

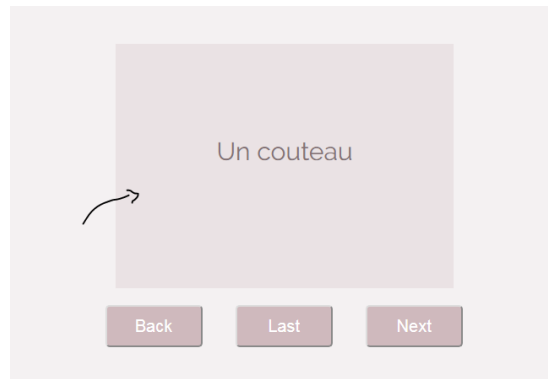
## User Experience Report

In order to better understand the potential users' attitude towards and experience with the high-fidelity prototype of our "Flashcards" web application, users were introduced to the website and were allowed to browse freely. After the test, they were asked about the overall experience with the web application, their level of enjoyment, whether they had any frustration using the website, opinions about their perceived website aesthetics, and their opinion about the overall website performance.

1. The first user was a 23 year-old girl from China. She found the overall experience interesting, but quickly identified problems. First, she found the labeling for the sub-navigation bar on the set browsing page confusing. She thought that the "back" label is somewhat similar to the "last", and might invite confusion, and maybe the "back" button can be deleted since there is already a "home" in the main navigation bar on the top of the page.



Second, she found the set browsing page needed some instruction. For example, hover instructions or instructions on the side of the page could be added to guide the user how to use the buttons and to click on the card to flip it and see the back side.



Moreover, all the button areas (such as the one been circled in the picture below) should be clickable instead of only the text areas in the create set page.



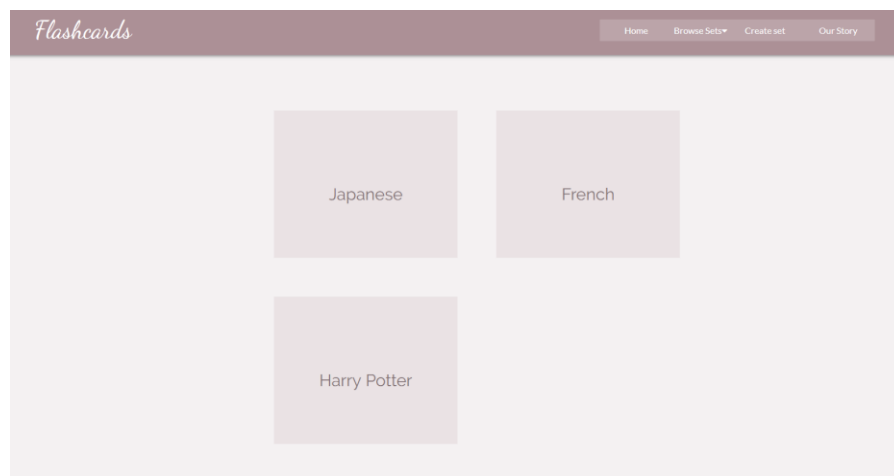
Finally, she thought that lively pictures such as students studying or books could be added to make the site look more appealing.

2. Our second tested user was a 24 year-old Chinese male student. Three main points was pointed out by him. Firstly, he said the “back” button should be consistent all over the website. He felt kind of uncomfortable not to find any “back” button on the “new set” and “new card” page after seeing the “back” button on the set browsing page.

A screenshot of a web form titled "NEW SET". At the top center is a large light purple box with the text "NEW SET" in dark purple. Below this box is a text input field labeled "Enter Set Name" followed by a "Submit" button. At the bottom left is a dark purple button labeled "New Card", and at the bottom right is a dark purple button labeled "View Cards".

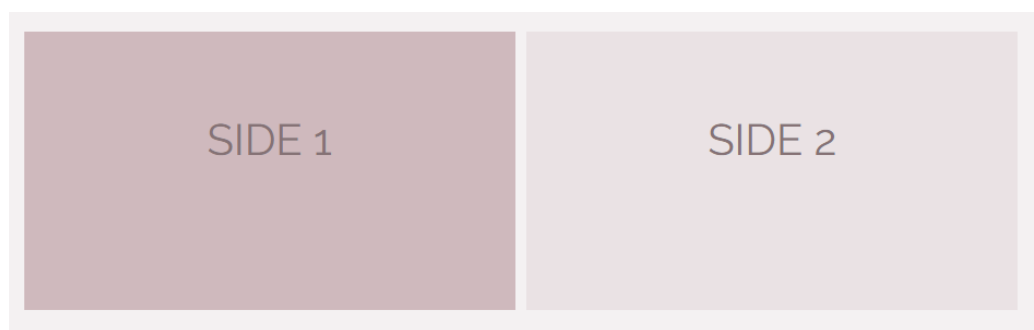
A screenshot of a web form for editing a card. At the top, there are three light purple boxes: "SIDE 1" on the left, "SIDE 2" on the right, and a "New Card" button on the far right. On the far left is a "View Cards" button. Below the "SIDE 1" and "SIDE 2" boxes are three text input fields labeled "Enter Card Name", "Enter Side 1 Text", and "Enter Side 2 Text". Below these fields is a "Save" button.

Second, he found the “back” button for the browsing page should link to the sets browsing page as shown below instead of the home page.



Finally, he expressed a need for a delete function for both the sets and the specific cards he have created.

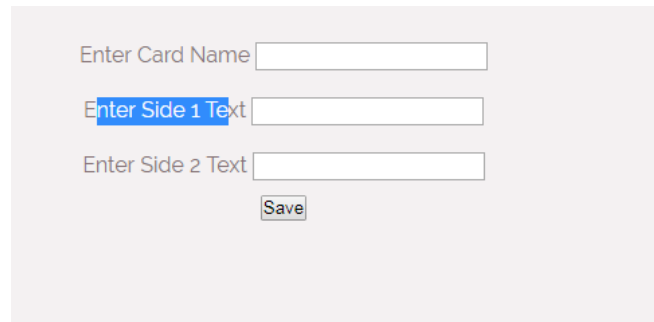
**3.** The third user was a 25 year-old female student from Czech Republic. She found the web experience was enjoyable, and met her expectation for a simple flashcard web application. She found the overall layout and aesthetics clear and great, and felt no strong need for adding pictures. She liked the font for the logo, but thought the logo for the navigation bar could be changed into a more creative one. In addition, she thought it might create a better experience if users could directly change the texts on the card when creating a new set or a new card.



(Changing the text directly on the card is more intuitive to her)

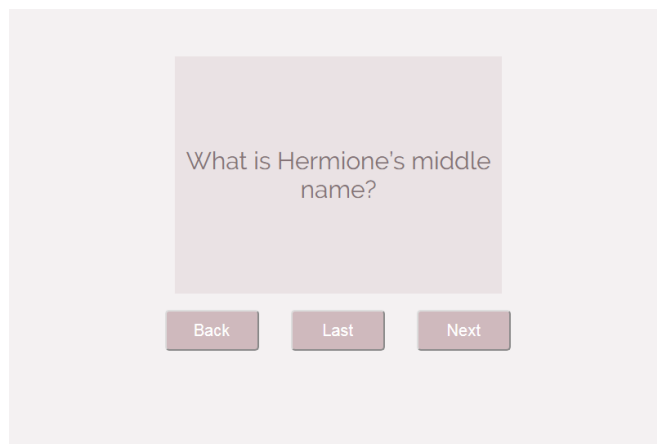
**4.** The fourth user was a 28 year-old female student from China. Firstly, she also found the “back” and “last” label confusing like our first user, and felt unsure whether people will need the “Harry Potter” set (it is a set introducing some interesting knowledge about the *Harry Potter* story, and I added it to make the website a little bit more interesting instead of only containing formal study-related sources) or not. Secondly, she said it might be clearer to differentiate the background color of the card in order to help the users clearly know whether they are on the front side or the back side of the card, and it will be better if the front side of each card would always be shown when clicking on the “next” button. Thirdly, she found the “card name” under the create card function confusing, since she did already entered the set

name, and said it would be better if we could change the “side 1” and “side 2” into “the front side” and “the back side”. In addition, she found it better if illustrations for what kind of words users should enter on each side could be added.



A form for creating a card. It consists of three input fields stacked vertically, each with a label to its left: "Enter Card Name", "Enter Side 1 Text", and "Enter Side 2 Text". The "Enter Side 1 Text" label is highlighted in blue. Below the input fields is a "Save" button.

Fourthly, she found adding a function showing the total number of the cards in the set and which card she was on the card browsing page would increase her experience with browsing the card.



A card display interface. It features a central question: "What is Hermione's middle name?". Below the question are three navigation buttons: "Back", "Last", and "Next".

(Adding a progress bar on this page would be helpful to users' navigational control)

Fifthly, she suggested that we could add thumbnails of the cards the users have created on the “new card” page. Finally, she also suggested that we could add some description on the homepage to help new users get an idea what is this site for and the basic functions of it.

5. Our fifth user was a 25 year-old IT company employee from China. He gave us very thorough feedback and some technical advice. He found the overall experience good, and the responsiveness great. Navigation and page flow was clear to him, and was able to use the app easily. One thing he really liked about the web app was the customization level which it provided, allowing him to create the wordset and add words. Improvements suggested by him include:

First, form validation should be added, and should disable submit button if required field is empty.

Second, if a wordset has been created but no words been added yet, some message should be displayed instead of having a blank card. He also suggested to add a function which allows the users to add words to existing wordsets, and user should not be allowed to add word before they create wordsets.

Third, button/card does not respond when he was clicking on the padding instead of text, this was also mentioned by the previous users.

Finally, he found it would be good if the application support bulk import word set from a csv file.

6. The sixth user was a 27 year old Female from the United States. She reported minimal enjoyment with the site, interacting due to our request. There was some initial confusion as to the purpose of the app, but moderate interacting solved the issue. There was little interest in creating sets, and more of an interest in taking the existing sets. It was not immediately obvious to her that clicking on the card flipped it over, and once that feature was discovered, the user

attempted to go back and view the previous cards (only to find that the back button didn't work adequately).

Overall the experience met with expectations, however the user was quick to point out that the app didn't really work. Improving the responsiveness of design (and the clarity of the design itself), would solve many of the issues, in her opinion. She also requested a better way to view cards in created sets.

7. The seventh user was a 29 year old male from the United States. Personal observation of his experience wasn't possible, but he wrote this in response:

*1) Creating a new card doesn't appear to save? 2) No matter what appears in the (side 2) field the side 1 text replaces it 3) cards for pre-built sets not working 4) can't create new sets of cards. 5) our story page is broken if accessed from "index" 6) css is functional 7) some files appear to be missing or link back through broken links*

Judging by the feedback, it would appear that the issues he experienced were similar to the issues experienced by the other users. His main takeaway was confusion and frustration over the design's lack of functionality and errors. At this stage, we do not anticipate additional users having different experiences.