

Different Perspectives Within Web Design

Behind Instagram, Uber, and Dunkin's Reviews



Instagram

Instagram Positive Reviews

An Essential Platform for Growing My Visibility 🧡

★★★★★ Sep 11 · VeronicaBahn

Instagram continues to be one of the most valuable platforms for growing my visibility, sharing meaningful content, and staying connected with my business community. I especially appreciate the ability to create Reels, collaborate with others, and easily share content to Facebook. There are still areas that could feel more intuitive, especially analytics and understanding monetization, but overall it remains an essential part of how I build relationships and grow my brand. ☀️

Best App for Staying Connected & Creative! ✨

★★★★★ May 21 · My Insta Love

Instagram is one of the best social media apps out there. It's super easy to use, has amazing features like Reels, Stories, Notes, and DMs, and keeps getting better with updates. I love how it helps people connect with friends, share memories, grow businesses, and even build creative communities. The app design is clean, smooth, and fun to explore every day. Definitely my go-to app for entertainment, inspiration, and staying connected with the world! 📸 ✨

Best Social App for Sharing Moments

★★★★★ Jun 27 · artlandshot

Instagram is my favorite app for sharing photos, videos, and staying connected with friends and creators. The interface is easy to use, Reels are entertaining, and Stories make it fun to share everyday moments. I also enjoy discovering new places, travel inspiration, and small businesses. While there are occasional bugs, the app keeps improving and remains one of the best social media platforms. Highly recommend! ★★★★★

Instagram Negative Reviews

We should all be dead

★★★★★ Sat · ballsmcDonald

This app is a useless suck of time designed to sell me products I don't need to solve problems that aren't real. I'm sorry if you're a real human being that has to read this message, but human beings would be better off if this app never existed

Horrible UI

★★★★★ Sat · Email?

For years it has glitched when you wanna click on "see more comments 234) then the whole button disappears and now suddenly you can't see any comments or replies. So dumb, like Facebook with not having a setting to LEAVE THE FILTER OFF FOR "related comments" and just show ALL

This app gave me depression

★★★★★ Thu · dinopokesyou

After spending more than a decade of my life force energy-time-mind on this app, the entire experience felt very shallow with absolutely no growth in my artistic career not to mention this app will never replace human connection. Don't turn your life into a movie unless you are ready to be the product.

Instagram Suggestive Reviews

It's great, however

★★★★★ Mon · Strawberrylev

The app is great actually, however I am having issues in posting a carousel with mixed sizes of images and videos: the button doesn't show anymore unlike before where I was able to post images with different sizes. I can post vertical and landscape images without any issues. However, I can't do that anymore, my images are either automatically vertical or landscape so my pictures are zoomed in, and I don't like that. I tried researching but nothing really helps.

4/5

★★★★★ Aug 13 · mmeeeennaa

Instagram is insanely fun to be on actively when posting or even just watching videos, seeing posts. however, they do NOT take reports serious enough so don't expect to be supported. i've reported an account multiple times due to bullying and they have never once taken that situation serious enough. expecting ME to block an account won't make ME feel better if a picture of me is circulating around the internet without MY consent. other than that, completely fine.

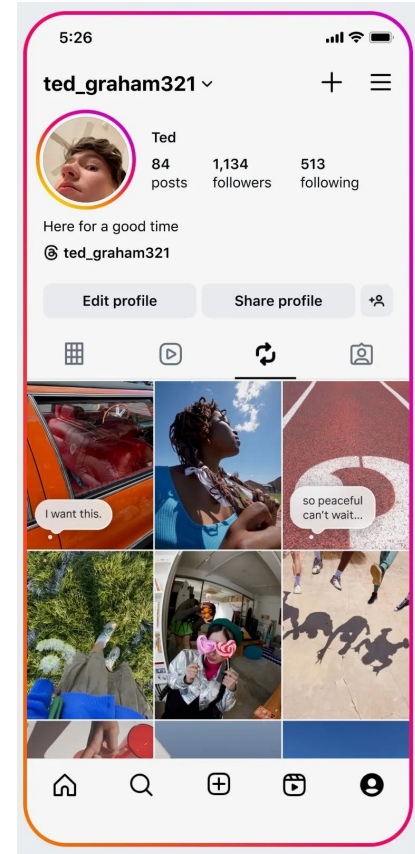
Good social media, but with flaws

★★★★★ Sep 23 · RNC1993

Favorite of the social media available by far. However there are flaws such as not being able to see people who've unfollowed you/ people you follow that don't follow you back, the "all" message button that without permission forces you to look at messages you've deliberately put on the restricted list, not being able to save story drafts consistently, etc.

Instagram POV Statements

- Users of Instagram who regularly create and scroll through content want more control over the type of content they see on their feeds. This is due to unrelated and irrelevant content flooding what they see.
- Content creators of Instagram who normally share and create content straight from the app want more intuitive creator tools. This is so these people can create content easier and quicker



A dark, semi-transparent background image showing a person's hands on a steering wheel and a smartphone displaying the Uber app. The Uber logo is overlaid in white text in the center.

Uber

Uber Positive Reviews

The best app

★★★★★ Jul 4 · AeccCrvRy

Great service overall! The prices are usually very reasonable, it's quick and easy to find a driver, and the app works really well. I've had a smooth and reliable experience most of the time. Definitely a convenient option for getting around!

★ 5-Star Ride — Clean, Comfortable & Professional

★★★★★ Sep 17 · baghaei2213

Excellent Uber experience from start to finish! The car was extremely clean and well maintained, and the A/C was set at the perfect comfortable temperature.

What really stood out were all the thoughtful extras. There were entertainment screens mounted behind the front headrests where passengers could play games, watch TV, follow the ride, and enjoy different entertainment options during the trip. It gave the car a very professional, premium feel.

Great service

★★★★★ Jul 28 · Heidijdjdhnshj

I'd like to thank who ever invented uber!!It was the most genius idea!It helps out so many people everyday regardless of what time it is..Uber is ALWAYS THERE FOR YA!!THANK YOU ALL FOR YOUR SERVICE!!❤️

Uber Negative Reviews

Not Happy

★★★★★ Sat · Sal Moreta

MOST OF THE TIME I ORDER AN UBER IT SAID YOU PAY LESS AND IT WILL BE A BIT MORE OF A WAIT I UNDERSTAND THIS.

BUT WHY WEN I PAY MORE BECAUSE I NEED IT FASTER IT TAKE EVEN LONGER THE WAIT. THATS NOT RIGHT

Expensive, Slow, and Constantly Canceling

★★★★★ Fri · Li1nnn

Honestly, Uber has been getting worse lately. Drivers take forever to arrive, the prices keep getting more expensive, and my rides get canceled all the time. On top of that, some of the drivers' cars are dirty and poorly maintained. It's frustrating to wait so long just for the driver to cancel, especially when the price is already so high. Definitely not the experience it used to be.

Are you kidding me

★★★★★ Sep 18 · Dnrbficixmdndxj

It took 3 Uber drivers to finally get to our hotel. First one after we waited for 10 minutes cancelled in route. The second one literally couldn't make the exit to the airport. We watched them miss the airport exit four times before we canceled the female who obviously couldn't read English road signs. The third driver was excellent but really Uber you should be ashamed.

Uber Suggestive Reviews

Location was not recognized but driver was great

★★★★★ Aug 19 · A good Bostonian

We have not used uber for a while then there was some setting to be reset. Somehow my location was not recognized which made me panic. I tried to correct it but it did not allow me. I messaged the driver and eventually called him. He was able to pick us up at our location. I am giving the driver 5 stars but would complain about the incorrect picking up location.

Uber has benifits

★★★★★ Sat · GrimmVonDoom

Uber is great if u don't have a vehicle. I gave 4 stars because Uber tried to refuse me trying to cancel a ride. This is America bruh. Anyways I'm 3 mo away from getting my car and I'm sooo excited for the day I never have to use Uber again. Just not worth the always fluctuations in prices. I use to get a lot of 15 buck rides to my home and since I used Uber more often they caught on and bumped my prices for rides up by 5-6 bucks. It's very unfair

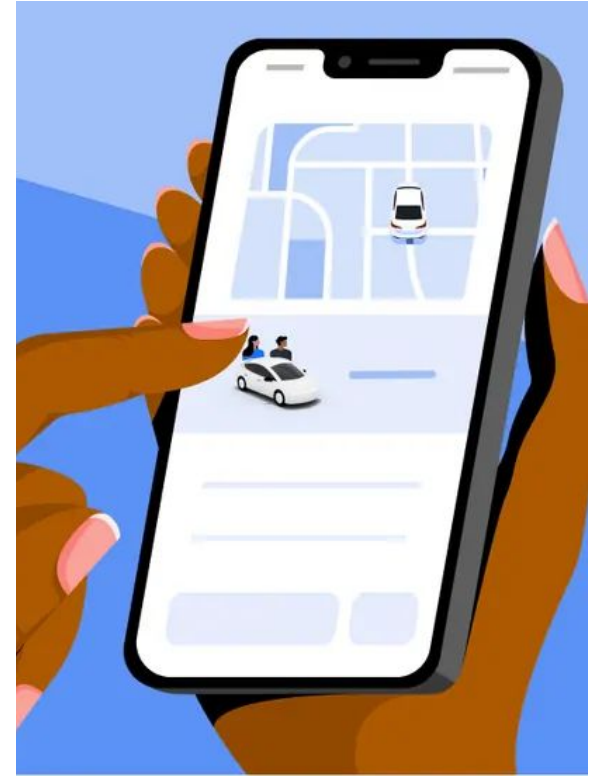
Tipping options

★★★★★ Aug 19 · Me_man_

I am a military veteran and the veterans administration books my rides. I wish Uber would allow me to tip my drivers in the app. There is no option to do so if I did not book the ride myself. This is very inconvenient because I don't always have cash and I always like to tip my Drivers. Can Uber please make it possible for persons to tip the drivers in their app even if the ride was booked by an organ?

Uber POV Statements

- It is very important for Uber riders that the app reflects accurate pickup and drop off information. If this isn't the case, this makes it harder for users to navigate around long waits, cancellations, and incorrect information.
- Uber users who use the app for affordable rides want to have more information when it comes to the price of their ride. This keeps transparency between the company and the consumer.



A photograph of a Dunkin' Donuts storefront, heavily overlaid with a semi-transparent orange filter. The building features large glass windows and doors. A prominent orange sign with the word "DUNKIN'" in white, bold, sans-serif capital letters is mounted on the upper right corner of the building. Below this, a smaller orange sign with a white "D" inside a coffee cup icon is visible. The entrance area has a "NOW OPEN" sign and a "NOW WE'VE SHAKED UP" sign. A white car is parked in the foreground on the left, and a white SUV is parked on the right under a small archway. A parking sign with a wheelchair symbol is also visible. The overall scene is brightly lit, suggesting daytime.

DUNKIN'

Dunkin Positive Reviews

Love my Dunkin Iced coffee

★★★★★ Jul 29 · DmcTwo

I go to Dunkin everyday sometimes 2 times a day , always have very friendly employees , and they always remember my order , but lately the one I have been gone to for years aren't very friendly anymore and sometimes the coffee taste old and the 2 employees are very nasty and not people friendly at all. I may have to change my place to get my coffee.

Developer Response Jul 31

Thank you so much for the feedback!

Daly routine

★★★★★ Aug 28 · ThelanJames

Our daily routine for the last several years since COVID has included a stop at our local Dunkin'. We recently moved, but thankfully, found a new Dunkin' near our home, allowing us to continue our ritual with smiles on our faces and great donuts/muffins and breakfast sandwiches to enjoy.

Developer Response Aug 31

Thanks for the love, we appreciate it! 🍩💛

I love Dunkin!

★★★★★ Jun 10 · Jacqueline O'day

I love Duncan, but I wish they gave more giveaways to their consistent customers. I see other people getting free drinks discount and even merchandise and I don't get anything. I come to Dunkin' Donuts just about every day and the giveaways and the rewards are very slim. I live in Washington DC and I would love to attend one of the grand openings of a new Dunkin near me. How can I be invited?

Developer Response Jun 12

Thank you so much for the feedback!

Dunkin Negative Reviews

Refund options

★★★★★ edited Thu · chonito13!

It'd be great if we could request a refund in the app for the items that get messed up 50% of the time. I've probably spent \$125 on extra eggs that have never been given. To try and communicate with each store after pulling away is not an easy task.

Update: I finally started being smart and checking every item before pulling away and I got 2 trips in a row where there was no mistake and I let my guard down on the third and they forgot my egg again. It seems the add-ons are what gets messed up every time, maybe they employees should be informed better of the add-ons?

Developer Response Sep 17

We're sorry you're having issues with your Dunkin' Rewards account. Please contact us so we can help you with your account <https://www.dunkindonuts.com/en/about/contact-us/faqs#additionalinquiries> -DNKN Care

Transactions not processing

★★★★★ Sep 26 · Thecoach12351739

All of a sudden the app and website aren't able to process my payments despite adding multiple methods and making sure they have the correct information. Even using my Apple cash still fails and is telling me to contact support. I'm not doing all that just to order some coffee and will just stop altogether.

Looking into this further I specifically get the APP4241 error which apparently means Dunkin has rate limited my account? Pretty weird thing to do but if you don't want my business that's fine.

Developer Response Mon

We understand your frustration. Please contact us so we can make it right <https://www.dunkindonuts.com/en/about/contact-us/faqs#additionalinquiries>

App difficulty

★★★★★ Sep 24 · Promo x2

Went to add the promo code that got dropped and I couldn't even sign in. Did password reset and never got the email. Missed the promo code because their app was having difficulties

Developer Response Sep 25

Thank you for taking the time to contact us about Dunkin' Rewards®. We appreciate your feedback and will share your comments with the appropriate teams.

Dunkin Suggestive Reviews

When app started they had great offers

★★★★★ Jul 16 · Jmejia24270405

When I first started with the app it had great offers but now it seems to be kind of lame on the giveaways and freebies or bogo. The same offers are there over and over. Some people don't order ahead because of many reasons but my reason is because I can't personalize my ice coffee like I want to so I still have to go through drive through and order.

Developer Response Jul 17

Thank you for taking the time to contact us about Dunkin' Rewards®. We appreciate your feedback and will share your comments with the appropriate teams.

PLEASE FIX THE DROP-DOWNS!!

★★★★★ May 3 · Teewigz155

Love the app, but there's an issue with the drop-downs for each section when there's more than 5-6 options (e.g. Dairy, Unsweetened Flavors, Sweetened Flavors). Some of the options further down in the list are partially selectable but not fully visible, such as Protein Milk, Butter Pecan, etc. Recommend making these scrollable sections within the page. Thanks Dunkin!

Developer Response May 4

Thank you for taking the time to contact us about Dunkin' Rewards®. We appreciate your feedback and will share your comments with the appropriate teams.

i have an idea

★★★★★ Jul 9 · juan-dia

as a loyal dunkins customer, i use the app all the time, to the point that my local dunkin would kindly tell me to come to the window cause my order was all set the second i pulled through drive thru because they knew my name (not my order though cause i love trying different drinks lol) and recognized my face 😭 that being said, i was working on my home screen and realized i needed more big widgets and wanted to see if there was one for dunkin and there WASNT. sooo i think investing in that would be a great idea so i can add it to my home screen. if you need ideas you know where to reach me 😊

Dunkin POV Statements

- The people that use the Dunkin app frequently see issues when logging in and making transactions. Being able to better organize the app and make the UX/UI better, would be beneficial to consumers.
- Dunkin customers who visit the brand regularly would prefer a more personalized offering on the app. Currently the app is generic and makes it harder for consumers who use it daily.

