TELL ME MORE

CONNECT VULNERABLY AND CONSISTENTLY

ASSIGNMENT 8

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Try Pitch

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Problem & Solution

PROBLEM?

Friends want to stay in touch and understand what is going on in each other's lives, but often struggle to have meaningul conversations or express vulnerabilities that could elicit support.

SOLUTION?

Tell Me More allows friends to answer a daily prompt focused on meaingful conversation, then broadcasts each friend's answer to the whole group, providing an easy outlet to express emotions or worries.

road map

HEURISTIC EVALUATION RESULTS

①

ALL UI AND PRODUCT REVISIONS

②

PROTOTYPE IMPLMENTATION STATUS

③

DEMO OF PROTOTYPE

④

1. heuristic evaluation results

53
Severity 3/4 Violations

32 VIOLATIONS ADDRESSED

36
Severity 1/2 Violations

20 VIOLATIONS ADDRESSED

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H3 User and Control (19)

H4 Consistency and Standards (15)

H11 Accessibility (11)

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2. all UI and product revisions

Severity 3/4 Violation Categories

1. Button inconsistency
2. Text box inconsistency
3. Accessibility
4. Terminology
5. Lack of undos
6. Lack of instructions
7. Extra features (see appendix)
8. Figma functionality (see appendix)
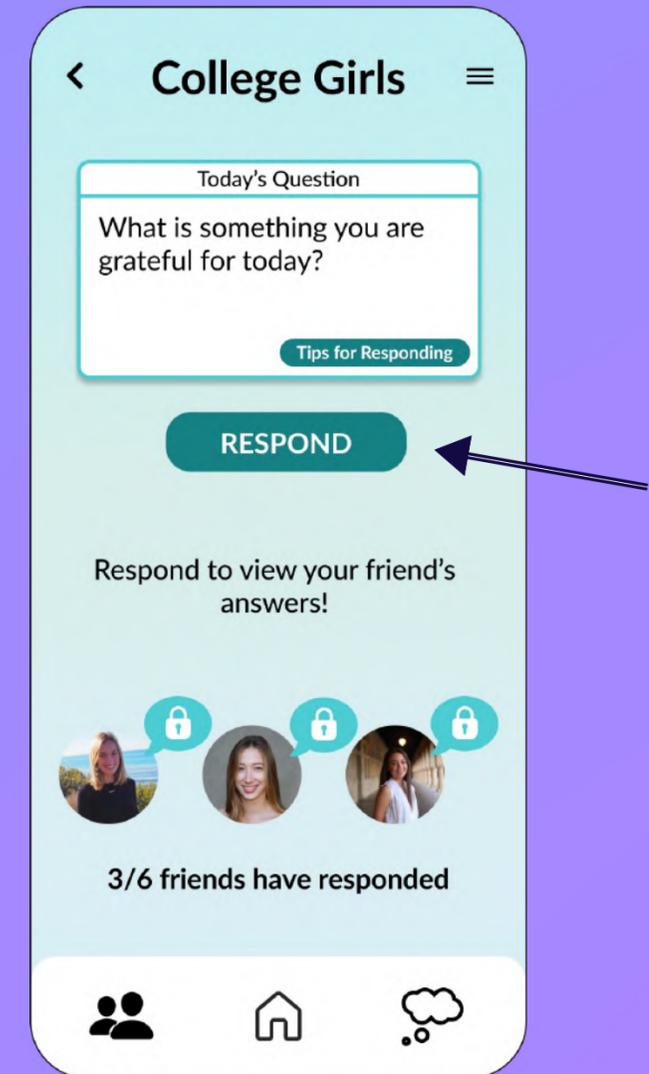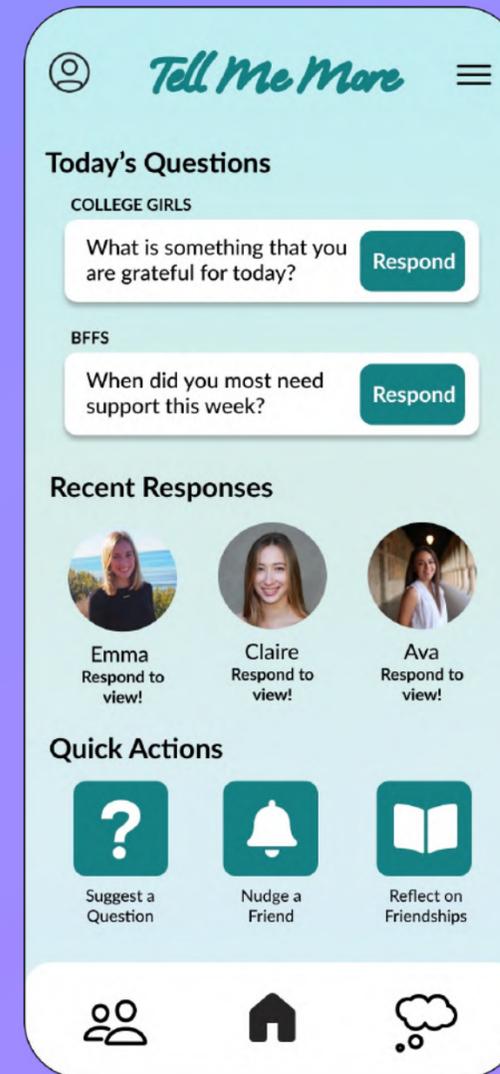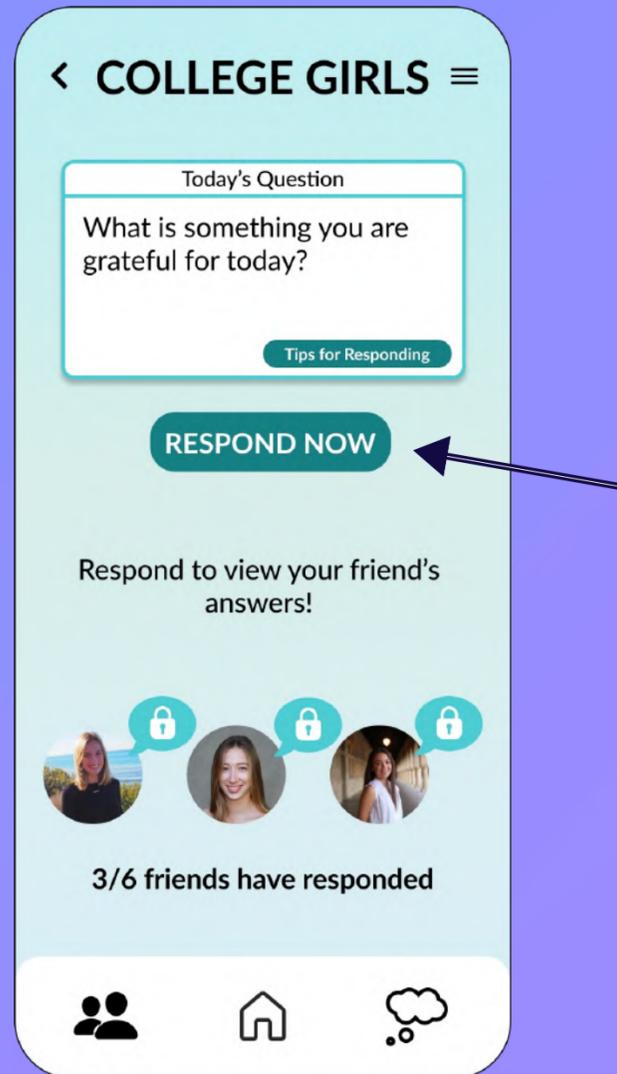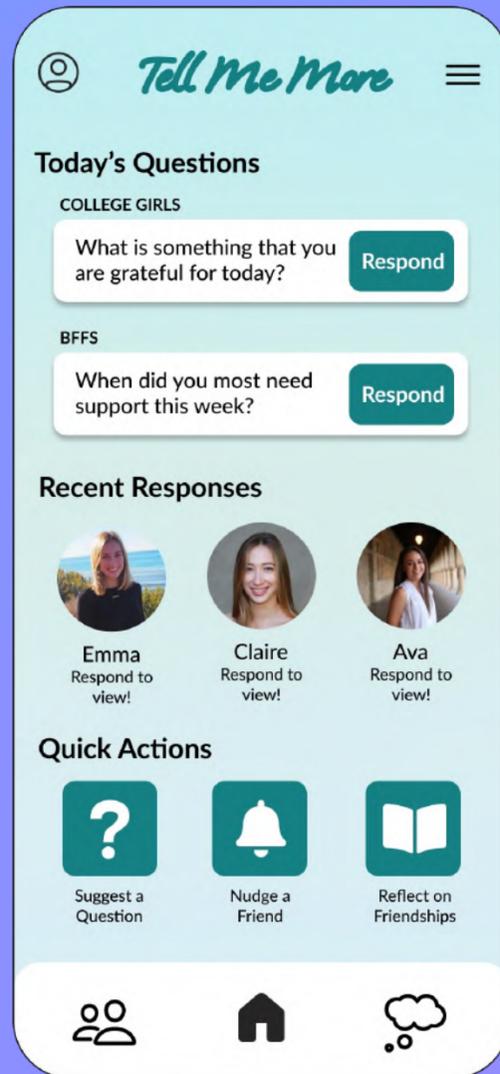9. Violations we did not revise (see appendix)

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Issue #1: Button inconsistency

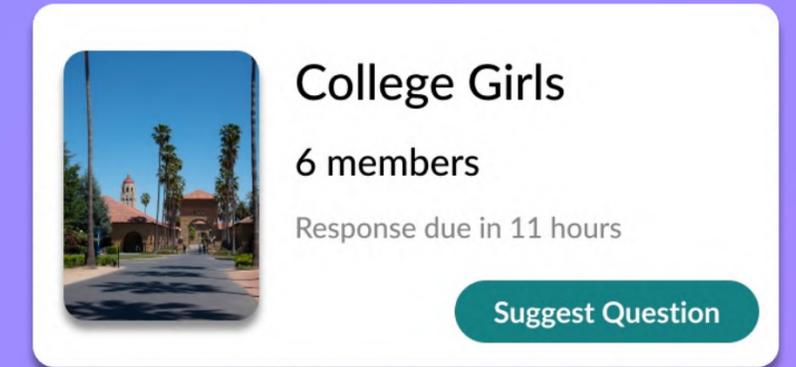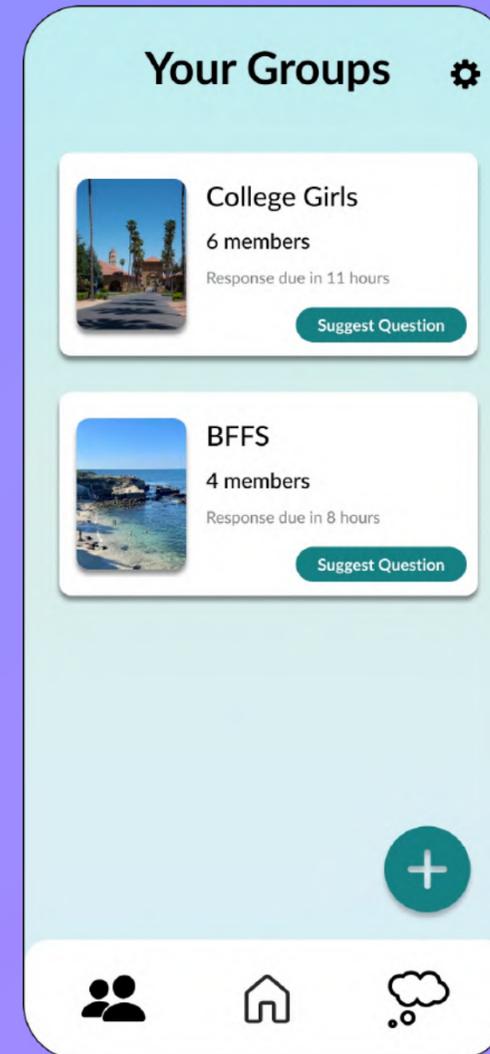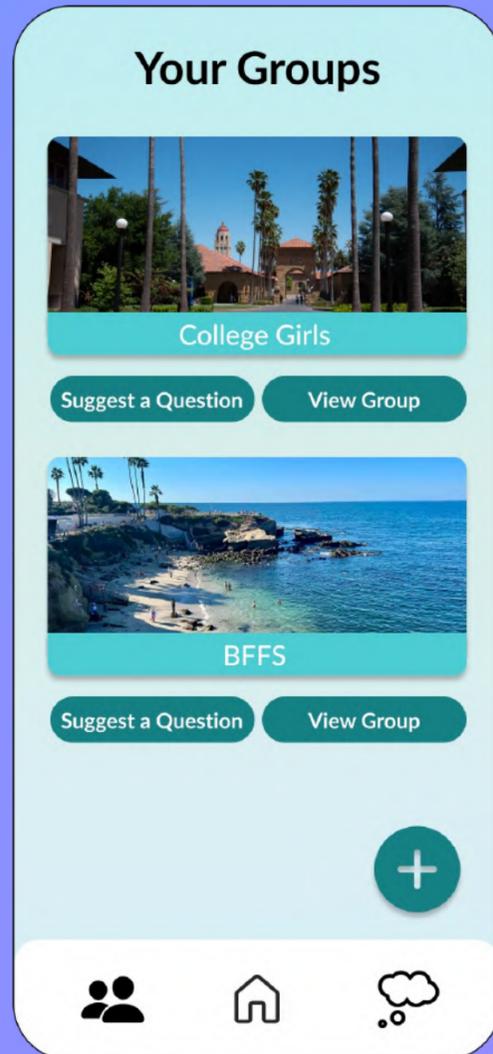| Heuristic	Severity	Description
H4 Consistency & Standards	3	"Respond now" button doesn't match the previous "respond" button on the homepage
H4 Consistency & Standards	3	"Suggest a question" button does not have enough padding
H4 Consistency & Standards	3	"Done Adding Friends" button does not match convention of just "Done" or "Finish"
H4 Consistency & Standards	3	"Create Group" button is not colored in

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Revision 1.1

Before
Home page uses "Respond" but groups
page uses "Respond Now"

After
The buttons on both pages say "Respond"
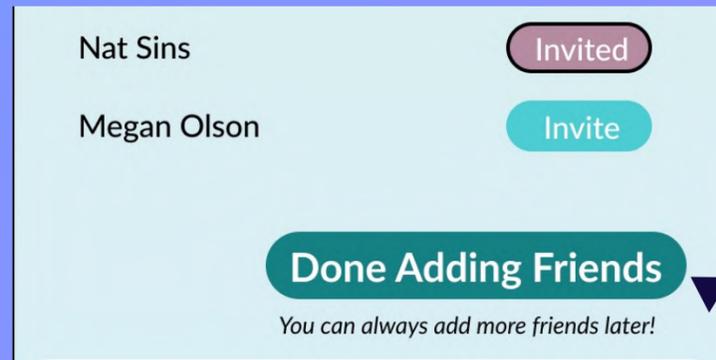
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Revision 1.2

Before
The padding on "Suggest a Question" is inconsistent with other buttons and looks crowded

After
"Suggest a Question" changed to "Suggest Question" to be concise and increase button padding

Try Pitch

Revision 1.3, 1.4

Nat Sins — Invited

Megan Olson — Invite

Done Adding Friends
You can always add more friends later!

Before
"Done Adding Friends" doesn't follow convention.

Nat Sins — Invited

Megan Olson — Invite

Done
You can always add more friends later!
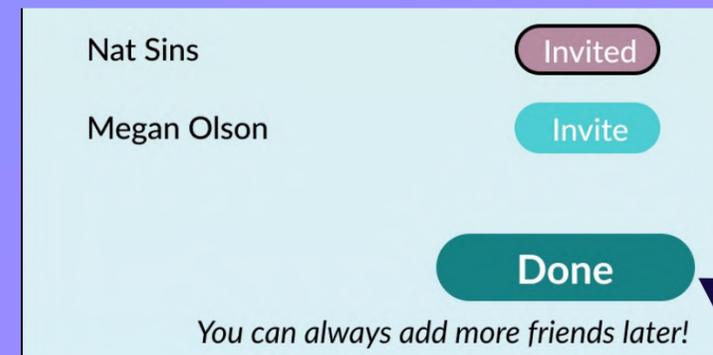
After
"Done" is more consistent with other buttons.

CREATE GROUP

Before
Button is in all caps and is not filled in until user has filled out the required fields.

Create Group

After
Changed to match conventions.

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Issue #2: Text box inconsistency

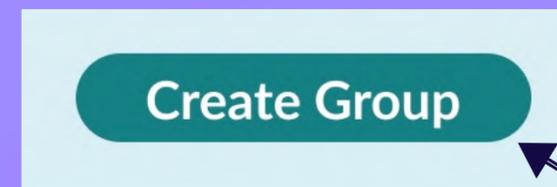| Heuristic	Severity	Description
H4 Consistency & Standards	3	The text box for responding to a prompt and suggesting a question look a little different
H4 Consistency & Standards	3	Some input boxes are rounded, others have square corners, some have black borders, and some have blue ones
H6 Recognition Rather Than Recall	3	The box where the user responds to the question has no filler text showing users that the user can type their response there

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TEXT BOX INCONSISTENCY

Revision 2
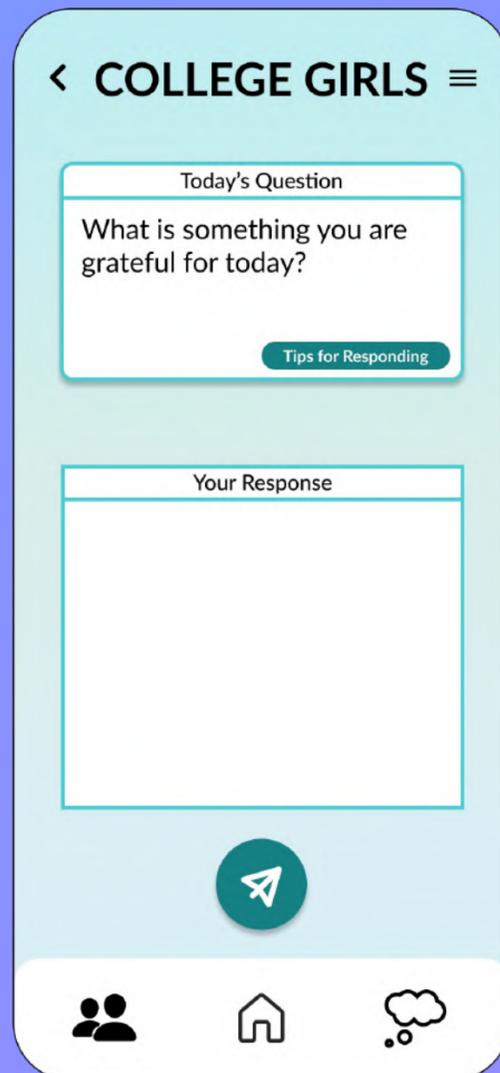
Before
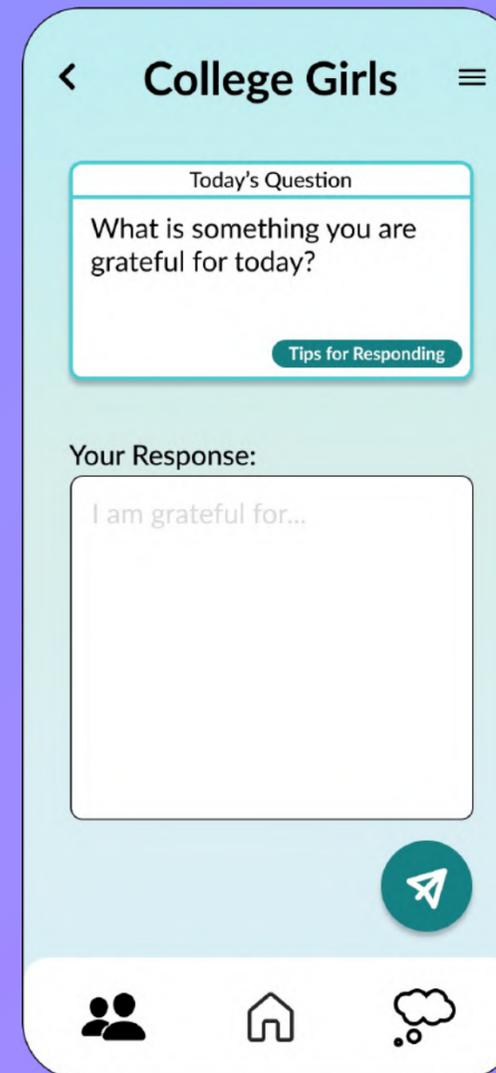Text boxes have different colored borders, different prompt formatting, and different fill.

After
Text boxes are consistent in border, color, filling, and prompt.

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Issue #3: Accessibility

Heuristic	Severity	Description
H11 Accessibility	3	Text in "tips for responding" button is too small to read
H11 Accessibility	3	Low color contrast between group names and backgrounds and suggest a question message.
H11 Accessibility	3	Text in the menu that pops up from the plus button was so small it was difficult to read
H11 Accessibility	3	The @'s and phone number text colors do not have enough contrast with the background

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Revision 3.1, 3.2

Today's Question

What is something you are grateful for today?

Tips for Responding
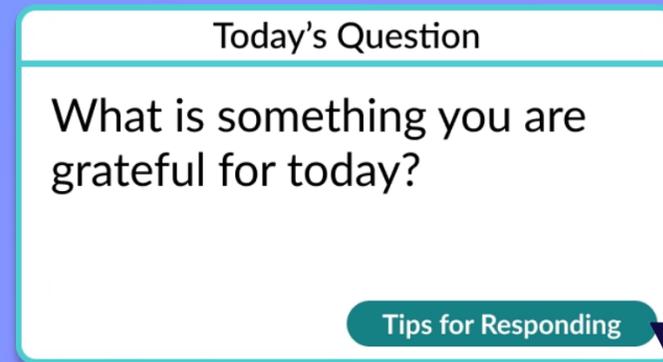
Before

"Tips for Responding" font too small.

Today's Question

What is something you are grateful for today?

Tips for Responding

After

Increased font size!

College Girls

Suggest a Question   View Group
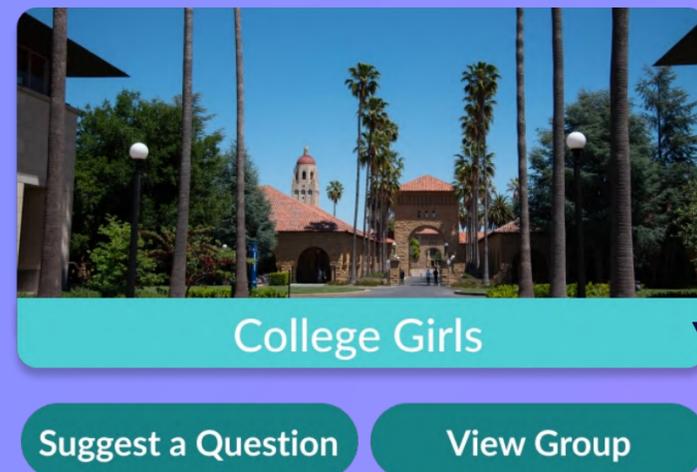
Before

Contrast between "College Girls" and background is too low.

College Girls

6 members

Response due in 11 hours

Suggest Question

After

Contrast fixed!

Try Pitch
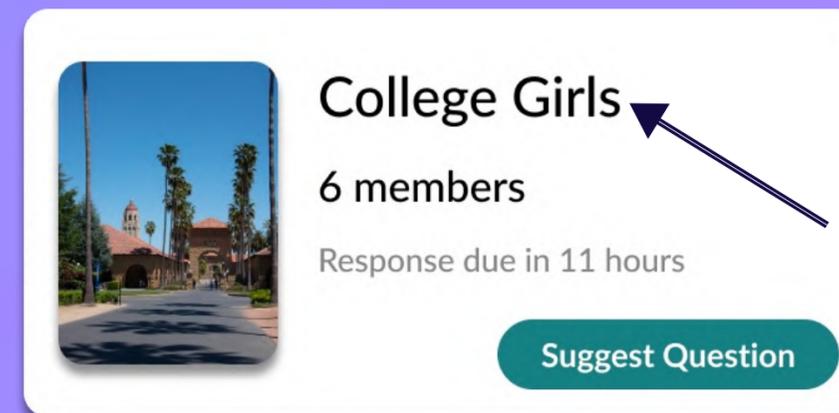
Revision 3.3, 3.4

Before

Pop up font too small to read.
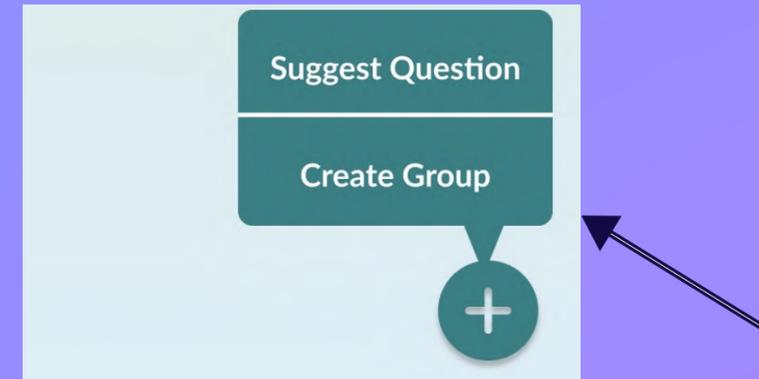
After

Increased font size and popup size!
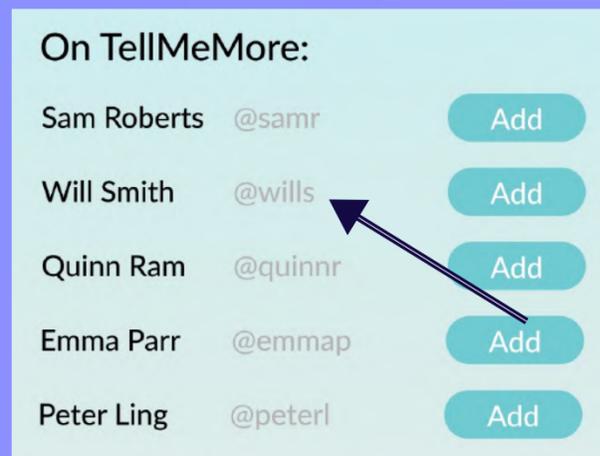
Before

Contrast between usernames and background is too low.

After

Contrast fixed!

Try Pitch
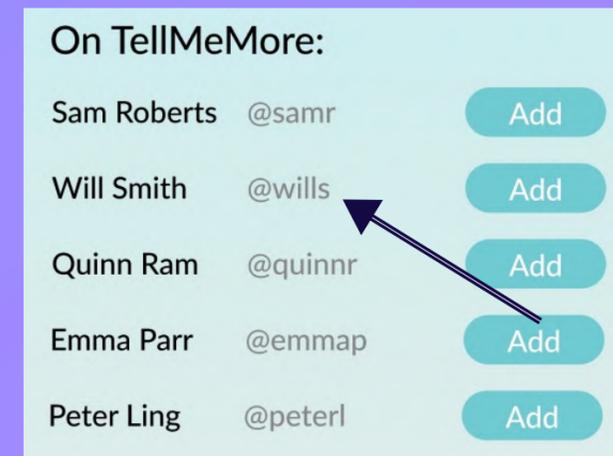
Issue #4: Terminology

Heuristic	Severity	Description
H4 Consistency & Standards	3	There is an inconsistency between invite / add friends on the create group page.
H2 Match Between System & Real World	3	"Cadence" is confusing as a term

Try Pitch
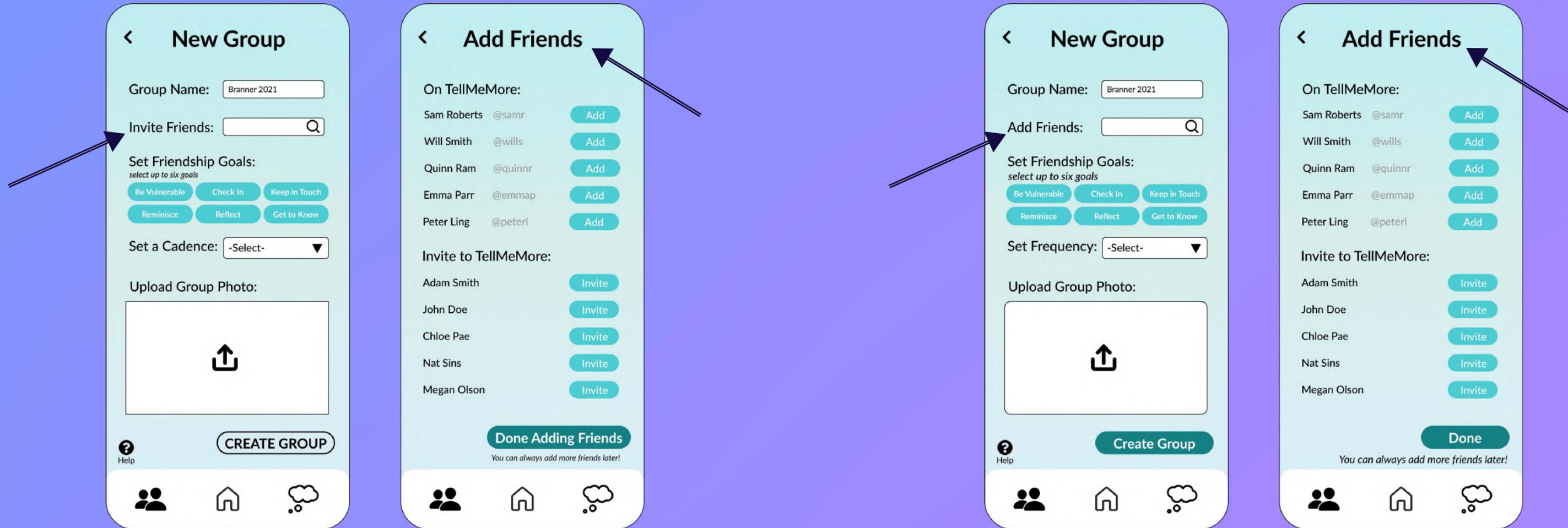
Revision 4.1

Before
User clicks to "Invite Friends" but is taken to a screen to "Add Friends.

After
Changed to be consistent.

Try Pitch

Revision 4.2
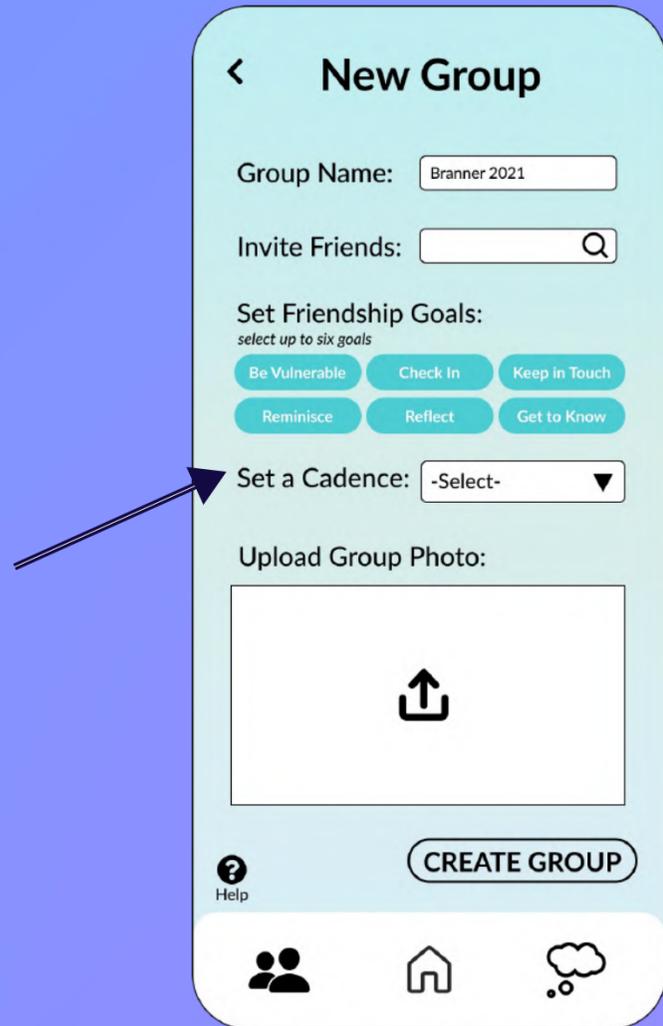
Before

"Cadence" is a confusing term.
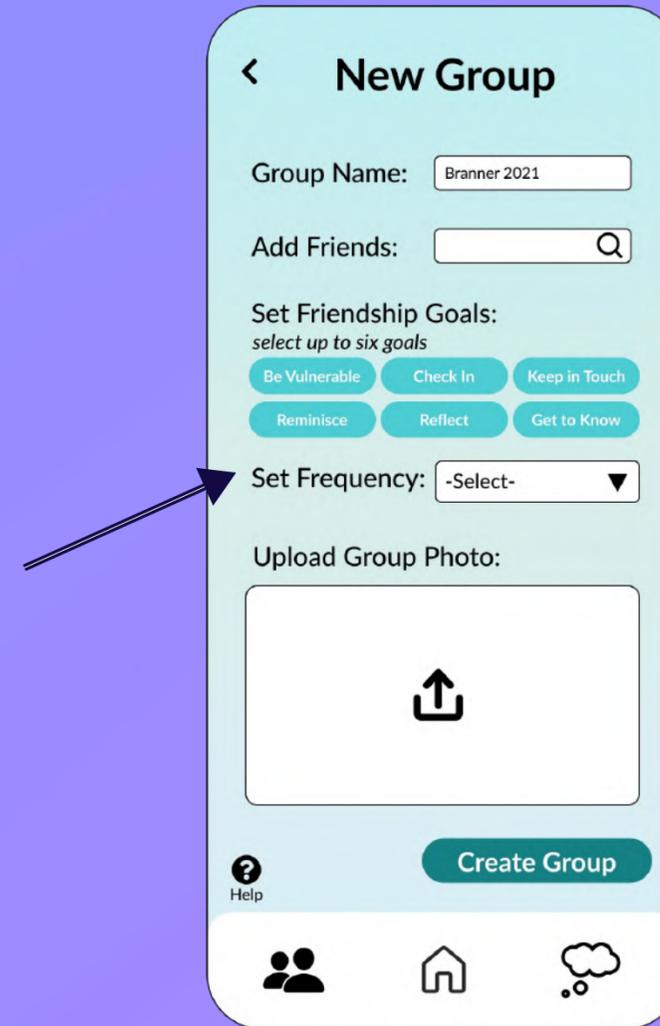
After

Changed to "Frequency."

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Issue #5: Lack of undos

Heuristic	Severity	Description
H3 User Control & Freedom	3	Once the user hits send, there is no way to undo the response being sent
H3 User Control & Freedom	3	User cannot take back / delete a suggested question
H3 User Control & Freedom	3	User was prevented from exiting out of the "suggest a question" screen by the lack of back buttons
H3 User Control & Freedom	3	User was unable to back out of the new group page

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Revision 5
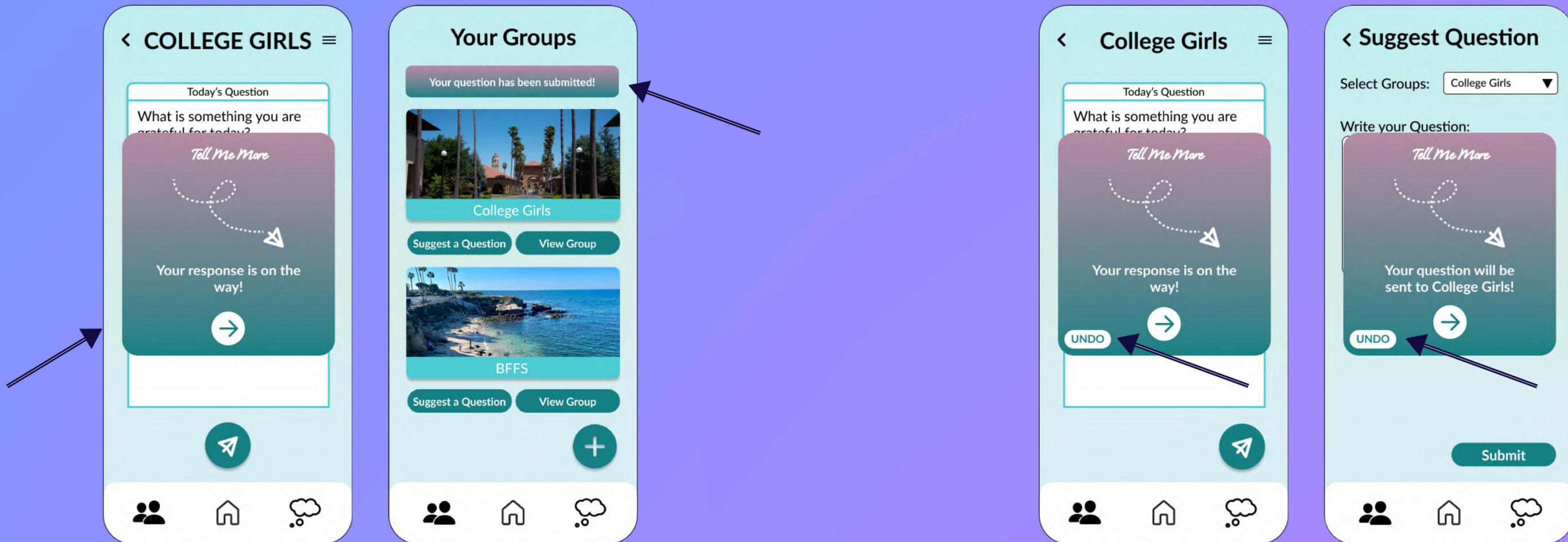
Before
No undo option for answering a prompt or suggesting a question. Back arrows missing in various places.

After
Undo options and back arrows added!

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Issue #6: Lack of instructions

Heuristic	Severity	Description
H10 Help & Documentation	3	Lack of instructions leading to confusion as to what happens after a user submits a question

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Revision 2
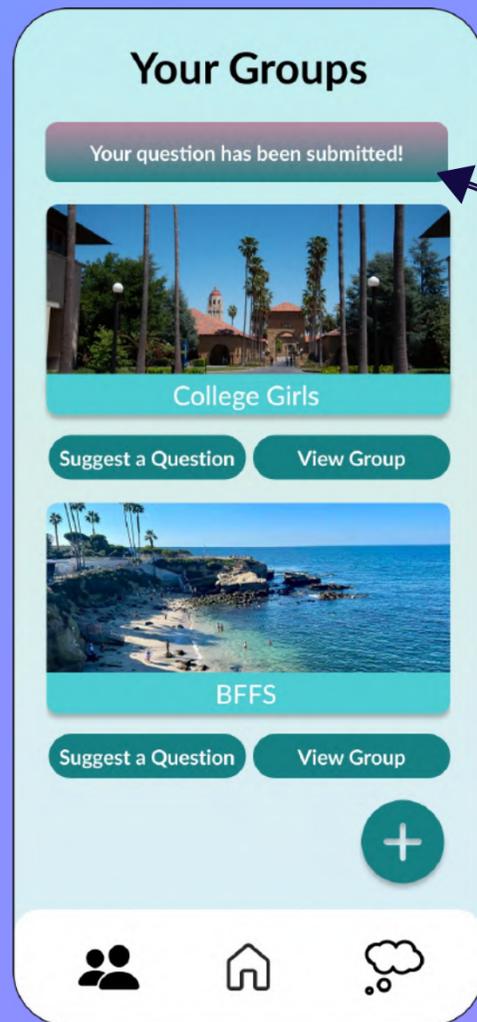
Before
Pop up reads "Your question has been submitted!" but gives no other details.
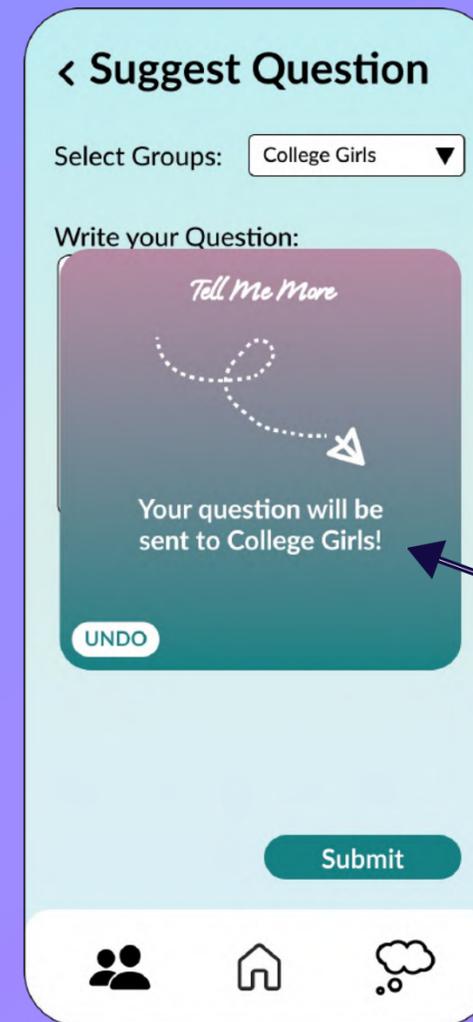
After
Pop up reads "Your question will be sent to College Girls!" to provide more detail.

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Progress Towards Usability Goals

Efficiency

- We recieved good feedback from our lowfi testing and added many changes from our heuristic evaluation.

- Back buttons and undos added in multiple places, decreasing time spent navigating the app.

- Terminology made more clear and instructions added.

- Groups Page includes more relevant information and extra buttons were deleted.

Pleasing

- We recieved good feedback from our lowfi testing and added many changes from our heuristic evaluation.

- Added pretty and reassuring confirmation messages to multiple tasks.

- Buttons and text boxes standardized to give the app a better and more consistent visual appeal.

- Groups Page looks more clean and simplistic.

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3. prototype implementation status

Tools Used
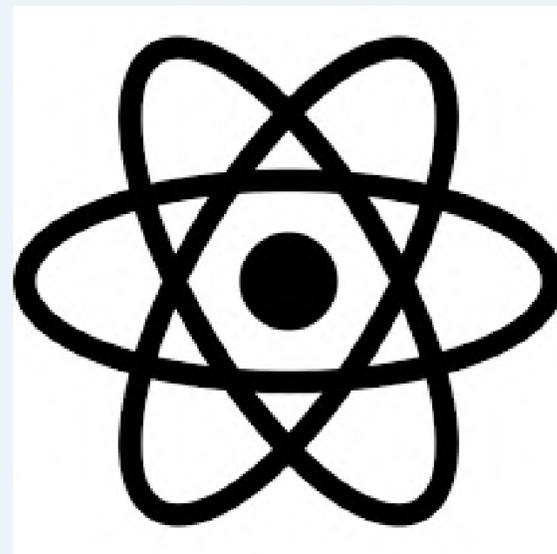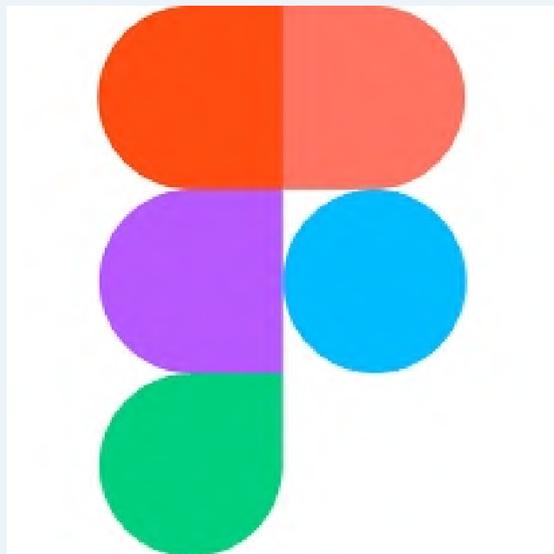
- Figma (to design graphics)
- React Native (application framework)

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Implemented Features

We implemented our **Simple Task (Respond to a Question)**

- Home screen implementation

- Clicking "Respond" button

- Typing in a response and receiving a success message

- Gaining access to all friends' responses, only upon responding

- Viewing and reacting to friend's responses

- Like count increasing/decreasing upon user interaction

- Nudging friends who haven't responded yet

- Updating Home page once question notification has been answered

Try Pitch
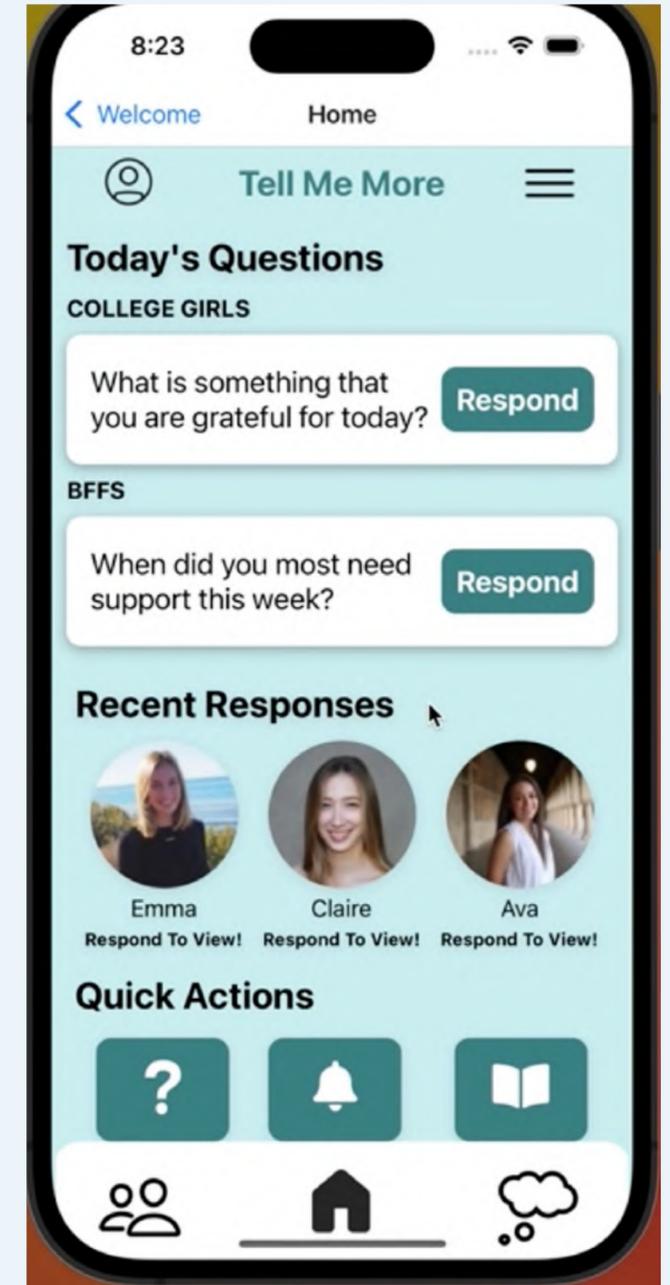
Unimplemented Features and Outstanding Questions

Unimplemented Features

We will implement our Moderate Task (Suggest a Question) and Complex Task (Create a Group):

- Click "Suggest a Question" (multiple ways to do so) and fill out required fields

- From Groups page, select ""Create Group" and fill out required fields

- Display new group on Groups page

Outstanding Questions

- Struggling to render specific features/visual components, specifically icons, in React

- Trouble using font for our logo

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Project Plan

Step 1
Revise Figma design

Step 2
Coding Simple Task

Step 3
Implementing additional functionality

Step 4
Poster + Pitch

Done by end of quarter!

We are here!

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Wizard of Oz Techniques

- Closed system

- All users, images, and posts are fake

Hard Coded Aspects

- Uploaded images and text

- Additional user responses

- Prompts

- Existing groups ("College Girls", "BFFs")

Try Pitch
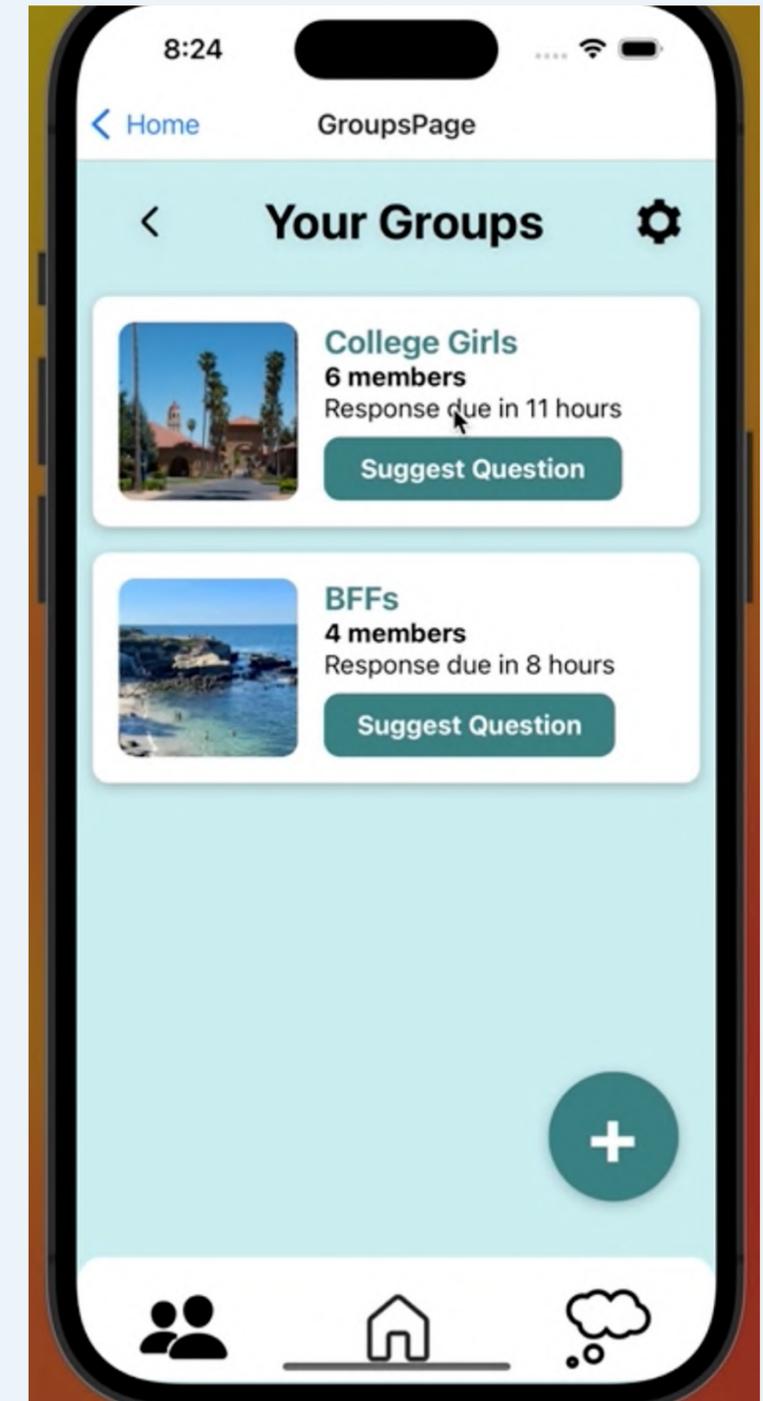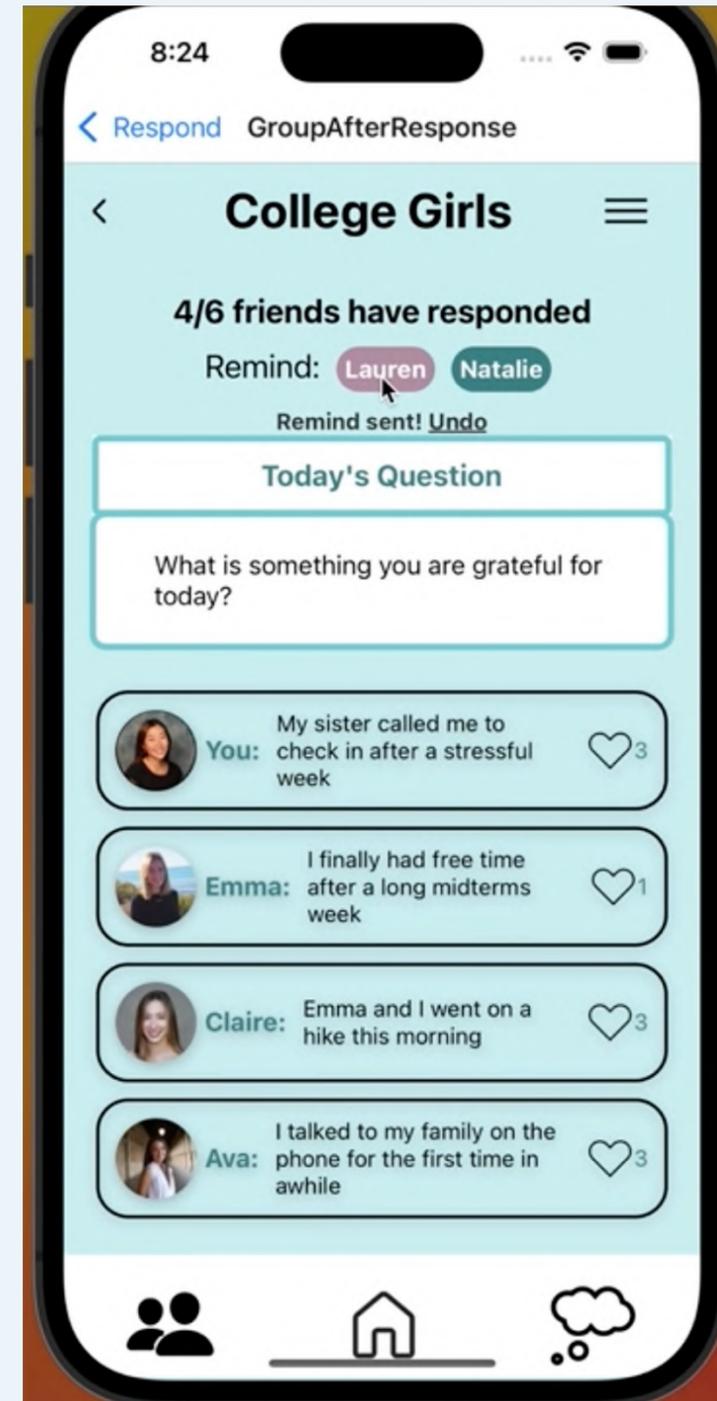
4. demo of prototype (link)

appendix

[HE link](#)

[ed HE + fixes link](#)

Figma link

Issue #7: Extra features

Heuristic	Severity	Description
H3 User Control & Freedom	3	User cannot rearrange the order in which the friend groups show up in on the home page
H3 User Control & Freedom	3	Seems to be no way to edit the groups after they've been created
H3 User Control & Freedom	3	Seems to be no option to leave a group
H10 Help & Documentation	3	Users are unable to get instructions from hitting the help button

If we have time, we will implement a settings page that addresses each of these issues.

Issue #8: Figma functionality

Heuristic	Severity	Description
H3 User Control & Freedom	4	Hitting the arrow button on the "Your response is on the way!" doesn't do anything
H3 User Control & Freedom	4	Hitting the "suggest a question" button did not lead anywhere, despite this being a moderate task
H3 User Control & Freedom	4	User has to hit the home button twice to then be able to hit the "suggest a question" button on the Home Screen
H3 User Control & Freedom	4	Icons on the bottom bar were functional only some of the time, many times forcing users to have to walk through entire task flows to get to a new screen
H4 Consistency & Standards	3	Back button in the response page did not work
H2 Match Between System and Real World	3	User has to hit the magnifying glass icon to be able to search for friends rather than just hitting anywhere inside the search bar for friends
H3 User Control & Freedom	3	Users cannot deselect a friendship goal after selecting one
H1 Visibility of System Status	3	The app does not automatically navigate to the next page from the splash screen. No instructions are provided; user has to know to tap the screen
H8 Aesthetic & Minimalist Design	3	The app has two splash screens that the user has to step through before they can get to the homepage
H2 Match Between System and Real World	3	If the user wanted to propose the same question to multiple groups, they have to individually send it to each group

These are violations that are Figma specific and will not be problems in our HighFi Prototype.

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Issue #9: Violations we did not revise pt. 1

Heuristic	Severity	Description	Justification
H1 Visibility of System Status	3	After submitting the response, the user cannot see that is has been posted somewhere	We have a popup notifying the user that their response is on the way and users immediately see a post by "You" at the top of the feed.
H1 Visibility of System Status	3	After hitting "create group" user isn't informed that their group has been created successfully; new group is shown at the top of the feed but nothing added to signify the action was successful	Visualization of new group sufficiently shows that group has been creatd.
H1 Visibility of System Status	3	After user send requests to add friends, there is no indication of whether or not friend accepted	If the user had accepted, they would be moved out of this page and they would now be friends.
H2 Match Between System and Real World	3	"Nudge" icon of a bell is unintuitive	We disagree.
H2 Match Between System and Real World	3	Hitting the plus button led to a dropdown menu rather than following the convention of "creating" something	This design was inspired by other apps that use the plus button to select something to create.
H3 User Control & Freedom	3	No way to save message responses as drafts	Drafts go against our goal of efficiency – users are meant to create quick responses, not spend lots of time editing a draft.
H4 Consistency & Standards	3	The tags for creating the group are of the same light bluish color that usually serves a decorative purpose	This color is actually used for all buttons that a user might click and unclick.
H5 Error Prevention	3	Users are not prompted with a confirmation of creating a group before the group is created	Visualization of new group sufficiently shows that group has been creatd.
H6 Recognition Rather Than Recall	3	Users cannot see what group they're posting to before they post; user has to remember it themself	This is not true, the group name is displayed at the top of the scree. Additionally, the popup after submission reminds users of the group and gives an UNDO option.
H6 Recognition Rather Than Recall	3	No way to go back to a question and its responses	Users are automatically directed to question and its responses and can view them again by tapping on the group.
H7 Flexibility & Efficiency of Use	3	Extra click to respond now – not friendly to repeating users.	We do not want to remove this extra step because we think it is imporant for users to see that some of their friends have already responded.

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Issue #9: Violations we did not revise pt. 2

Heuristic	Severity	Description	Justification
H7 Flexibility & Efficiency of Use	3	User hits "respond" to a question on the homepage and is taken to a redundant page with the same question and another "respond now" button	We do not want to remove this extra step because we think it is imporant for users to see that some of their friends have already responded.
H8 Aesthetic & Minimalist Design	3	Redundant showing that "your response is on the way," after the response is sent.	One of our values is privacy and the popup confirms that the user has sent the response to the correct group so we believe it is necessary.
H8 Aesthetic & Minimalist Design	3	In the page after response, where the user is viewing their friend's responses, the "Today's prompt box takes way too many extra spaces."	It is imporant for the users to see the prompt and their friends answers. However, we may eventually update the prompt box size based on the length of the prompt.
H8 Aesthetic & Minimalist Design	3	Duplicate action buttons on the same screen	These buttons support experienced users and cannot be accomplished directly from the home screen in other ways.
H11 Accessibility	3	White text of the logo on the splash screen is too light against the light blue background color	This feature is meant to shown quickly when the app is loading so the low contrast is not important.
H11 Accessibility	3	Buttons for "suggest a question" and "view group" are both small fonts and hard to read	This is true, but we ended up removing these buttons instead.
H11 Accessibility	3	Only one way to input a message.	From our interviews, we found that it is difficult to be vulnerable face to face. Audio or video is more similar to face to face and may reduce vulnerability, which is our main value.
H12 Value Alignment & Inclusion	3	Potential gate-keeping for smaller social groups.	This app is meant for those with social connections and groups of 2 can be created to include everyone.
H12 Value Alignment & Inclusion	3	Not inclusive to those who have trouble accessing the keyboard	Those who cannot type on their keyboard will still have the option to use the voice option on their keyboard
H12 Value Alignment & Inclusion	3	Potential coercing the users to use platform – have a mechanism such that the users can still view their friends' responses	From our interviews and experience prototypes, we inferred that people are more likely to be vulnerable when others are too.

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Pitch

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