

A way -

Don't Feel Away When There Is A Way

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User Feedback Report – Capstone Project

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Testers:

The following were the testers:

- Two users were immigrants who landed in Canada a few years back and have recently become citizens
- One user who is working in Canada on the work permit visa and applied for the permanent resident visa a couple of months ago
- One is an international student in Canada
- One other user was previously an international student and now started working here in Toronto

Users' tasks:

As users are in Canada, I asked them to think as they were looking for the following information as a new immigrant:

- Finding information on particular topics such as first steps to go through after landing in Canada
- To enter a section where users can read the information on Canadian weather
- To send a message in the discussion forum on how to buy a house as a permanent resident
- To seek advice from the expert on a particular topic

Acceptance Criteria:

The following are the acceptance criteria:

The user should be able to

- Reach the page to read the info on a particular topic without any confusion
- Send a message as well as create a thread in a relevant section in the forum
- Send a message by choosing a topic in the 'Experts' advice' section

As there are many other sections, users should not feel overwhelming while searching for information. When users complete the above tasks, the prototype is considered as successful.

Findings:

The users were able to reach the endpoint. They supported the design and said the sections are well categorized. Apart from the points mentioned in the table below, users had no significant difficulties. They provided some feedback, which is beneficial to make the prototype more convenient to use. As they are my target users, I found the feedback as helpful and encouraging.

User Feedback	Modifications
<p>One user mentioned that he had a little confusion about the categories, Immigration, studies, and visiting. The problem was whether to visit 'studies' or 'immigration' section if someone who is an immigrant needs info on education in Canada.</p>	<p>Based on this, I changed the names to 'Immigrant', 'International students', and 'Visitor', which was my initial idea when I designed the paper prototype.</p>
<p>The other user pointed out that if the platform allows users to select a particular province to check info on the landing process at airports, it would be convenient for the users and saves time.</p>	<p>I included the provinces as links in the beginning, so that the user can choose the place based on their preference.</p>
<p>The user also mentioned showing email id next to the checkbox of 'Receive email notifications. As many people are using multiple email ids, sometimes they might forget about the email id they registered with</p>	<p>I will mention their registered email id. 'Receive email notifications to xxxx@gmail.com to let the users know which email id they receive emails to</p>
<p>One user confused with the forum as he did not recognise that he is in the immigrant section and thought he might see forum discussions for students on the same page.</p>	<p>I changed the name from 'forum' to 'forum for immigrants' to let users recognize that they are in the immigrant section and can only view discussions related to immigrants. If the forum has info for everyone, such as immigrants, international students, and visitors, some users get overwhelmed with the content while searching for a particular topic, as not everyone needs info on all three categories. And during the survey, people mentioned that they need a clear user interface with the well-organized sections and separate pages for each section to avoid going through the unnecessary information. For example, an immigrant may not need in-depth info about international students.</p>
<p>One user said that he wants to visit another topic without going back to the 'subcategory' sections as it would be a multi-step process and a bit lengthy, which takes time to reach the previous pages. He did not recognize that there was a dropdown symbol beside the flag at the top that allows the user to reach all other pages without using the back button. For instance, if a user wants to visit the category section to select a different topic, he or she does not need to use the 'back' button multiple times, instead, they can use the dropdown button where they can see the list of main topics.</p>	<p>However, I will think more about redesigning this part. One of my aims is to make users feel comfortable as this platform includes many sections. And through this dropdown feature, it will be easier for them to visit any page no matter where they are at currently. Moreover, I had another idea to provide multiple text links instead of a single back button, which mostly found on the websites. However, it is quite impossible to show them in the mobile version because of many sections. I mostly prefer a dropdown icon, but I will show it clearly to let the users know that it exists and to encourage users to use this feature.</p>