CREATION OF ABLE

Part 1: Project Proposal Document

Part 2: Usability Testing Report

Link to Prototype:
https://www.figma.com/proto/mFt6aRNYTwPmcYK5gX3hup/Able-Prototype-Final?node-id=0%3A2116&scaling=scale-down&page-id=0%3A1&starting-point-node-id=0%3A2116

By Michael D’Costa

Part 1: Project Proposal Document

Assignment 2:
Project Proposal Document

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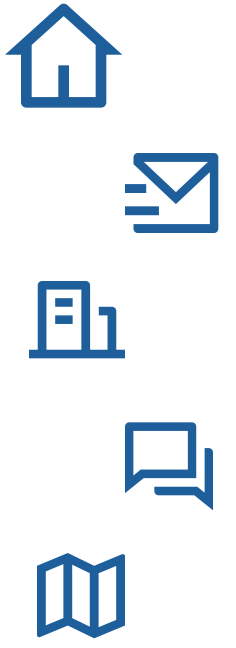
Class: Friday 8am | Daniel Brouse

Contents

1.1 Project Overview
1.2 Hypothesis
1.3 Methods
1.4 Quick Findings
2 User Groups
3 User Goals
4 Personas
5 Scenario 1
6 Scenario 2
7 Sitemap Diagram
8 Ideation Sketches
9 Design Research 1.1
10 Design Research 1.2
11 Moodboard 1.1
12 Moodboard 1.2
13 Colour Palette 1.1
14 Colour Palette 1.2
15 Typography Experiments 1.1
16 Typography Experiments 1.2
17 Typography Experiments 1.3
18 UI Experiments
19 Mockups
20 Backend 1.1
21 Backend 1.2
22 Backend 1.3
23 Frontend
24 References

Project Overview

Introduction: Project Goals



This project is an app for a **disability service company** located in Perth, Australia. The aim is to allow for people with disability needs to **search, inquire and communicate** to different places about any further disability access they might need to know about through the application. This will encourage society to make public places **further accessible to people with dissabilities** and encourage more people with dissabilities to feel independent about going outside.

The application will also allow companies to **share their public place and their accessibility access** for their users to see. This might be a Hoyts Cinema, sharing they have a wheelchair access ramp to the higher level seating on certain cinemas.

Users must be able to make an **account and sign in to search, inquire and communicate** with companies. Companies must be able to **create an account, register their place, post and respond** to users.

Hypotheses

Based on my previous experiences with people with disabilities (My sister has a disability), I had some idea of what they might like to see and use in an application.

Hypotheses for our research:

- Knowing where to find what information is difficult, as it's spread accross multiple digital platforms.
  - This results in lots of time searching, which is frustrating.

- Communication is also spread over multiple platforms, increasing the chances of people missing vital information before attending businesses and locations, phone calls, emails, social medias etc.
  - It is difficult to communicate and the person you reach out to might be unaware how to help.

- Having a list of locations users can quickly access to find out information.
  - Having a favourites or saved list allows for quick response to access what information the user might want.

Methods: Forms of Research

The main aim for our research at this stage is to obtain qualitative data, so we can empathise with potential users and properly understand the problems faced.

Methods:

Interviews:

These interviews will serve to inform us about the different user groups, the general problems people with disabilities face. This stage of research will allow us to understand the users' experience with specific tasks and goals at Curtin, as well as insights into how they may be solved.

Quick Findings: Key Takeaways

After conducting the interviews, there were a number of key findings which were often expressed by multiple students.

Information:

- Users found accessing information regarding accessibility was a struggle.
- Information would be hidden in websites and would take too many steps to access.
- Users had to default to calling the business regarding accessibility options.

Tools Users:

- There wasn't a single tool that was commonly used to access information.
- Users would have to spend an excesive amount of time scrolling online to find what they need to know.
- Often users had to call or email the business regarding accessibility options but found sites might take awhile to get back to them.
- Websites or events where you had to book were easy as this commonly showed straight away the accessibility.

Businesses:

- Sometimes, users found businesses can often overlook disabilities and impairments by not including important information on their website.
- Sometimes larger facilities and events don't share that it can be a long walk from point a to point b and advertise it as a 'small walk'. This can be a big difference to someone with a walking impairment.

Potential Features:

- Users wanted quick access to information regarding accessibility of the business or location.
- A list of potential features the business offers.
- Users wanted to directly be able to contact the business if they needed to, such as a messaging platform.
- Users also wanted the option to change the colour of the application to suit their vision (2 users had trouble with colour blindness in other websites and applications).
- Users also would like to see voice command features so they don't always have to go on the application and rather ask the app questions.

User Groups: Our Target Users

I was able to define three main user groups, based on user interviews, primary goals, background, previous study experiences & personal experiences.

User Groups:

Young adult with Disabilities; Wheelchair use: These are young adults who have are most likely university students and are the most knowledgable with technology.
Age: Usually between 18-24
Primary Goal: Learn about places and events that have wheelchair access close by.
Technology Proficiency: Has high technology proficiency, can easily navigate and use different applications.

Mature Age Adult with Disabilities; Mobility Scooter + Service dog: These are adults, who might have a full time job and need a service dog.
Age: Usually between 25-35
Primary Goal: Discover new places where there is low traffic of people and easy manuvering for a mobility scooter.
Technology Proficiency: Has moderate to high technology proficiency, not up to date with all the social medias but know their way around apps.

Elderly with Walking Crane: These are the elderly who are usually retired. Their joints and muscles are old so usually have to use a walking crane and take it very slowly.
Age: Usually 60+
Primary Goal: Discover new places where there is no stairs access, and everything is close by and not far walking distance, prefers to communicate and asks questions rather than research.
Technology Proficiency: Has low technology proficiency, barely uses social media applications as they find it very confusing.

Business Owner: These are middle age adults that run and manage their own business.
Age: Usually 28-40
Primary Goal: Advertise their business/location and encourage people to visit them.
Technology Proficiency: Has high technology proficiency, usually knowledgable on advertising on social medias.

User Goals: Aims & Desires

Through research and interviews I was able to distill the goals of our various users groups into 5 main categories.

User Groups:

Disability users:

1) To discover different places with disability access

2) Research about the different levels of accessibility; distance between different points

3) Discover levels of human traffic

4) Inquire and message different companies

5) Save their favourite locations

Business users:

1) To share their company/location to people with disabilities

2) To respond and communicate with users

Personas

Mikayla Terrel

Mikayla is a university student at Curtin studying Primary Teaching. Mikayla has a joint dissability so spends most of her time in her wheelchair. Mikayla loves watching sports and wants to get into dissability sports.

Age: 21
Gender: Female
Occupation: Student
Nationality: Australian

Goals

-Learn about new places and events that are more convenient for wheelchair users.

-Discover communities that do dissability sports like wheelchair basketball.

-Discover new friends/communities with dissabilities

-Complete her studies at university.

Frustrations

-Some places are difficult to find information on dissability access online.

-Most places have their accessibility information on different parts of the websites/applications so navigation can be frustrating.

Technological Proficiency

Limited — Experienced

Tools Used

Facebook
Often uses facebook. When looking at new places, Mikayla will check their facebook information to see if they have dissability information

Google
Often googles and searches for places nearby that have ease of wheelchair access and disability communities.

Mobile App Preference

Amelia Sinders

Amelia works as a full time receptionist at a banking firm. When there is high level of human traffic, her service dog Snoopy calms her down and knows exactly how to react in certain situations.

Age: 33
Gender: Female
Occupation: Receptionist
Nationality: South African

Goals

-Wants to discover places with low human traffic so she doesn't get so overwhelmed.

-Would like to communicate or see information from companies that shows a low to high human traffic level so she knows when to go to the shopping centres.

-Get control of her anxiety when discovering new places.

-Find places where their is little to no children so they don't go disturb her service animal.

Frustrations

-Gets very anxious in high human traffic places

-Doesn't know when is a good time to go to places, shops, etc for when it is quiet.

-Emailing companies can take up a lot of time, finding out their email.

Technological Proficiency

Limited — Experienced

Tools Used

Google
Often googles and searches for places that have low human traffic. Tries and discovers new places around her area.

Email
Uses email to communicate and ask companies when they have low human traffic.

Desktop Preference

Mako Marashvu

Mako was born in Zimbabwe but became an Australian Citizen when he was 40 and now lives in Joondalup. Mako had knee replacement surgery so now relies on a crane to walk around.

Age: 68
Gender: Male
Occupation: Retired
Nationality: African

Goals

-Would like an easy way to find contact information from companies to ask questions

-Discover cafes and places where there is isn't a lot of walking/stairs involved.

-Be able to use and understand application in his phone better.

Frustrations

-When apps are too confusing and complicated on his phone.

-When he gets pain in his joints.

-When he has to search for companies contact information online on different websites.

Technological Proficiency

Limited — Experienced

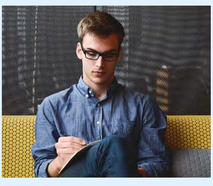
Tools Used

Google
Often googles and searches for contact information of companies and discover different places such as cafes.

Email
Uses email to communicate and ask companies questions

Call
Likes to speak over the phone to ask questions

Email/Call Preference



Steve Parker

Steve was born in Australia and took over his fathers Texan Restaurant. Steve is trying to make his restaurant have a greater social media presence and appear more accessible and inviting to everyone.

Age: 28
Gender: Male
Occupation: Restaurant Owner
Nationality: Australian

Goals

-Have a more known and positive social media presence for his restaurant.

-Have more people dine at his restaurant.

-Show off his restaurant new look and display photos online

-Show there is an elevator lift to the rooftop section of his restaurant online.

Frustrations

-Struggles to get followers and ratings

-Feels like their restaurant gets overshadowed by other restaurants, so showing their key features like dissability access gets lost amongst the crowd.

Technological Proficiency

Limited — Experienced

Tools Used

Facebook
Uses facebook to show off his restaurants, but struggles to get followers.

Google
Uses google reviews to show his ratings off but struggles to get reviews.

Email
Uses emails to reply to customers.

Email Preference

Scenario 1: Mako Marashvu

Mako Marashvu

Mako was born in Zimbabwe but became an Australian Citizen when he was 40 and now lives in Joondalup. Mako had knee replacement surgery so now relies on a crane to walk around.

Age: 68
Gender: Male
Occupation: Retired
Nationality: African

Email/Call Preference

Mako wakes up at 8am and takes his medication for the pain in his legs. Mako decides he wants to go to a cafe for breakfast but always has to do research before hand about the area he is going to because of his joints. Mako goes on his computer and starts searching the web for cafes in his area. Every website Mako goes on doesn't have much information if their are many stairs or much walking from the car park to the cafe.

Mako isn't having much luck researching so he decides to contact a cafe he has found online. Mako looks on their website and finds a contact number so he decides to call it. The phone cuts off so Mako decides to send an email. An hour passes and Mako hasn't received any response yet so Mako decides to just hope there are no stairs or isn't far away. Mako gets in his car and drives to the cafe.

Mako was lucky enough to find a parking spot close to the cafe and gets out the car. Mako enters the cafe and sits down at a seat. Mako waits to be served but realises people are walking around and breakfast appears to be closed and now their is a buffet for lunch. From Makos experiences, buffets are the worst for him as their is too much walking involved for his joints to handle, and he also can't fill a plate up because he has a walking crane in his hand for support. Mako becomes very frustrated and upset and decides to go straight home as all the workers are busy and he can't get anyone to help him.

Scenario 2: Amelia Sinders

Amelia Sinders

Amelia works as a full time receptionist at a banking firm. When there is high level of human traffic, her service dog Snoopy calms her down and knows exactly how to react in certain situations.

Age: 33
Gender: Female
Occupation: Receptionist
Nationality: South African

Mobile App Preference

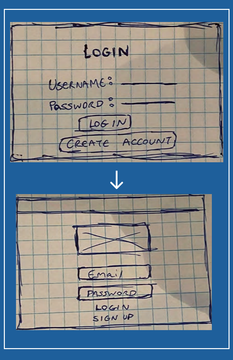
Amelia wakes up at 7am and her service dog, Gomaz helps her to get ready by retreaving her clothes for her. It is Amelia's day off work and she wants to go out somewhere. Amelia searches google for some shopping centres nearby and comes accross Westfield Carousel. Amelia has never been to Westfield Carousel and sees that google has a very generic 'popular times' feature that says 'Usually a little busy' for the morning. Amelia isn't sure what this means exactly as it has no other indication of how many people are there.

Amelia decides to go in hopes there isn't a lot of people as she get extreme social anxiety. Amelia goes on her mobility scooter as she has a joint dissability while her dog walks next to her, they go to the bus stop and wait for the bus. The bus arrives and after some time they arrive at Westfield Carousel.

When Amelia enters the Carousel, she is met with immediate regret as she notices the centre is very busy and there is more people then she expected. Amelia tries to control her breathing and decides to proceed, thinking it will be fine if she just takes it slow. A few minutes pass and Amelia is still very stressed and anxious with the amount of people around. Gomez starts to sense this and tries calming her down by staying close to her. Amelia feels defeated as there is just too many people to navigate through with her mobility scooter so she decides to head home feeling anxious and upset as there is more people than being just 'a little busy'.

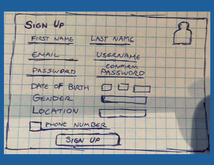
Information Architecture: Sitemap Diagram

Information Architecture: Ideation Sketches

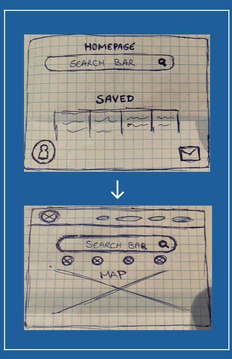


Sketch of the Log in page. I experimented with having the input field next to the headings and then tried with just a text box.

The textbox's work better as its more minamilist, this would work well under an image

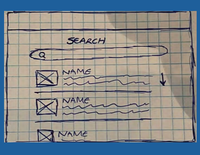


With the sign up page, I wanted to have the important information at the top going down in a hierarchy.



This would be the homepage. The search bar would be at the top where users can search for specific places. Underneath the search there could be saved locations where the user has saved certain places.

I experimented with other factors on the homepage. I would have the search bar, and underneath icons that represent certain categories. Under that, I can show a map where the user is located, and places nearby to the user. I deleted the account and inbox icon at the bottom corner and will add them to the navigation bar.

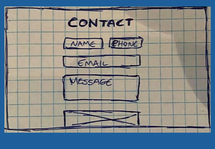


When the user searches, a list of places would appear with their profile image and a description, the user would be able to scroll down.

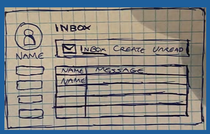
The account section would display the users information. The user will have the option to add a business by clicking the button in the bottom left corner.

This would be the page where the user can add their business information.

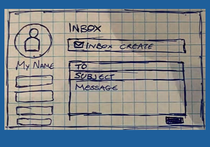
This is the business account. Users can see the business with the information displayed. If the business owns the account, they will be able to switch between their business and personal account from the top right.



The contact section would be after the user clicks 'contact' from the business page. This will allow them to put their information in and send the business a direct message.



The inbox section will allow users to see their messages with business' they have contacted. They will also be able to create a message and filter between their unread messages.



The create message will allow the user to create a message and send it to a business.

Visual Design Language: Design Research 1.1

Playstation 4 User Interface

Upon doing research into different interfaces, I came accross the Playstation 4 (PS4) interface by Sony. I really enjoyed researching and looking through my own playstations interface as everything was easily readable and even though their was a lot of content, nothing appeared overwhelming. The design on the users account presented an assymetrical design yet felt very balanced, creating a calming atmosphere. Having a balanced visual weight, with larger and more spaced out objects at the top, with smaller and more closer together objects at the bottom allowed me not to feel overwhelmed and instead focused on the information provided.

The default colours of the PS4 interface is blue, using a transparent box with a highlighted blue border to align and present information when clicked. Following a monochromatic colour scheme with the exception of different coloured objects allows for a sense of hamony. The boxes also uses the Gestalt Principle of similarity as users a familiar with the information being provided in the boxes. Most of the boxes follow a rectangle border, allowing users to feel familiar and drawn to the information.

Going into my design of my website, I would like to incorporate elements I have learned froms researching the PS4 interface. Having my website be content/element heavy much like the PS4 interface, using a minimalist and monochromatic colour choice can help eliminate feelings of being overwhelmed and create feelings of calmness. I like the text being sections off into boxes as this creates familiarity and keeps everything on the interface very clean which I would like to use for my application.

Visual Design Language: Design Research 1.2

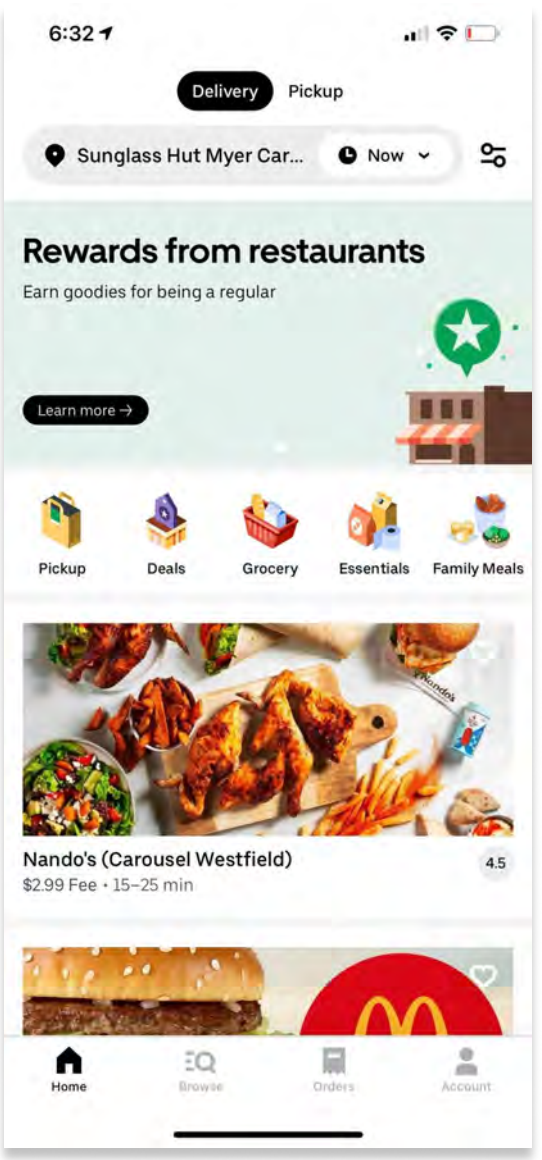


Figure 1

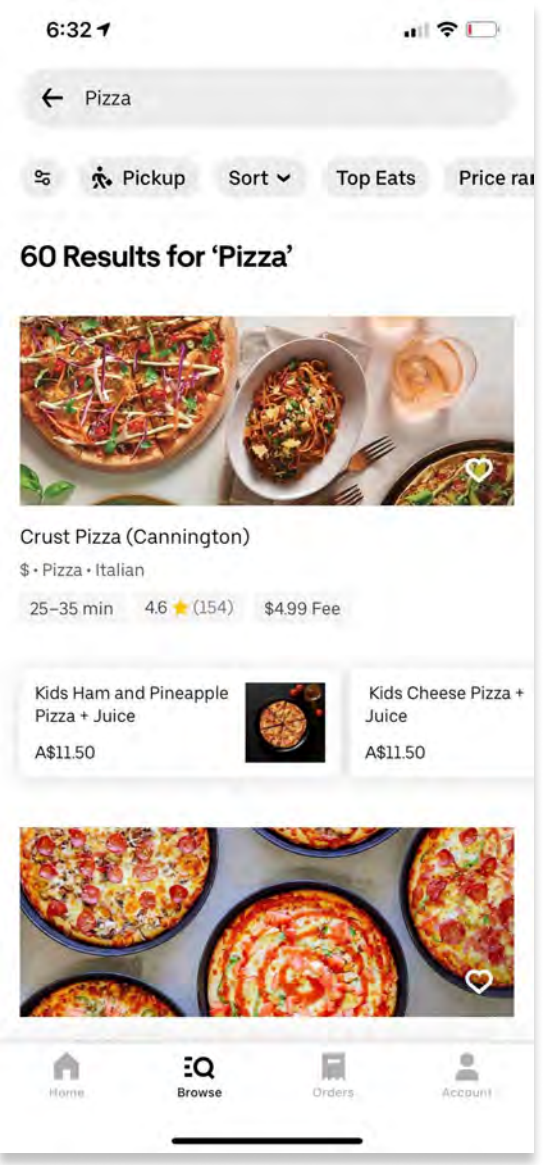


Figure 2

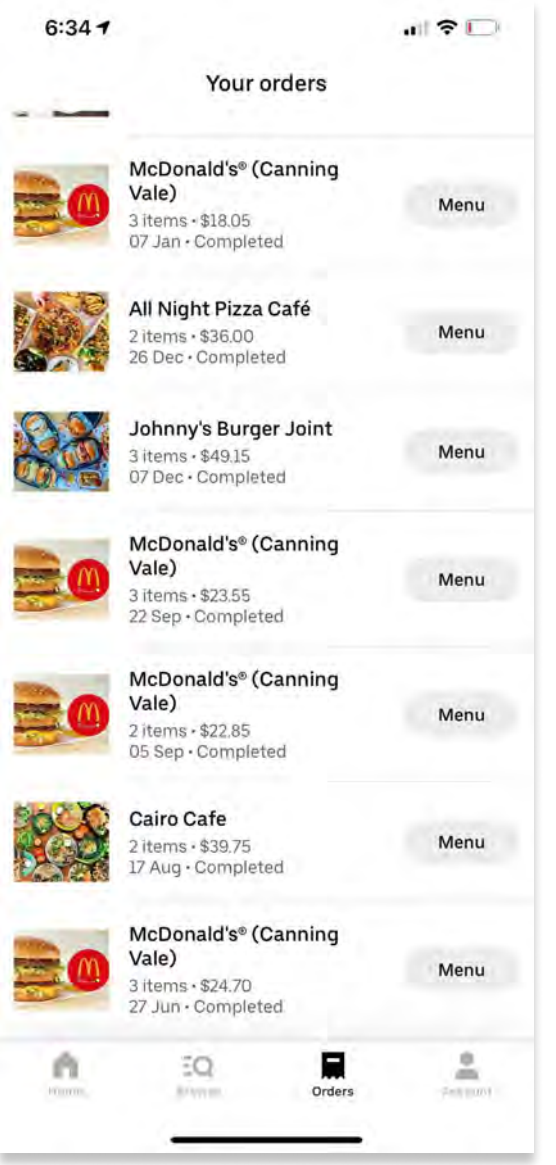


Figure 3

Uber Eats Mobile Application

I decided to research different mobile application interfaces to see how they are presented and if their was any elements I can use as inspiration for my website application. I decided to see how Uber Eats presented their information as their different restaurants and food options, mirros my website application of different business and accessibility options. The homepage for uber eats has a lot going on with information covering the whole application. The locations bar at the top with the different categories underneath the hero banner is a great use of Hierarchy.

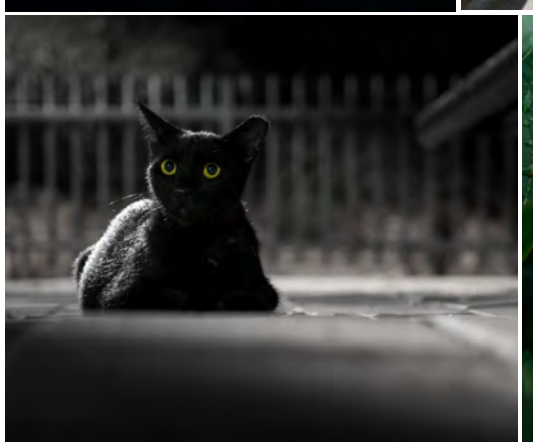
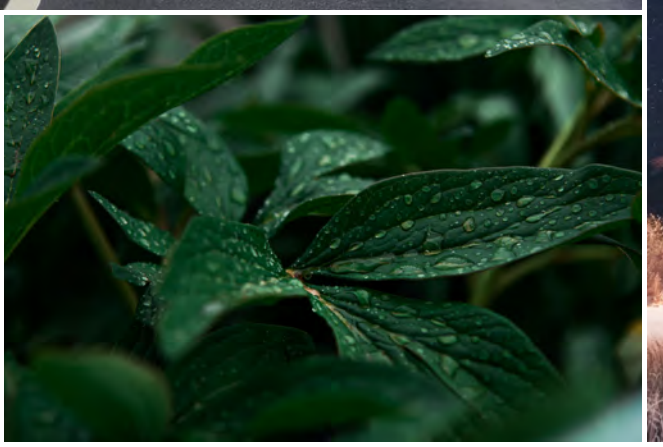
When the user clicks on 1 of the categories, it takes the user straight to that part of the application. For example, if the user clicks on 'Grocery' it takes them straight to the search screen in Figure 2, and a list of grocery places will appear. This function and lay out creates a seamless user experience which I can use for my own website application. Uber Eats also has a great use of proximity as seen in Figure 3 with all the information staying close to the given restaurant. This works well displaying the business' in a list without all the information being overwhelming for the user.

Uber eats also uses a great use of typography which creates a sense of importance. Having the titles of the restaurants bold with the sub text/body text in regular draws the users eyes straight to the business title first, then draws the eyes down to the body text to read. Uber eats uses a legibile sans-serif font which makes it easy to read for the user which is important, given the different amount of information being displayed.

Uber eats uses a great interface to display content heavy information. I would like to incorporate these factors into my website application. I believe using typography to create a hierarchy of information will work effectivily when displaying all the different business on the website application. My homepage mockup idea is similar to that of the Uber Eats application, providing the functionality of the website application will work thoroughly as the Uber Eats application does.

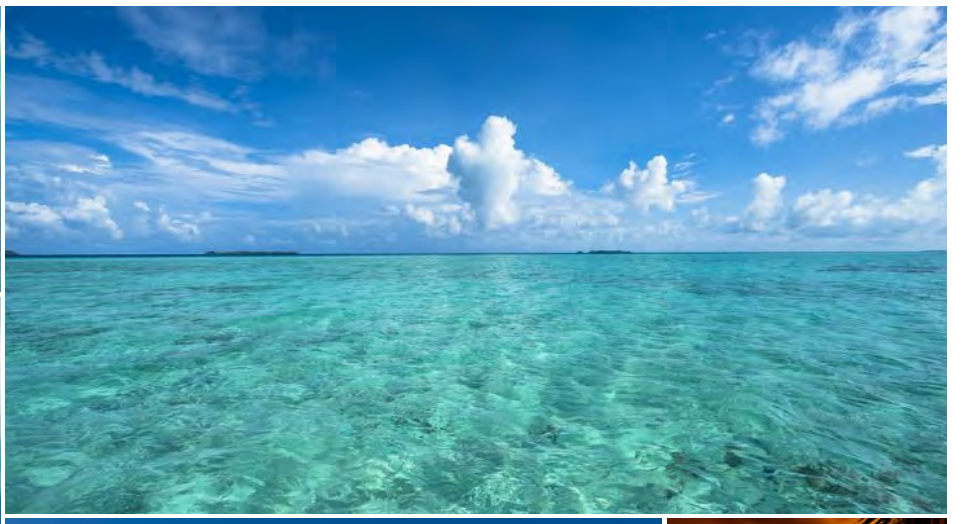
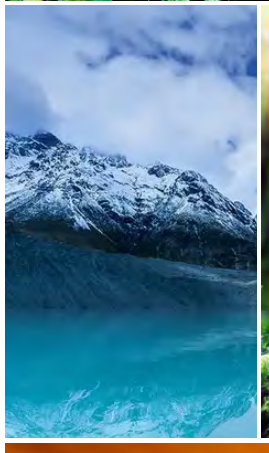
Visual Design Language: Mood Board 1.1

I decided to approach this moodboard with the idea similar to apps like Uber or Discord. I wanted to approach this design with luxury, class and professionalism as I thought it might make the website application more sophisticated. Through further investigation, I feel less incline to use this design scheme as it doesn't feel like the right approach to my application.

Visual Design Language: Mood Board 1.2

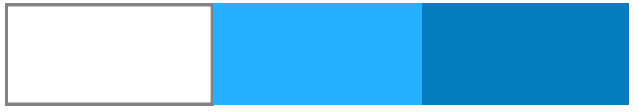
I decided to go for a more earthy approach with this mood board. One of my initial thoughts were for this website application to bring exploration, adventure and relaxtion to people with dissabilities. Having an earthy colour scheme with vibrant tones brings these themes and reduce the the stereotype that people with dissabilities have great limitation. I believe this mood board brings the right atmosphere and approach to what I want from this website application.

Colour Palette: Exploring Combinations 1.1

#FFFFFF #24B0FF #7C7C7C

- One Tone

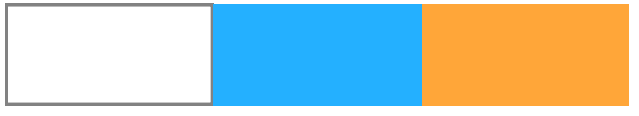


#FFFFFF #24B0FF #067DC0

- Monochromatic

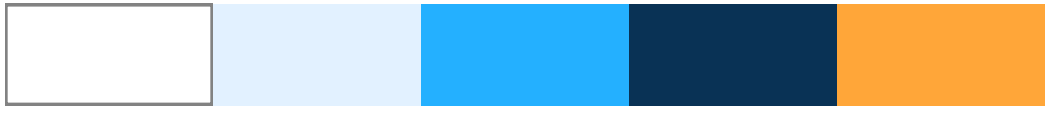
#FFFFFF #006096 #00324F

- Monochromatic



#FFFFFF #24B0FF #FFA639

- Complimentary



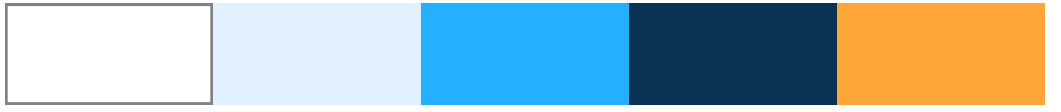
#FFFFFF #E2F1FF #24B0FF #093255 #FFA639

- Monochromatic with Complimentary

Thought Process

Based on my chosen moodboard, i decided to experiment with colour palettes that were similar to the moodboard. I found that the orange highly complimented the blue well as it appeared very relaxing and soothing on the moodboard. I also decided to pick with tones of blue as I don't want me website to have many colours so the user can focus more on the information provided.

Colour Palette: Chosen Colour Palette 1.2



#FFFFFF #E2F1FF #24B0FF #093255 #FFA639

- Monochromatic with Complimentary

Thought Process

I decided to choose this colour palette as it has different tones of blue which I can use and a nice orange that compliments the blue. I can use the orange for factors that I need to stand out or highlight to the user such as a button. I also believe this colour palette represents the mood board I created well so it will help represent themes of calm, relaxing and exploration

Typography Experiments: Headings & Body Text 1.1

HEADING

Poppins Bold - — — — - **Heading for Client**

Merriweather Black - — - **Heading for Client**

Mali Bold - — — — — - **Heading for Client**

Kodchasan Bold - — — - **Heading for Client**

Abril Fatface - — — — - **Heading for Client**

Roboto Bold - — — — - **Heading for Client**

Raleway Bold - — — — - **Heading for Client**

Shrikhand - — — — — - ***Heading for Client***

Sansation Bold - — — - **Heading for Client**

Abyssinica SIL - — — — - Heading for Client

Quicksand Bold - — — - **Heading for Client**

BODY TEXT

Prata - — — — — — — - This is a body text for my client.

Red Hat Text - — — — - This is a body text for my client.

Glass Antiqua - — — — - This is a body text for my client

Gothic A1 - — — — — - This is a body text for my client

Tenor Sans - — — — — - This is a body text for my client

Montserrat - — — — — - This is a body text for my client

Open Sans - — — — — - This is a body text for my client

Lato - — — — — — — - This is a body text for my client

Josefin Sans - — — — - This is a body text for my client

Source Sans Pro - — — - This is a body text for my client

Suranna - — — — — - This is a body text for my client

Typography Experiments: Headings with Body Text 1.2

Heading for Client

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

Heading for Client

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

Heading for Client

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

Heading for Client

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

Heading for Client

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

Thought Process

I experimented with different headings and body text fonts for my typography research. I wanted a clean, bold sans serif font for the heading as these are used through social media websites which my website application is similar to. I also used a thinner font as they work very well under a bold heading. The body font being thinner then most fonts gives it a nice, modern look. Both fonts are easy to read and works well for a clean, minimal website which I am aiming for. This is why I picked **Montserrat** for the heading and **Quicksand** for the body text.

Typography Experiments: Montserrat & Open Sans 1.3

Desktop

Extra Large Title
Font-size: 64px, Font-weight 700/bold, Letter-spacing: 0%, Line-height: 1

Large Title
Font-size: 48px, Font-weight 700/bold, Letter-spacing: 0%, Line-height: 1.1

Medium Title
Font-size: 32px, Font-weight 700/bold, Letter-spacing: 0%, Line-height: 1.2

Small Title
Font-size: 24px, Font-weight 700/bold, Letter-spacing: 0%, Line-height: 1.2

SUB HEADER TEXT
Font-size: 12px, Font-weight 700/bold, Letter-spacing: 20%, Line-height: 1.5

Button Text
Font-size: 16px, Font-weight 700/bold, Letter-spacing: 2%, Line-height: 1.5

Body/Paragraph Text
Font-size: 16px, Font-weight 400/regular, Letter-spacing: 2%, Line-height: 1.5

Tablet

Extra Large Title
Font-size: 52px, Font-weight 700/bold, Letter-spacing: 0%, Line-height: 1

Large Title
Font-size: 42px, Font-weight 700/bold, Letter-spacing: 0%, Line-height: 1.1

Medium Title
Font-size: 28px, Font-weight 700/bold, Letter-spacing: 0%, Line-height: 1.2

Small Title
Font-size: 24px, Font-weight 700/bold, Letter-spacing: 0%, Line-height: 1.2

SUB HEADER TEXT
Font-size: 12px, Font-weight 700/bold, Letter-spacing: 20%, Line-height: 1.5

Button Text
Font-size: 16px, Font-weight 700/bold, Letter-spacing: 2%, Line-height: 1.5

Body/Paragraph Text
Font-size: 16px, Font-weight 400/regular, Letter-spacing: 2%, Line-height: 1.5

Mobile

Extra Large Title
Font-size: 48px, Font-weight 700/bold, Letter-spacing: 0%, Line-height: 1

Large Title
Font-size: 36px, Font-weight 700/bold, Letter-spacing: 0%, Line-height: 1.1

Medium Title
Font-size: 24px, Font-weight 700/bold, Letter-spacing: 0%, Line-height: 1.2

Small Title
Font-size: 24px, Font-weight 700/bold, Letter-spacing: 0%, Line-height: 1.2

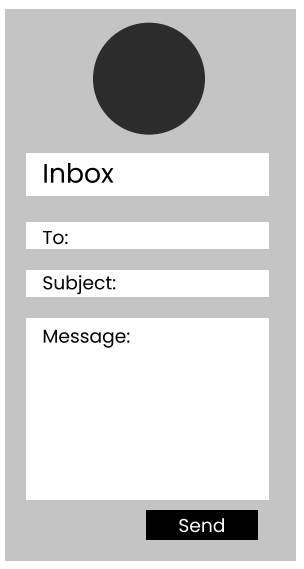
SUB HEADER TEXT
Font-size: 12px, Font-weight 700/bold, Letter-spacing: 20%, Line-height: 1.5

Button Text
Font-size: 16px, Font-weight 700/bold, Letter-spacing: 2%, Line-height: 1.5

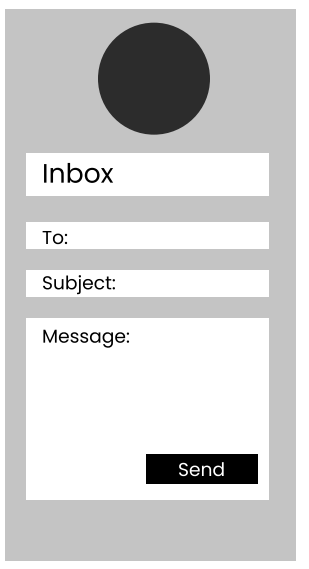
Body/Paragraph Text
Font-size: 16px, Font-weight 400/regular, Letter-spacing: 2%, Line-height: 1.5

I used this as a template to see how the different font-sizes, letter-spacings and line-heights should work. I used this as a light guide when creating my mock ups.

Visual Design Language: UI Design Experiments

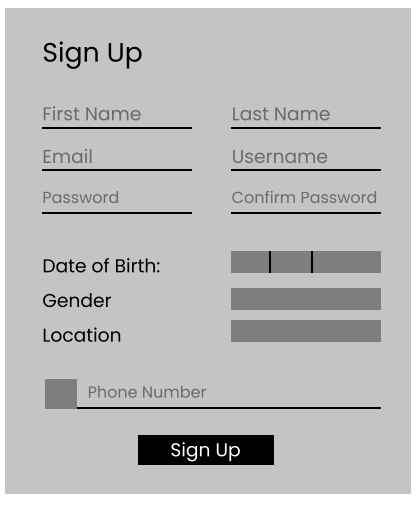


Experiment 1

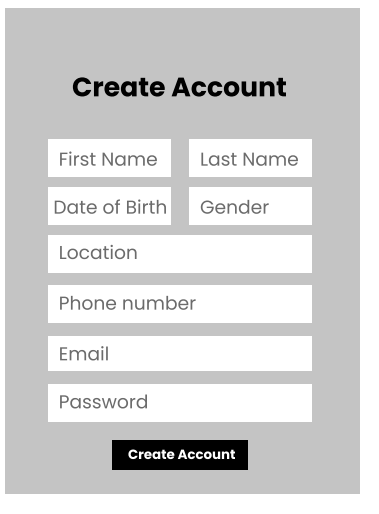


Experiment 2

I decided to experiment with spacing, buttons and typography for the Inbox page. In Experiment 1, I had the text boxes spaced out with the ‘send’ button underneath the text box. While in Experiment 2, I added the text boxes together and put the button inside the text box, with the ‘send’ in bold. I feel Experiment 2 fits better as it replicates an email structure better which users will be more familiar with.

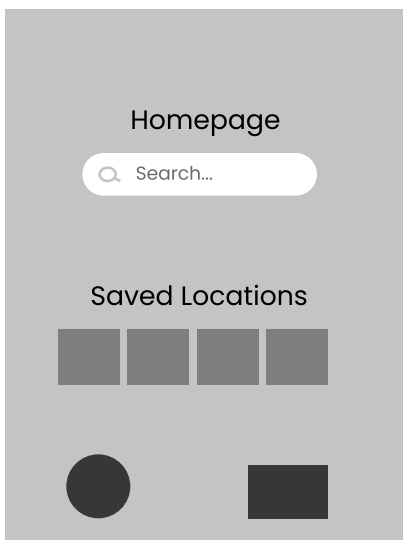


Experiment 3

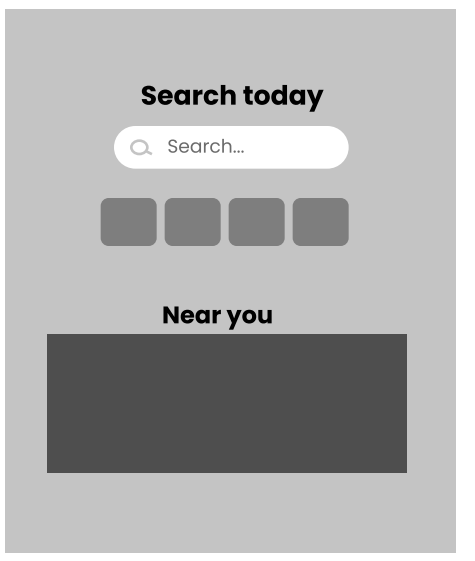


Experiment 4

For the sign up/create account page I experimented with composition. I heavily disliked my initial sketch for the sign up page and wanted to experiment with different compositions. I felt the information wasn’t properly formed and aligned in Experiment 3 with the right side having too much negative space and being unbalanced. I decided to use text boxes in experiment 4 which aligned the information better. I also had the composition of the text boxes be in the centre of Experiment 4 which created a great symmetrical design. This further added balance and harmony through this page. I decided to use ‘create account’ instead of ‘sign up as seeing creating something rathing the signing up appears to be more friendlier.



Experiment 5



Experiment 6

For the homepage I decided to experiment with different elements on the page. In Experiment 5 I would have the search bar at the top, and then underneat would be the saved locations of the users. The account icon would be at the bottom left and the inbox icon would be at the bottom right. I felt the search bar had no meaning with the rest of the elements despite being one of the major factors on the page. I decided to delete the saved locations and experiment with categories in Experiment 6. This would functionally work better for the user interface as when clicked, it would search that category. Underneath I also added a map that would show locations near the user. I deleted the account icon and inbox icon in the corners as it would be redundant as they would be in the navigation bar anyway. I also experimented with having a bold title that says ‘Search today’ and ‘Near you’ as it appears more welcoming for the user.

Technical Specification: Backend 1.1

Server Stack

Database Server: MongoDB will be used as the database for my website application. This is where my collections (Disabilitys Users and Business Owners) will be stored. Each collection will contain documents.

API Framework: API stands for Application Programming Interface. The javascript code will connect to the database and run API requests to retrieve responses.

NodeJS: This backend will be developed in the programming language NodeJS. Node JS allows access to a variety of packages and is a backend version of Javascript.

Server Language: The language used for the server will be Javascript, which will be created in Visual Studio Code.

Technical Specification: Backend 1.2

Database Structure

MongoDB Collection: Users

Disability Users Documents

_id:	----------	ObjectId
firstName:	----------	String
lastName:	----------	String
email:	----------	String
Phone	----------	String
accessLevel:	----------	Int32
password:	----------	String
location:	----------	String
dateofBirth:	----------	String
gender:	----------	String

Business Users Documents

_id:	----------	ObjectId
businessName	----------	String
email:	----------	String
accessLevel:	----------	Int32
password:	----------	String
Address	----------	String
Phone	----------	String
ABN	----------	String

MongoDB Collection: Message

_id:	----------	ObjectId
firstName:	----------	String
lastName:	----------	String
email:	----------	String
Phone:	----------	String
messageSubject	----------	String
yourMessage	----------	String

API Endpoints

Create Account

- User can create an account if they don't already have one.

- **Method type**: uses a .post() method with a request and response
- A request is sent to create a new document in the User Collection in the Database.
- The document contains all the properties the user enters in the create account page.
- A response is then sent back to show confirmation of account creation.

JSON Example

User Request Body
{
"first_name": 'Michael',
"last_name": 'DCosta',
"email": 'michael.dcosta@curtin.com.au',
"phone": '1234 567 899',
"location": 'Bentley'
"date_of_birth": '04081998',
"gender": 'Male"
"password": 'mdcosta1234',

}

Log in

- User can log into their account.

- **Method type**: uses a .post() method with a request and response
- Uses the users sign in information; a request is sent to query object to find the user with the same email address and password.
- If the users details are correct, the user is able to sign in.

JSON Example

User Request Body
{
"email": 'michael.dcosta@curtin.com.au',
"password": 'mdcosta1234',
}

User Information
{
"first_name": 'Michael',
"last_name": 'DCosta',
"email": 'michael.dcosta@curtin.com.au',
"phone": '1234 567 899',
"location": 'Bentley'
"date_of_birth": '04081998',
"gender": 'Male"
"password": 'mdcosta1234',

}

Send message

- User can send a message to the business

- **Method type**: uses a .post() method with a request and response
- Creates a message document in Message collection in the database.

JSON Example

Request Body
{
"first_name": 'Michael',
"last_name": 'DCosta',
"email": 'michael.dcosta@curtin.com.au',
"phone": '1234 567 899',
"message_subject": 'Message',
"your_message": 'lorem ipsum',

}

Edit Account Information

- Allows the user to edit their information.

- **Method type**: uses a .post() method with a request and response
- Updates the document of the user in the User collection.

JSON Example

Update User Field Request
{
"email": 'michael.dcosta@curtin.com.au',
}

Update User Information
{
"first_name": 'Michael',
"last_name": 'DCosta',
"email": 'michael.dcosta@curtin.com.au',
"phone": '1234 567 899',
"location": 'Bentley'
"date_of_birth": '04081998',
"gender": 'Male"
"password": 'mdcosta1234',

}

Technical Specification: Frontend

HTML File
The Index.html file will contain the structure of the websites

Styles Folder
Contains the styles.css file which contains the stylesheet data that will be read by the browser. Also contains the styles.scss which will include the Sassy CSS data.

JS Folder
Contains:

index.js - The file will include the page functions and routes.
server.js - Connects the server to the database and contains the routes.
user.js - This file includes all the functionality of the users. This file allows us to make get, post and put requests to the API.
search.js - This file will include the functionality of the search bar for the website application.
message.js - This file will include the functionality of the messaging to other users.

Image folder
Contains all the images used for the website.

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Part 2: Usability Testing Report

USABILITY TESTING REPORT

By Michael D’Costa

EXECUTIVE SUMMARY

Purpose of User Testing

Usability testing helps the UX Designer (myself) learn about quantitive and qualitative data insights. The insights and testing allows for the designer to empathise and understand what the users thinks and wants. This can then allow for further development of the application as pain points can be addressed and fixed.

Methodology

Usability Testing for the Able application was conducted by face-to-face at different location in Perth, October 2021, by Michael D'Costa.

This testing was conducted for the purpose of understanding deep insights into the testers thoughts. Interviews were done by face-to-face as it allowed the moderator to understand the experience better and identify pain points better. Even though the user wasn't alone, the testing allows to see what the user might do if they were first experiencing this application by themselves.

There were 5 users testing the application. The criteria for testers were that they had to be over the age of 18 and have a disability or impairment.

Conducting the Usability Testing

1. Users were asked questions to determine if they were of the correct demographic.
2. The users were given an introduction of the application and were given an explanation of the testing and how they would help.
3. The application was simulated on computer screen.
4. The users were asked to read instructions and answer the questions provided.
5. The moderator recorded the session (with users conscent) and took notes during the testing
6. The recorded session was then translated into a transcript

General Results

The usability testing gave valuable insights into the positive and negative responses of the application. From this, further developments were made based of the critical feedback of users. Below is a general overview of the insights gained from user testing.

4.8/5

Users found the app's usability being logical. But some aspects such as too small icons and text size was an issue.

4.8/5

Users found they really enjoyed using the app. They were intrigued and wanting the app to be real.

5/5

Users found the icons logical and was able to navigate each icon with ease.

5/5

All users completed all the tasks with ease. Users thought the specific tasks of the app showed that it was highly intuitive.

The Report

The testing report includes details of how the usability testing was conducted, the results that were discovered and the changes that were made.

GOALS

Collate suggestions from the target audience on how to make the app better

- I want to see if the target audience have any suggestions that I may adapt to make them enjoy and retain their interest within the application. I want the application to be user-centric and design for the users.

Discover any issues or bugs that might be in the app

- I want to see an outside perspective if any testers may find some problems that I may have missed when designing and prototyping the app. I also want to ensure that the designs, functionality and purpose correlate with the user, making sure the different elements in the application are justified.

To find out if the target audience sees this as an app they would use

- I want to conduct tests for them to try out the application and see if they would actually use the application if launched. I want to see if they would use it and if not, how can I improve the app idea and function to make them more incline to use it.

Specifically, I want to determine whether:

- Users can search and find a business and contact them
- Users can find a business, add it to their favourites and then access the favourites categories
- Users can see what is near them on the map

METHODOLOGY

OUTREACH & SCREENING

- In the outreach and screening of testers, we ensured to get the relevant target audience and attempt to get a variety of people. From the user testing research, the demographic of testers will be users who have have a walking disability or a visual (colour blindness) impairement. The age of the users necessarily does not matter but candidates should be 18+ due to the exploration aspect of the applciation. Focusing on a variety of users with different ages and impairement does not restrict me from testing people of different races and cuktural backgrounds, therefore having a variety of users can help ensure the success of this testing.

Channels Used:

- Social Media
- Word of mouth through friends and communities

Screening Criteria:

- Must be aged 18 and above
- Must have a walking disability or a visual impairement (colour blindness)
- Must be familiar with app knowledge - at least reasonable technology proficiency
- Must have access to a smart phone
- Must not have prior knowledge about the app or have tested before

PARTICIPANT PROFILES

PARTICIPANT	AGE	GENDER	IMPAIRMENTS
User 1	20	Male	Legs
User 2	25	Female	Legs
User 3	23	Female	Legs/Anxiety
User 4	29	Female	Legs
User 5	32	Male	Legs/Anxiety

100%
of participants had a walking impairment

40%
of participants were Male

60%
of participants were Female

60%
of participants were 25 or younger

40%
of participants were 29 or older

Testing Setup & Questions

Introduction

The first step was to ask the users questions to ensure they were the correct demographic for the testing. They were then given an introduction that explained what the app was about and that they were there to try and achieve several tasks.

Tasks

1. Create an account, log in and log out.
2. Find out if Perth Zoo has closed captions.
3. Find out how to add Perth Zoo to your favourites and then see if its there.
4. Find out how to message Perth Zoo.
5. Find a place that is near you on the map

Task: Post-Test Questions

1. Was there any main issues you faced when completing the task.
2. Can any of the app designs be improved to make the tasks easier in anyway?

App: Post-Test Questions

1. On a scale 1-5, how easy was the app to use?
2. On a scale 1-5, how enjoyable was the app to use?
3. On a scale 1-5, how effective was the apps icons at demonstrating the function?
4. If you could change 1 thing about the app, what would it be and why?
5. What is your favourite aspect about the app?

RESULTS

Overall App & Usability

USABILITY

4.8/5

Users found the app's usability to be logical and had an overall positive response. Their were some issues such as naming and timing/size of access list.

ENJOYABILITY

4.8/5

Users found they really enjoyed using the app. They were intrigued and wanting the app to be real.

ICONS

5/5

Users found the icons logical and was able to navigate each icon with ease.

TASKS

5/5

All users completed all the tasks with ease. Users thought the specific tasks of the app showed that it was highly intuitive.

The GOOD

- All the participants enjoyed the idea of the application, they thought it should be a real app that society should employ.
- All the participants enjoyed the functionality of the app.
- All the scoring was rated a 4 or higher out of 5.

"I wish there was an app like this"

"I liked having all of my favourite areas in one place and that you could categorise by places you enjoy, want to try, etc"

The BAD

- Users commenting on the amount of time it takes to scroll through the access features, saying some places will have a lot so scrolling right isn't optimal.
- A user would of liked to have a dark mode feature
- User commented that 'Access' should be changed to 'Features' or something different

"Minimizing scroll time for the list of access places"

"...maybe a name change to features or facilities? Access doesn't fit right"

Creating Account, Signing in & Logging out

CREATE ACCOUNT

100%

All users were able to create an account within the first 10 seconds.

SIGN IN

100%

All users were able to sign in within the first 15 seconds

LOG OUT

100%

All users were able to sign out within the first 20 seconds

BUTTONS

1 User

1 User commented they would of liked the Log out button in the top right, more prominent.

The GOOD

- All users could easily create an account, sign in and log out without any issues.
- All users were able to navigate to the log out button very easily and quickly.

The BAD

- 1 user mentioned they would of liked the Log Out button in the top right of the profile section, more prominent.

“I liked the parts of the start where its very interactive”

“Make the log out button more prominent on the profile page, perhaps in the upper right corner?”

Business Page

ACCESS/AMENITIES

40%

Users thought the access section was too long, had to scroll for awhile to see what was offered. Commented on the title ‘access’ wasn’t fitting

USABILITY

100%

All users were able to use this page with ease and commented on how its a good idea

MESSAGE

All users were able to message with ease

ACCESS ICONS

Users commented the access icons could be smaller to scroll through faster

The GOOD

- All users completed this task with ease
- All users were able to see through the access options
- All users were able to message
- Users commented how having all the information on one page is good for accessibility

“it was easy to message Perth zoo, no issues”

The BAD

- User commented the title ‘access’ didn’t fit > Title needs changing
- Users commented the icons was very large and it will take awhile to swipe through each option and remember them

“Minimizing scroll time for the list of access places. Some places have a lot of different facilities so you can be scrolling for awhile...”

Favourites Category

CATEGORIES

100%

All users were able to add Perth Zoo to their category with ease

HEART ICON

100%

All users clicked the heart icon straight away to add to their favourites.

ENJOYABILITY

All users enjoyed the personalisation of the favourites category and the interactions.

All users completed the task in within 20 seconds

The GOOD

- All users completed this task with ease
- All users were able to click the heart with the meaning of favourites straight away
- All users enjoyed the idea of adding places to your own personalised favourites category

The BAD

- Users tried to add Perth Zoo to other categories (further prototyping needed)

“ Its very simple and intuitive design. Can’t really think of any improvements ”

N / A

Near You - MAP

MAP

100%

All users went straight to the map on the homepage to use the map

USABILITY

100%

Users instantly moved the maps around to find a place near them

ENJOYABILITY

100%

All users enjoyed the idea of having a near you section

ISSUES

100%

All users tried to press on the location thinking a pop up will apear - This is the idea but further prototyping needs to happen.

The GOOD

- All users were familiar with the map and instantly went swiping through it
- All users enjoyed the idea of having a near you map section on the homepage

The BAD

- Users tried pressing on a location expecting further things to happen - this needs further prototyping

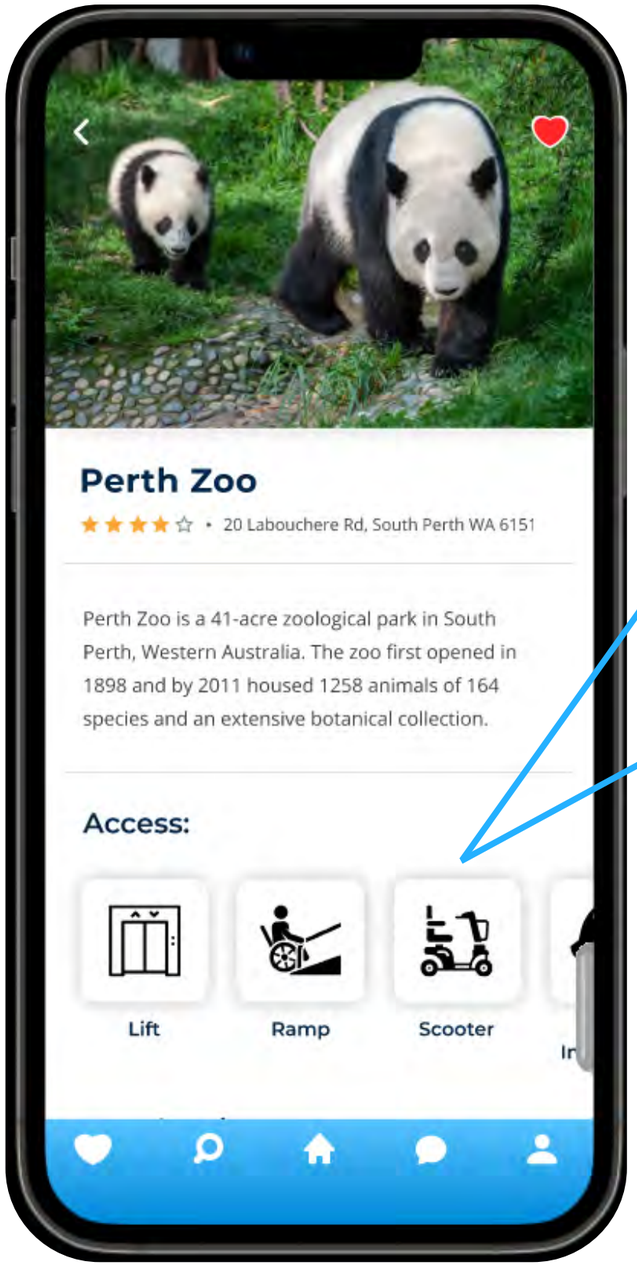
“map was interactive and easy to use”

“That was cool”

“I thought something would pop up when I was clicking on it”

BUGS AND ISSUES

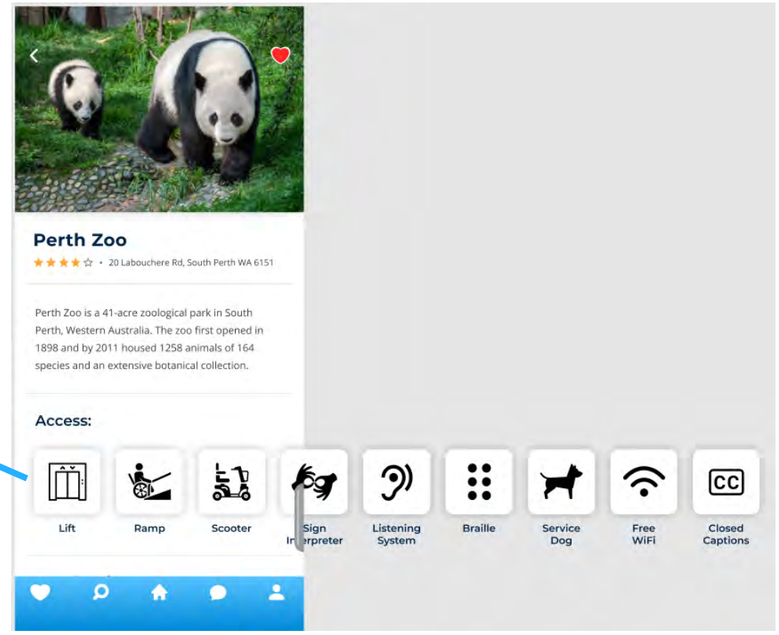
ACCESS ISSUES



The icons are too large, taking up to much space when the users is scrolling through. This adds on time for the user which is a bad user experience if the user is quickly finding information out.

Remember is also an issue, if the user needs to remember what features the place has, having to remember what at the start to what is at the end is a bad user experience

The title ‘Access’ can be changed to something more fitting such as features or amenties.



RECOMMENDATIONS & ACTION ITEMS

Access Icons

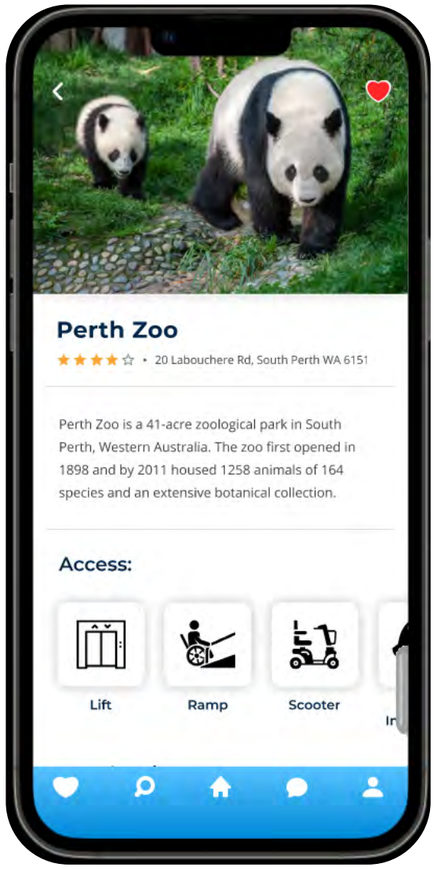
Icons should be smaller and have a different layout. Instead of having a hotizontal scroll, an overlay page that appears, showing a list of features would have a more positive experience on the user.

Name Change

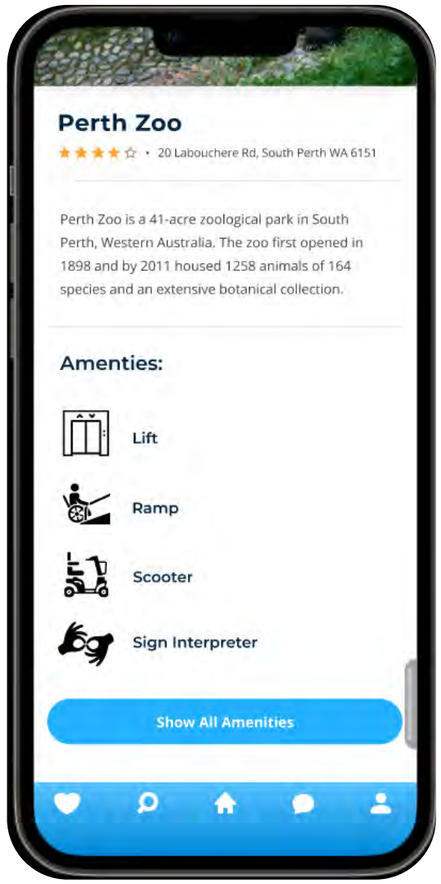
Having the title ‘Access’ doesn’t fit the category well. Changing the name to Amenities allows the user to understand straight away what the offerings are.

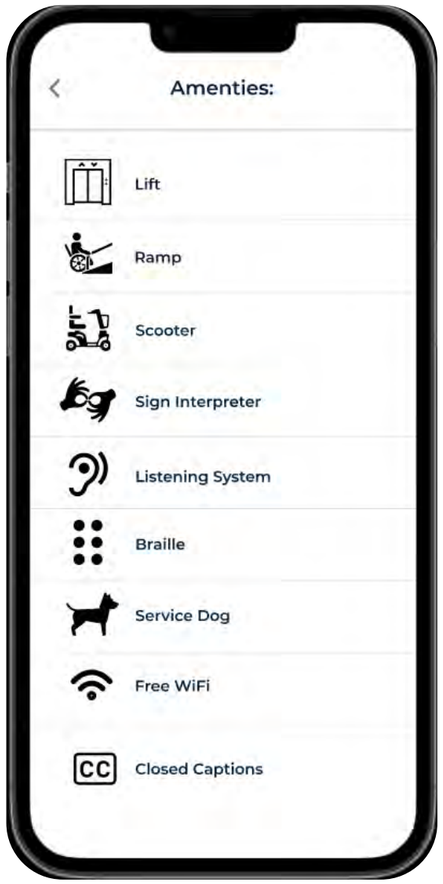
RECOMMENDATIONS & ACTION ITEMS

Before



After

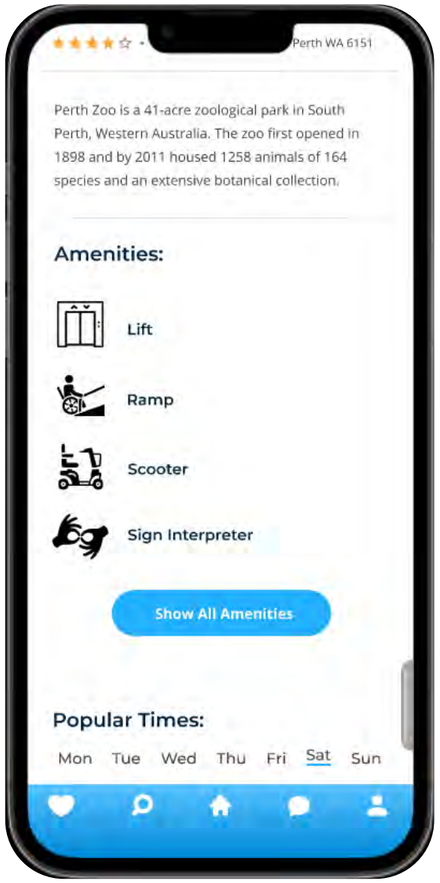




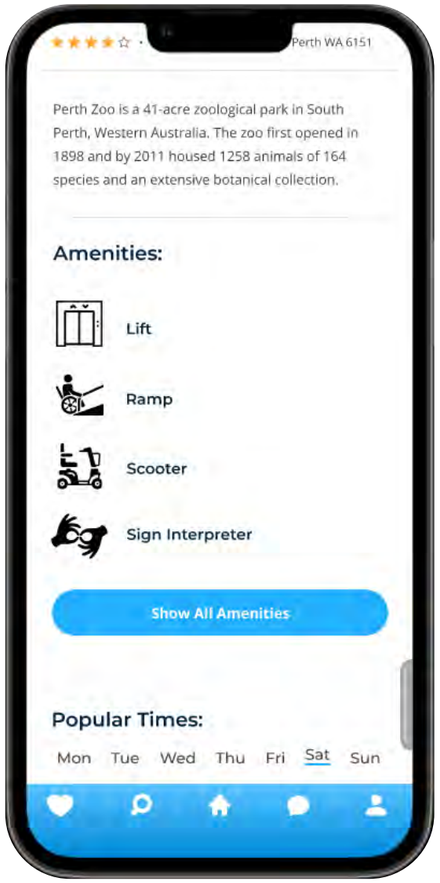
- Made icons smaller and changed from horizontal scroll to a pop up overlay. The amenities shows a few features, when the users clicks ‘Show All Amenities’ a pop up overlay appears. This overlay then has the full list of amenities offered. This is more beneficial as the cognitive load is reduced and the user can see more offerings at once.
- ‘Access’ title changed to Amenities

RECOMMENDATIONS & ACTION ITEMS

Before

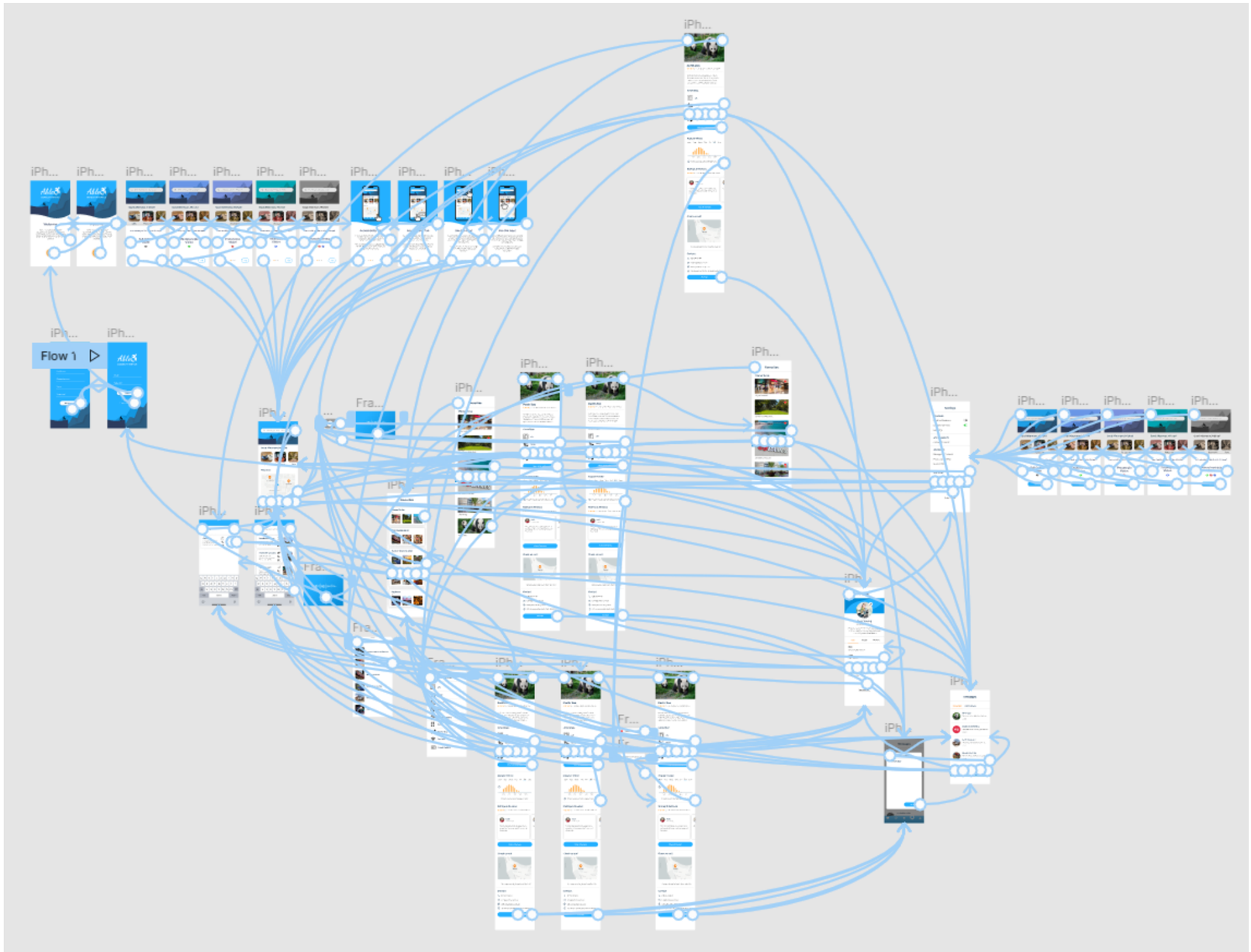


After



- Larger button for easier pressing - This was mainly done to align the elements better, having a smaller button under amenties did not align well so having a larger button made everything align better. The larger buttons followed through for the rest of the page including the more reviews and message button.

Prototype



Final Prototype Link:

http ://www.figma.com/proto/mFt6aRNYTwPmcYK5gX3hup/Able-Prototype-Final? caling cale-down&page-id 0%3A1& tarting-point-node-id 0%3A2116&node-id 0%3A2116

APPENDIX

Participant 1 Transcript

Test Task 1

Create an account, log in and log out

Question 1: Was there any issues you faced when completing the task?

Answer 1: No issues.

Question 2: Can any of the app designs be improved to make the tasks easier in anyway?

Answer 2: Make the log out button more prominent on the profile page, perhaps in the upper right corner?

Test Task 2

Find out if Perth Zoo has closed captions

Question 1: Was there any issues you faced when completing the task?

Answer 1: No issues.

Question 2: Can any of the app designs be improved to make the tasks easier in anyway?

Answer 2: Have the icons slightly smaller to not have to swipe to see all the access types.

Test Task 3

Add Perth Zoo to your favourites then see if its there

Question 1: Was there any issues you faced when completing the task?

Answer 1: No issues

Question 2: Can any of the app designs be improved to make the tasks easier in anyway?

Answer 2: Its very simple and intuitive design. Can't really think of any improvements

Test Task 4

Find out how to message Perth Zoo

Question 1: Was there any issues you faced when completing the task?

Answer 1: No issues

Question 2: Can any of the app designs be improved to make the tasks easier in anyway?

Answer 2: Nope

APPENDIX

Participant 1 Transcript

Test Task 5

Find a place that is near you

Question 1: Was there any issues you faced when completing the task?

Answer 1: No issues

Question 2: Can any of the app designs be improved to make the tasks easier in anyway?

Answer 2: No

Post-Test Questions

Question 1: On a scale 1-5, how easy was the app to use??

Answer: 5

Question 2: On a scale 1-5, how enjoyable was the app to use?

Answer: 4

Question 3 On a scale 1-5, how effective was the apps icons at demonstrating the function?

Answer: 5

Question 4: If you could change 1 thing about the app, what would it be and why?

Answer: I would add a feature for dark mode

Question 5: What is your favourite aspect about the app?

Answer: The simplicity of favouriting the location as well as the ‘near you’.

APPENDIX

Participant 2 Transcript

Test Task 1

Create an account, log in and log out

Question 1: Was there any issues you faced when completing the task?

Answer 1: No, I liked the parts of the start where its very interactive, its straightforward and easy to use.

Question 2: Can any of the app designs be improved to make the tasks easier in anyway?

Answer 2: A voice to text option would be good for people who have vision impairment. The tutorial is extremely helpful.

*****There is a voice command and audio system in the application*****

Test Task 2

Find out if Perth Zoo has closed captions

Question 1: Was there any issues you faced when completing the task?

Answer 1: No.

Question 2: Can any of the app designs be improved to make the tasks easier in anyway?

Answer 2: No

Test Task 3

Add Perth Zoo to your favourites then see if its there

Question 1: Was there any issues you faced when completing the task?

Answer 1: No issues at all

Question 2: Can any of the app designs be improved to make the tasks easier in anyway?

Answer 2: No

Test Task 4

Find out how to message Perth Zoo

Question 1: Was there any issues you faced when completing the task?

Answer 1: No, it was easy to message Perth zoo, no issues

Question 2: Can any of the app designs be improved to make the tasks easier in anyway?

Answer 2: No I don’t think so

APPENDIX

Participant 2 Transcript

Test Task 5

Find a place that is near you

Question 1: Was there any issues you faced when completing the task?

Answer 1: No, map was interactive and easy to use

Question 2: Can any of the app designs be improved to make the tasks easier in anyway?

Answer 2: I thought something would pop up when I was clicking on it

Post-Test Questions

Question 1: On a scale 1-5, how easy was the app to use??

Answer: 4

Question 2: On a scale 1-5, how enjoyable was the app to use?

Answer: 5

Question 3 On a scale 1-5, how effective was the apps icons at demonstrating the function?

Answer: 5

Question 4: If you could change 1 thing about the app, what would it be and why?

Answer: Don't think so

Question 5: What is your favourite aspect about the app?

Answer: I liked having all of my favourite areas in one place and that you could categorise by places you enjoy, want to try, etc

APPENDIX

Participant 3 Transcript

Test Task 1

Create an account, log in and log out

Question 1: Was there any issues you faced when completing the task?

Answer 1: No

Question 2: Can any of the app designs be improved to make the tasks easier in anyway?

Answer 2: No

Test Task 2

Find out if Perth Zoo has closed captions

Question 1: Was there any issues you faced when completing the task?

Answer 1: No.

Question 2: Can any of the app designs be improved to make the tasks easier in anyway?

Answer 2: Minimizing scroll time for the list of access places. Some places have a lot of different facilities so you can be scrolling for awhile. And maybe a name change to features or facilities? Access doesn't fit right

Test Task 3

Add Perth Zoo to your favourites then see if its there

Question 1: Was there any issues you faced when completing the task?

Answer 1: No

Question 2: Can any of the app designs be improved to make the tasks easier in anyway?

Answer 2: No

Test Task 4

Find out how to message Perth Zoo

Question 1: Was there any issues you faced when completing the task?

Answer 1: No

Question 2: Can any of the app designs be improved to make the tasks easier in anyway?

Answer 2: No

APPENDIX

Participant 3 Transcript

Test Task 5

Find a place that is near you

Question 1: Was there any issues you faced when completing the task?

Answer 1: No, that was cool

Question 2: Can any of the app designs be improved to make the tasks easier in anyway?

Answer 2: No

Post-Test Questions

Question 1: On a scale 1-5, how easy was the app to use??

Answer: 5

Question 2: On a scale 1-5, how enjoyable was the app to use?

Answer: 5

Question 3 On a scale 1-5, how effective was the apps icons at demonstrating the function?

Answer: 5

Question 4: If you could change 1 thing about the app, what would it be and why?

Answer: Just the scroll time for the features but I think this is really sick, like you usually have to open several tabs for all the different information so having it all in one place is awesome.

Question 5: What is your favourite aspect about the app?

Answer: Everything honestly, I wish there was an app like this

APPENDIX

Participant 4 Transcript

Test Task 1

Create an account, log in and log out

Question 1: Was there any issues you faced when completing the task?

Answer 1: No, I found it consistent with other apps like where the log out button would be

Question 2: Can any of the app designs be improved to make the tasks easier in anyway?

Answer 2: No, I think its fine

Test Task 2

Find out if Perth Zoo has closed captions

Question 1: Was there any issues you faced when completing the task?

Answer 1: I didn't really know what closed captions meant but when I saw the CC I remembered the symbol

Question 2: Can any of the app designs be improved to make the tasks easier in anyway?

Answer 2: No, looked good

Test Task 3

Add Perth Zoo to your favourites then see if its there

Question 1: Was there any issues you faced when completing the task?

Answer 1: Nope, pretty straight forward

Question 2: Can any of the app designs be improved to make the tasks easier in anyway?

Answer 2: No, It was really intuitive

Test Task 4

Find out how to message Perth Zoo

Question 1: Was there any issues you faced when completing the task?

Answer 1: Nope

Question 2: Can any of the app designs be improved to make the tasks easier in anyway?

Answer 2: No

APPENDIX

Participant 4 Transcript

Test Task 5

Find a place that is near you

Question 1: Was there any issues you faced when completing the task?

Answer 1: I thought there was more to it, like I tried to click on different locations

Question 2: Can any of the app designs be improved to make the tasks easier in anyway?

Answer 2: Not really, maybe a satelite mode but no one really uses that hey?

Post-Test Questions

Question 1: On a scale 1-5, how easy was the app to use??

Answer: 5

Question 2: On a scale 1-5, how enjoyable was the app to use?

Answer: 5

Question 3 On a scale 1-5, how effective was the apps icons at demonstrating the function?

Answer: 5

Question 4: If you could change 1 thing about the app, what would it be and why?

Answer: oh gosh, I'm not sure, probably nothing - I will have to have a think

Question 5: What is your favourite aspect about the app?

Answer: How easy it is to use I reckon

APPENDIX

Participant 5 Transcript

Test Task 1

Create an account, log in and log out

Question 1: Was there any issues you faced when completing the task?

Answer 1: No it was straight forward

Question 2: Can any of the app designs be improved to make the tasks easier in anyway?

Answer 2: No, i think it's nice and simple

Test Task 2

Find out if Perth Zoo has closed captions

Question 1: Was there any issues you faced when completing the task?

Answer 1: No

Question 2: Can any of the app designs be improved to make the tasks easier in anyway?

Answer 2: No

Test Task 3

Add Perth Zoo to your favourites then see if its there

Question 1: Was there any issues you faced when completing the task?

Answer 1: No

Question 2: Can any of the app designs be improved to make the tasks easier in anyway?

Answer 2: No

Test Task 4

Find out how to message Perth Zoo

Question 1: Was there any issues you faced when completing the task?

Answer 1: No, this was easy

Question 2: Can any of the app designs be improved to make the tasks easier in anyway?

Answer 2: No

APPENDIX

Participant 5 Transcript

Test Task 5

Find a place that is near you

Question 1: Was there any issues you faced when completing the task?

Answer 1: No

Question 2: Can any of the app designs be improved to make the tasks easier in anyway?

Answer 2: No

Post-Test Questions

Question 1: On a scale 1-5, how easy was the app to use??

Answer: 5

Question 2: On a scale 1-5, how enjoyable was the app to use?

Answer: 5

Question 3 On a scale 1-5, how effective was the apps icons at demonstrating the function?

Answer: 5

Question 4: If you could change 1 thing about the app, what would it be and why?

Answer: Nothing, I think it's simple and straight forward. Pretty easy to follow

Question 5: What is your favourite aspect about the app?

Answer: That is has an option to use voice to search for results