

Test Report Introduction:

Original Prototype: [View original prototype](#)

Revised Prototype: [View revised prototype](#)

Issue 1: Reports icon at top right on Homepage mistaken for a chat page. [HIGH]

Change this to a friend chat instead.

Almost all users did not think this was where user reports would be located. A few actually suggested it looked more like a chat page. When discussing with users their thoughts on it being more of a live feed page, that received positive feedback and interest.

Issue 2: Onboarding not very clear [HIGH]

Create a swipe through onboarding page initially, with onboarding demonstrated with images instead of just words.

Users didn't seem to read the small onboarding blurbs and ended up confused with some aspects of the app. The initial onboarding page on the homepage was confusing and users tried to perform the actions on the onboarding page not realizing that it was not actionable.

Issue 3: Filtering process a bit confusing for users. [MEDIUM]

Make some slight tweaks to the onboarding of filters to help users understand how to interact with them.

Users were confused by the 'swipe left' onboarding at filters page. Many wanted to go back to filters and were unable to without going through a one channel process.

Issue 4: Some buttons were confusing and some users tried to tap places that weren't clickable. [LOW]

Re-design buttons to clearly be buttons to differentiate between them and icons.

Many users tapped spots on the app that were icons and not clickable buttons if they were designed.

Issue 5: Icons not uniform [LOW]

Icons used as symbols for amenities were not all uniform in design.

Some users voiced their opinion of what they thought some of the icons meant. In places like filtering or writing reports they said some of the symbols seemed ambiguous. Some users gave suggestions of what they preferred the icon to look like and some mentioned that they were bothered that the styling wasn't uniform throughout the app.

Conclusion:

You can see from the updated prototype, that the biggest change was making a 'live feed' feature. This was **not** originally a part of the app, but was added after major user feedback. Another big change is the onboarding which was originally supposed to be simpler, but ended up confusing the user. With updated more visual onboarding, hopefully navigating the app became more clear. Other small changes were in the design and function of parts of the app that should help the user have a seamless experience on the app.