only becomes filled in when the user clicks on it, and move it to the left side of the card
3. User control and freedom			
4. Consistency and standards	Home Page	User associates "like" with a thumbs up or heart emoji, but none of those options were presented when you click on the like button	Add or change some of the existing emojis to a thumbs up or heart so it better matches users' perception of "like"
5. Error prevention	Volunteer Sign Up Page	The "Sign Up" button was smaller compared to the other fields, so user might misclick	Make the "Sign Up" button larger
6. Recognition rather than recall			
7. Flexibility and efficiency of use			
8. Aesthetic and minimalist design			

9. Help users recognize, diagnose, and recover from errors	Volunteer Sign Up Page	No indication of what information is required to sign up	Include asterisks next to required fields and have error message if they're not filled out when submitted
10. Help and documentation	Volunteer Home Page (Search)	The page is blank except for a search bar, so the user was unsure of what to do and thought it didn't load properly	Include instructions/info or recommendations on the first page below the search bar

Test 4: (Conducted by Chenxin Zheng)

Criteria	Page/Interaction	Issues	Recommendations
1. Visibility of system status	Add new activity function in profile page	After click the save button, it doesn't show if it's saved or not	After click save button, show something like "Saved Successfully"
2. Match between system and the real world	Homepage	In many app, the like button is usually on the left	Move it to the left
3. User control and freedom	News	Doesn't have a search bar, the users can't search for what they want to read	Add a search bar
4. Consistency and standards			
5. Error prevention	Volunteer sign up Add new activity function in profile page	No confirmation page	Add a confirmation page after users filled all the information
6. Recognition rather than recall			
7. Flexibility and efficiency of use	Chat	Really hard to find where the chat bottom is	Add it to the main navigation bar
8. Aesthetic and minimalist design			

9. Help users recognize, diagnose, and recover from errors	Add new activity function in profile page	Once it's saved it can't change	Add a edit bottom
10. Help and documentation			

Test 5: (Conducted By Siqu)

Look on the Homepage and like a post,



then send a DM.



After sending a DM sign up for a volunteer opportunity.

-Feel confused about the blank page.

Criteria	Page/Interaction	Issues	Recommendations
1. Visibility of system status	Home page	After clicking the likes, the emojis appear a little stiff.	Improve more in High-fi, use interactive animation.
2. Match between system and the real world	Navigation bar	Garden and Map?	Feel confused about how to use icons to represent "looking for a garden"
3. User control and freedom	Volunteer page	Feel confused about the blank page	Maybe have some volunteer opportunity recommendations before they share the location?
4. Consistency and standards			
5. Error prevention			
6. Recognition rather than recall			
7. Flexibility and efficiency of use			

8. Aesthetic and minimalist design	Volunteer pag	Sign up button is small	The buttons need to have a distinction between primary and secondary.
9. Help users recognize, diagnose, and recover from errors			
10. Help and documentation			