

## Heuristic Evaluation Major Changes

Our Med-Fi #3 consisted of roughly 45 changes. Below we summarize our major changes since the last iteration.

### Lecture Room

1. When viewing the lecture, there was no way to see event details (i.e the people who were invited and how long the event would last). We added an information pop up where users could find this information.

Rationale: After getting this feedback we also saw that it was forcing our users to recall who had been invited and the specified timeline for watching this lecture.

2. Our users suggested making the chat minimizable and aligning the video conference call with the lecture video so it's less cognitively straining to go from center to corner. We now support a minimize/expand functionality.

Rationale: It is difficult to go from the top right corner of the screen back to the middle repeatedly to look at another user's video feed, and we wanted to make this community aspect of user video as easy as possible for our users. This meant that we adjust to more of a Zoom-like approach with a movable bar, instead of a stationary square gallery view.

3. After a user submitted a question to the checkpoint, there was no way to check which questions were on the checkpoint, thus, they had to remember which questions they already submitted. We added a "Class Discussion" feature where users are able to send questions to the class and reference them by navigating between the chat/class discussion buttons.

Rationale: Our users had to specifically recall any question that they chose to ask for the next checkpoint, and then it was problematic because the user never got to see the answers to their questions. Now, with the class discussion feature, students don't have to remember the questions they ask and try to seek out solutions, but it will instead be there for them in the class discussion panel.

4. We also found that users were uncertain about adding their own questions to the checkpoint quizzes, so we instead see the "Class Discussion" feature as a place where students can pose questions for their fellow classmates and we can intelligently draw questions from this "Class Discussion" feature to use in our

intelligently paused checkpoints.

Rational: We noticed that our users didn't understand what the point of the ask questions feature was, and it was problematic because that was where we intended to intelligently draw questions for our users at the checkpoints. Now, we are able to intelligently draw questions from the class discussion feature based on likes and comments on the individual questions, and users have a better general understanding of a class discussion versus a chat feature.

### **Sign Up Page**

1. Users noted that the 'Sign Up' button raised and filled in red made it appear as though the button has already been clicked. We combined the sign up / login to a single page for a more user-friendly experience

Rationale: By unifying the look and feel of buttons we are able to simplify the user experience and make it clearer to the user what the desired action is. We also standardized the layout to have a hyperlink type text to change between login and signup to make the view simpler.

2. Users were confused about why their classes were prefilled when signing up -- they didn't know where the information was being pulled up from. We added functionality such that users can search for their classes and add them instead.

Rationale: Putting information into the view without taking user input makes it seem like we instead had the information beforehand which is concerning for the user if they just signed up and our platform would theoretically have no information about them. By allowing users to add in their information, we make the user flow closer to their true experience in a completed web application.

### **Invitations**

1. Our users thought the video screenshot looked like they could press "play" and start them now, which wasn't the case for a scheduled watch party. We changed the icon to be a screenshot without the play button and instead.

Rationale: We didn't want to offer buttons to the user that they wouldn't be able to click on. By taking away this button, we simplify the user interface, restrict user flow, and make it clearer that the user isn't meant to start a scheduled lecture party that hasn't started yet.

2. Our users wish they had a history of 'sent invitations' underneath the current ones, so could still access them if they changed their mind. We now support this functionality.

Rationale: Because a major component of our application is scheduling new lecture watch parties, we realize that we should better support our users in understanding when they're able to schedule new ones.

3. Users found it difficult to send/edit invitations because they had to navigate to the 'classes' tab. We added a "quick invite" feature so that users can directly invite friends from the dashboard or their inbox.

Rationale: Because community is one of the foundational values for our project, we wanted the invite feature to be readily available and quickly accessible. This meant that users shouldn't have to frequently navigate between tabs to get to the invites section, now they can easily create new invites with an eye-catching button in the upper right corner of their screen.

## Testing Done and Planned Design Changes

We tested our prototype with a total of 3 users. Below we summarize their feedback and major design changes associated with each user test:

### User Testing #1: Juanfe

Pending invites

- Juanfe assumed that invites come from other students in the class.

Blue Invite friends + party drawing

- The Invite friends language + the blue background makes it look like this will navigate away from this page and encourage user to invite others to the platform – not to invite friends to a lecture

Invite friends popup flow

- Unclear what the calendar is for, had to explain
- He said we could have the calendar be its own thing on the left navbar and it could render like the Mac calendar with the Week view
- When scheduling, render an error message when scheduling an event that overlaps with currently scheduled events

Lecture Watch Party flow

- He clicked the “Join now” in the Upcoming section instead of the top of the screen
- Unsure about Live Thread vs. Chat distinction
- Assumed that people shown in the Upcoming view were people already in the lecture watch party (instead of thinking they are just invited)
- Thinks we should move the videos so they don’t cover the video screen

#### Design Changes

- We made a more obvious, scrollable calendar functionality within the dashboard
- Add the day type view within the calendar bar to show what courses they have scheduled on specific days
- Change the color of the invite buttons
- Remove the double “Join Now” buttons that offer the same functionality, i.e. we had two buttons on the same view doing the same thing.
- Change “Live Thread” to a more clear term like “Class Discussion”

#### User Testing #2: Katherine

##### Adding Classes

- Max limit of classes shouldn’t be 3, should be able to add more classes

##### Home Page

- Happening now section was confusing, why is it so big?
- When asked to invite friends or accept a watch party, she went straight to join classes on the home page
- The second join now button was also confusing, because that was a lecture scheduled for later

##### Invite friends popup flow

- The lecture box is already filled in

##### Lecture Watch Party flow

- Is live thread a discussion or with your friends?
- The collapse button is really confusing, it looks like it directs you to the discussion
- The tile to select the chat with view discussion is very small, even though it’s obvious that it’s a chat

#### Design Changes

- Added the text happening now to make that more clear that it is an ongoing party
- Changed the text and button of the upcoming lecture party to Edit, so it is obvious that it is coming up and not “Join now”, which didn’t make any sense
- Changed name of live thread to class discussion, because live thread is misleading and doesn’t accurately depict a class as a whole
- Change collapse feature to its own button
- Make view discussion tile more like a chat button

## User Testing #3: Juli

### Pending invites

- The Accept All button should be flush right, aligned with the pending invites for more visibility
- Her eyes went straight to the individual invites because she thought the placement of the invites was dominant over the easier 'Accept All' button

### Invite friends popup flow

- The calendar should only be rendered when selecting the Date/Time textbox in the invite popup
- The blue background, Invite Friends animation seems unnecessary and unintuitive

### Lecture Watch Party flow

- There is no need for both a Live Thread and a Chat feature
- Difficult to discern the purpose for one versus the other

### Design Changes

- Move the 'Accept All' button to be flush right (i.e. aligned with the right end of the invites) for more visibility.
- We rethought the way to encourage people to schedule new watch parties, and now we render a simple, red 'New watch party' button. It's the only thing, along with the calendar icon, that's rendered in the top-right corner of the screen. We do this with the aim of drawing attention to the creation of a new watch party without using the previously overwhelming design.

## Questions/Worries/Concerns

1. Some users expressed confusion when trying to find use cases for the chat vs class discussion
2. The Inbox icon is not fully representative of a typical inbox.
3. It's challenging to showcase a live representation of our AI component in our app given the limitations on Figma
4. When linking our wireframes, it became overwhelming to account for all possible user flows. We did our best in identifying those and making all of our wireframes accessible from any relative path
5. We found it difficult to have users understand the checkpoint questions, because within the app it would pause without user input, but with Figma we have to simulate it by having the users press pause.