Draft Prototype Feedback – Findings Report

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Background

The draft prototype of my project was tested with three colleagues (Mariana Rocha, Diego Palacios and Thais Schilipack) and one random user. A compilation of their written comments can be found in the table on the following page; and the summary of the feedbacks can be seen below.

What worked?

I got great feedback regarding how the "timeline view" of the user profile looked unique and clean. One colleague mentioned they never thought of showing it in that way. Another mentioned that the fields were helpful to records details from the travel, and "the details that the form collects are very detailed." I was also told that it was "simple and easy to understand."

I also did not get questions on what the platform is and how the platform actually works. Rather, most of my comments were towards what the specific fields could and could not do; not what they are for. With this, I am assuming the concept, itself, is not complicated for the common user.

What assumptions were challenges and how will you move forward?

I summarized all the pain points my users wrote and mentioned into three (3) main categories which I need to improve on: labelling, user control and freedom, and flexibility and efficiency of use.

- **Labelling.** There were more than seven (7) pain points pertaining to how the labels were confusing or were not elaborated or direct enough to tell them what they can and cannot do. Questions like "how many can I upload?" or "Can I put a description per highlight or is it for the whole trip?". I need to change the choice of words and the hierarchy of fields to make it more understandable to the users; and to show users how one field connects with another.
- **User control and freedom.** I got a lot of "what if" questions such as "What if I want to save without completing all the fields," "What if I want to choose only one or two options," and "What if I want to change my answers?" I clustered these comments into user control and freedom improvements. I had planned for users to have control and freedom by including editing or back functions, even before this exercise. It was comforting when users asked these questions because it reassured my plans to have that ability to freely edit, move forward or backward from one page to another is very important.
- **Flexibility and Efficiency of Use**. Seven (7) written comments and a few spoken feedbacks also pointed to how steps could have been done faster and more efficiently. Fields that could have been better in dropdown/scroll rather in text fields were pointed out, and segregation of fields that would be helpful to the user versus the company (or me) were also pointed out.

Other suggestions that were helpful

There were three suggestions that I also didn't look into when I was drafting the prototype: (1) to add a field and give users the option to tag or include the people who was with a user during a trip; (2) to separate the *weather*, *LGBTQ+ friendliness*, and *PWD accessibility* fields in a different/separate form because these fields are more helpful to the system and to other travelers, rather than the traveler themselves; and (3) to add a progress bar to help the recognize where they are within the form.

Compilation of feedback from Users

These were directly copied from the comments section the participant typed out on the testing view of Adobe XD.

User	Comments
Mariana Rocha *Colleague*	• maybe you could have an option of who was with me during the trip • If I dont remember dates anymore can the system identify it for me • are the highlights the best pictures only or can i upload all pictures i have
Diego Palacios *Colleague*	• I just wanted to add 2 like (people and restaurant) but when I try to close the option, I could not do it. • I would like to scroll the amount of money that I spend at Montreal. Also, I was quite confuse when I log Montreal because it was autofill. • It is mandatory to complete all the options? What happen If i do not wanted to do. I try to save it and the system didn't allow me. • I took more than 5 minutes to complete the task. • I want to change my options, but the system didn't show me the options again
Thais Schilipack *Colleague*	• Add stronger distinguishing colors to tell user where they are • Add field labels • Where are you? = past tense • Highlights - How many and what highlights can I put? Can I put a description per highlight? • separate weather pwd lgbt form • drag range spend • currency choice / drop down
Unnamed *Random User*	• I didn't understand the min and max spend • Can I add more than one weather? Am I able to put per day? • tried to click at the information sign of add more details but nothing happened