

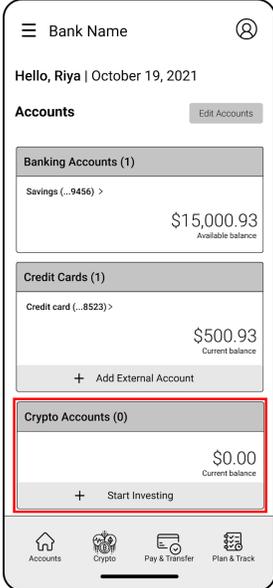
Wireframe Feedback Findings

Even though we transitioned to a more task-focused session for our users, the data organization remained very similar to our paper prototype sessions; notetakers wrote down what the user was saying throughout the think-aloud session. We conducted our wireframe sessions all on the same day on Microsoft Teams. The note taker recorded and took digital notes in a Google Doc that followed our wireframe session script. Since our wireframe flow was longer, more interactive, and contained more branches, the amount of data we received was more rich and descriptive. All notes were filtered down to a list of issues and design ideas which were designated as follows:

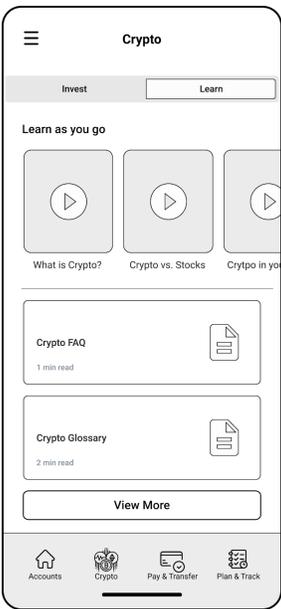
Design Idea - The feedback is a suggestion or comment given by the participant that could justify a future design change to future prototypes.

Major Issue - The issue that the user experienced or gave feedback on is severe enough to block the flow of the application and should be fixed in future prototypes.

Minor Issue - The issue that the user experienced or gave feedback on did not block the flow of the application and is a simple tweak or fix.

Issue/Idea	Evidence	Recommendation
<p>I wouldn't want to see crypto on my homepage if I didn't own it. I'd want it to be a widget that I can add in as an option. Maybe good to offer it as a once a month pop-up.</p>	 <p>The screenshot shows a mobile banking app interface. At the top, it says 'Bank Name' and 'Hello, Riya October 19, 2021'. Below this, there's an 'Accounts' section with an 'Edit Accounts' button. Under 'Banking Accounts (1)', there's a 'Savings (...9456)' account with an available balance of \$15,000.93. Under 'Credit Cards (1)', there's a 'Credit card (...8523)' with a current balance of \$500.93. At the bottom of the accounts list, there's a '+ Add External Account' button. The 'Crypto Accounts (0)' section is highlighted with a red box, showing a current balance of \$0.00 and a '+ Start Investing' button. At the very bottom, there's a navigation bar with icons for 'Accounts', 'Crypto', 'Pay & Transfer', and 'Plan & Track'.</p>	<p>Remove crypto card from the home screen until the user has created a crypto account. Prompt them on account creation whether they want it in their home screen and always give the option in settings.</p>
<p>I would like to see the amount of coins on my homepage. First three decimal places at least.</p>	<p>See Above</p>	<p>Add smaller text below the USD value denoting the amount of coins the user has for each crypto.</p>
<p>Felt that they personally wouldn't need additional tutorials to start investing in crypto, but could see that this could be helpful</p>	<p>N/A</p>	<p>Provide an optional tutorial when a user opens a crypto account for the first time.</p>

Links to third party resources to help the user start learning.



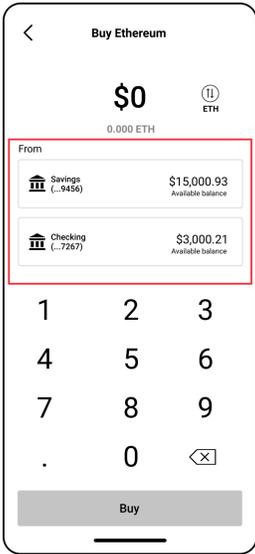
Add third-party educational resources to the Learn Screen

I would expect some brief introduction in a small blurb before I get here.

See Above

Users should be provided with a tutorial of cryptocurrency as a whole before they reach this section, which is available after they have made a crypto account.

Thinks that it would be best to put the options for accounts to choose from into a dropdown because they could have 8 or 9 accounts



Add a dropdown to the "From" option instead of a list of accounts

Would like to see third party options like PayPal.

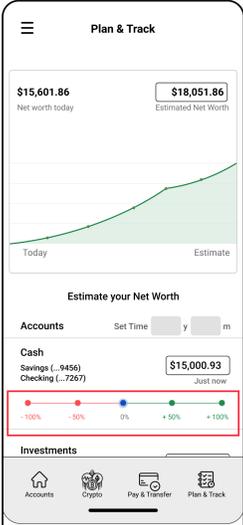
See Above

Add third-party options to the list of accounts that users can draw from.

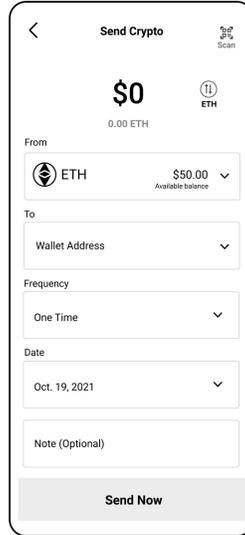
I would like to be able to

See Above

Allow users to change

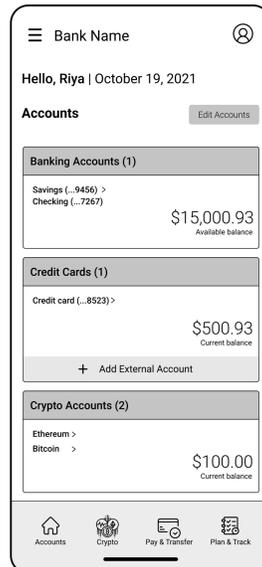
<p>customize which accounts to see here.</p>		<p>preferred accounts from the Settings menu.</p>
<p>I'd prefer a dropdown of accounts available.</p>	<p>See Above</p>	<p>Provide a dropdown instead of stacked cards. Allow users to customize their default account.</p>
<p>After selling or spending, I'd want to see the trade ticket so I can track it while it's happening. I'd like to watch it being done on the blockchain since ETH and BTC don't trade instantly currently.</p>	<p>N/A</p>	<p>Give users the option to see their transaction information in detail. Add a symbol by each transaction where users can return to it if they wish.</p>
<p>I wouldn't expect to see fees if it's done through a bank. If it's not moving, there wouldn't be a reason to have GAS fees since the bank is moving internally.</p>	<p>N/A</p>	<p>Explain to veteran crypto users that there are no fees when moving funds internally in the bank account through the tutorial or when they deal in an internal transaction for the first time.</p>
<p>Did not think they could move the line bar. Felt that a larger circle that was clearly draggable would be helpful</p>		<p>Add larger drag circles to the line graph.</p>
<p>Include a tutorial! - Walkthrough with overlays that point out the different functions and how to use the graph</p>	<p>See Above</p>	<p>Run through a quick tutorial that highlights the features of this screen when users reach it for the first time.</p>

I expect to see a GAS price and options to change those GAS options, in addition to a time of arrival.



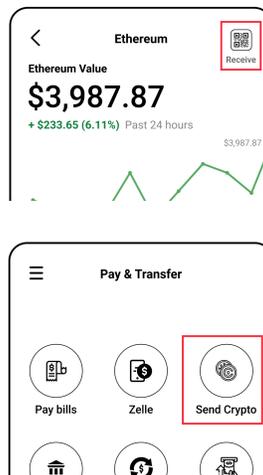
For external transactions, show GAS fees and time of arrival information.

Seeing a total in your accounts page that adds them all up at the top of the page.



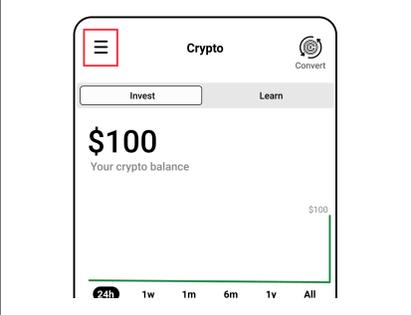
Show a total balance of all accounts at the top of the homepage.

Having the ability to receive within the pay and transfer page - or just more accessible.



Add the Receive Crypto function to the Pay & Transfer page.

Thinks hamburger menu would be for the entire site, including all the nav bar pieces



Add functionality to the hamburger menu which acts as a shortcut to all major pages of the application.

Needs a dark theme.

N/A

Add a dark theme option to the Settings menu.

Put some headline articles about what's going on in the crypto space. I would prefer to see this on the portfolio page.

N/A

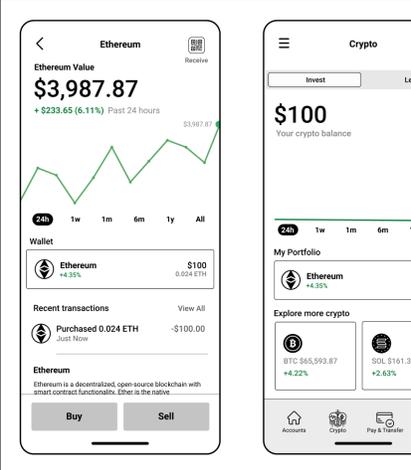
Under "Explore more crypto" add cards that link to related news.

I'd like to see my top three coins with the specific amount of coins I have.

N/A

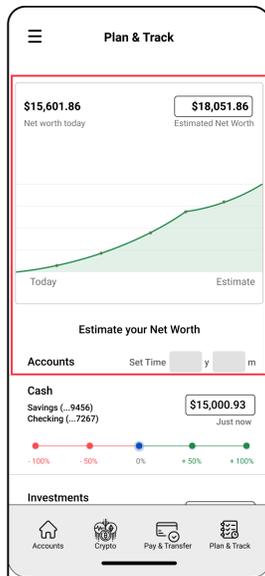
Order owned crypto by value, with the specific amount of coins listed under each.

Would have been nice to navigate to this page (portfolio) instead of having to navigate through the Ethereum page first. Confused on how many times to hit back to get to this screen.



Make it easier for users to know where they are within the app or merge features from the Ethereum page onto the Portfolio page.

Not sure what the network is - no time is set, so why would it be increased. Either expects a default time to be set to a time and maybe there is a change or no time is set, and the graph shows no change.



Rename “Net worth today” to “Total Account Balance”.
Rename “Estimated Net Worth” to “Future Net Worth” with a default time already preset.

Unsure where the estimations are being drawn from.

See Above

Always show the current account value on the slider so the user can compare the slider value to it.

Time is indeterminate.

See Above

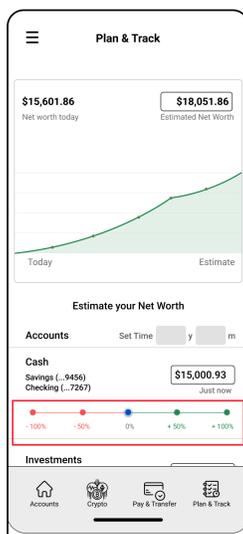
Add more info to X-Axis.

Unsure of scale of graph.

See Above

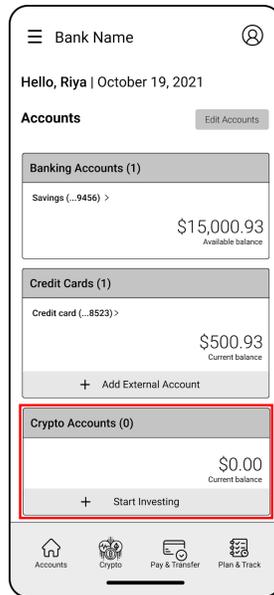
Add Y-Axis info to the graph.

Unclear about what the sliders do.



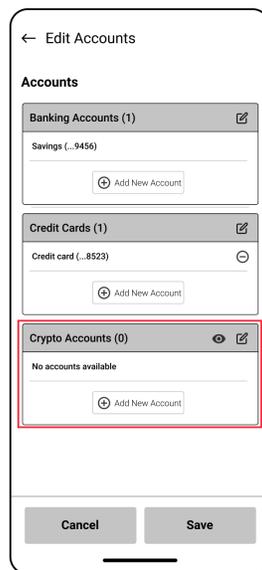
Transform sliders into a more traditional look.

I'd rather see how much crypto I have rather than value. Because value changes often.



Give users the option to toggle between coins and value from the Settings menu.

I was looking for the minus symbol instead of the eye initially.



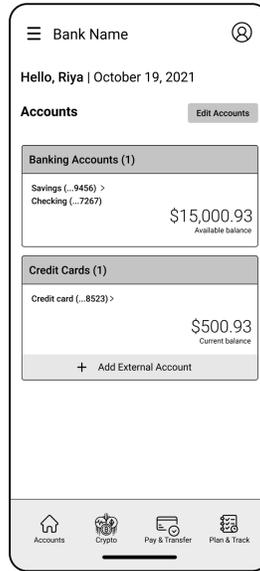
Change minus sign to an X for deletion.

Initially wanted to click the pencil and paper (edit) icon instead of eye.

See Above

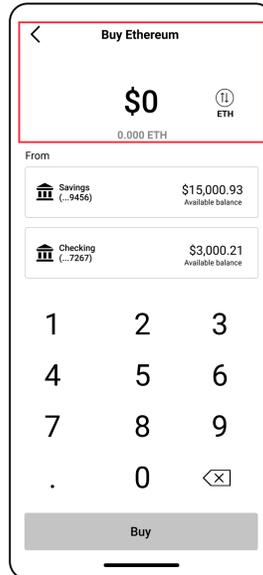
The menu that appears when clicking the pencil & paper icon can also allow the user to toggle visibility.

I wish the boxes would adjust to fill my screen after I remove an account.



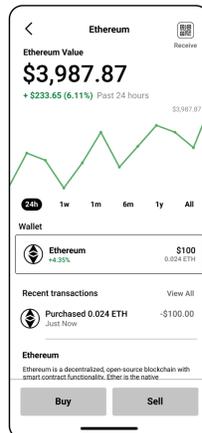
Auto Adjust the cards on the homepage to better fit the user's screen when accounts are edited.

Would probably type in the amount they wanted to invest in before they chose which account's funds to use since it is above the selection option



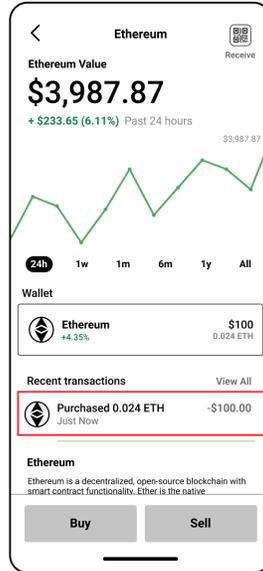
Swap the location of the number input and account selection options.

Landing on the Ethereum page after purchasing was a bit confusing. Felt that going back to your portfolio page would make more sense - because seeing the \$100 bought as their balance was more what they expected.



Make the flow for the buying more consistent. If a user purchases from the portfolio page, then return to the portfolio page. If the user purchases from a specific coin's page, return to the coin's page. Do not always return to the coin's page if the user bought the coin starting at the portfolio page (this was the flow in our feedback session).

I would like to see the price I paid vs the price it's worth now. Would like to see the difference so I can see my personal gains/losses over time.



For each transaction, show the total gain/loss since that purchase on the transaction card.

The percentage increase - is that from when I bought it or over the time period signified by the chart?



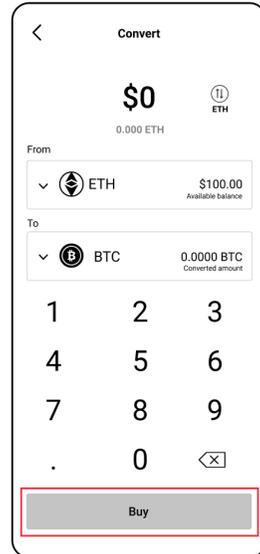
Add an "All Time" text line by the percentage or include explanation in the Learn page/tutorial.

For the switch button icon - didn't think that it would show ETH vs USD - thought instead that it would be switching the To and From; suggested a different icon



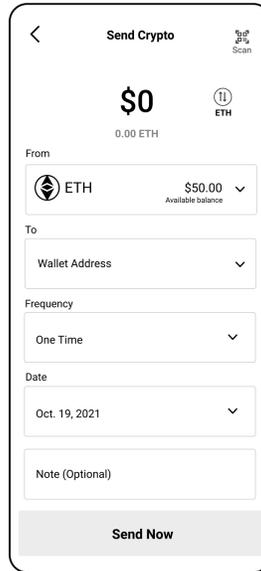
Change the switch button icon to switch between the To/From coins or explain this in a tutorial.

Thought that Buy label should be Convert



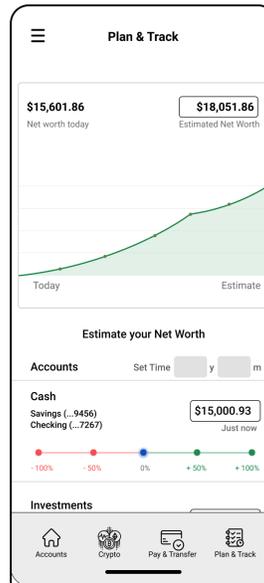
Fix the label - it was a typo

The number pad is not on the screen - so they didn't realize they could enter a value (inconsistent with how convert and buy worked)



Keep a consistent style with the other functions. Incorporate the same number pad as the others.

Thought they could only change the time.



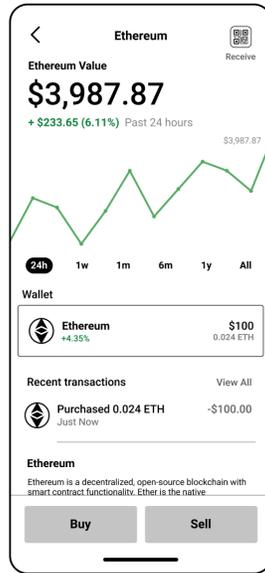
Make the graph and sliders more apparent that they can be interacted with.

Thinks that there should be safeguards or clarification about the projection graph. Could be limited to a time range. Could include text that says "Based on current and past performance data..."

See Above

Add in additional information to show users that this is only a prediction and not the actual value of their account in X years.

Initially wanted to click on the crypto itself to send crypto.



Add the Send Crypto function to the main Crypto page since Receive, Buy and Sell are all here.