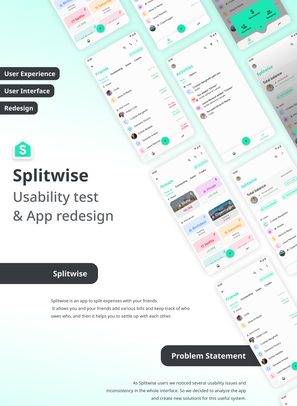
User Experience

User Interface

Redesign

Splitwise

Usability test & App redesign



Splitwise

Splitwise is an app to split expenses with your friends.
It allows you and your friends add various bills and keep track of who owes who, and then it helps you to settle up with each other.

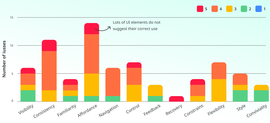
Problem Statement

As Splitwise users we noticed several usability issues and inconsistency in the whole interface. So we decided to analyze the app and create new solutions for this useful system.

Design process

Heuristic Evaluation

As User Experience students we did a **Heuristic Evaluation** for each issue we found through the usage, following Benyon's Design principles. Then we ranked them on a scale from 1 to 5 points , where 1 means a low impact on usability, while 5 means a huge usability issue.



Benyon's design principles violated

User tests

We tested the most important features of the app through a user test.
We asked 12 users to perform 3 tasks.

Task #1

- *Add a friend on Splitwise*
- *Create a group*
- *Set the function "Simplify group debts"*
- *Add a person to the group*

Task #2

- *Add an expense paid by you in a group*
- *Split an expense in unequal parts*
- *Pay only a percentage of the expense*

Task #3

- *Check recent activities*
- *Filter the groups list*
- *Settle up balances*
- *Check outstanding balances*

Completed task
Partly completed task
Failed task

We notice that even users with previous experience with the app took more time than expected to complete the tasks.

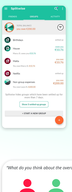
Moreover, users who have never used the app before did some big mistakes without realizing it.

Group interview

After the user test, we had a group interview with all the previously tested people, in which they answered some questions about issues and troubles they had while using the app. Then we discussed their ideas for new features and scenarios.

Survey

Through both the user tests and the interview we noticed some users did not understand the role of some important buttons, so we decided to take a survey to investigate problems on a wider range of people.



*"What do you think the **orange button** in the lower right corner does?"*

Almost 50% of people didn't get the function of the button which **sets a new expense**

*"What do you think will happen when pressing the **Settle up button**?"*

More than 15% of people didn't get the function of the button which **lets users settle balances the overall debts**

"What do you think about the overall UI of the app?"

33% is 2 users said to be **confused** by the app UI

Redesign

As a final step we created a complete redesign of the app and some functions, based on results of both the user test, the group interview and the survey.

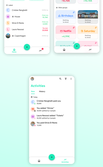
Before **After**

We designed a **multi-function button**, with a preview of what is possible to create there

We merged the **friend** and **group** sections into one, which is realized in which section they were during the user test

Now you can access the friend list in the group list right from the friend list

The group list has a **grid structure** to be easily distinguished from the friend list



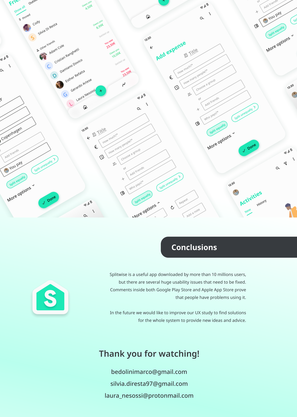
You can now access to the **activites** page from the bottom navigation bar.

We decided to separate activities between **new** and **history** as users couldn't distinguish the new notifications from the old ones.

Now the **reset balances** button reset the balances between you and the people you select from group members

Swiping right a member of the group will directly reset your balances.

Screenshots



Conclusions

Splitwise is a useful app downloaded by more than 10 millions users, but there are several huge usability issues that need to be fixed.
Comments inside both Google Play Store and Apple App Store prove that people have problems using it.

In the future we would like to improve our UX study to find solutions for the whole system to provide new ideas and advice.

Thank you for watching!

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