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Before I started the course I expected that I would learn how I could really design for the user, to meet their expectations and to make designs they want to have. During my projects and other courses I already gained some experiences in user-testing. We made prototypes and we tested them with the user, to see how they reacted on it and to ask them for their opinion about it.

During the course I learned that I am able to already involve the user when I start with a new design process and that I can take different approaches for every step of the design process to involve the user. For example for the analysis, we did interviews to identify the problems with the current payment method. This way we discovered what was needed on the market, we were able to design something to solve the current problems.

After we designed the prototype, we did the expert evaluation. By doing this I learned that we were able to identify a lot of problems before testing, by asking critical questions about the design and the functions of the prototype. If we hadn't done this before the user-test, the prototype would have been too difficult for our target group. Now I know how to prepare myself for the user-test, instead of just testing my idea. This way I will gain better results of the test.

When we finally did the user-test, I really liked the contact with the user, it was nice to interact with them and to see how they reacted on our prototype. We saw that they experienced some difficulties when using our prototype, there were still possibilities to improve the design.

To conclude, I learned how I could really design for the user, by involving them not only in the end of the design process, but in all the different stages. The only improvement for the course could be to choose another subject, because our target group was actually quite content with the current payment method. Despite that, the course structure was very clear, and the assignments were useful to involve the user in all the different stages and to identify the different steps, functions and problems of the prototype. I learned how to make a design which really fit to the target group.