

## Second Prototype User Study

After updating my prototype to address feedback garnered during the first user study, I ran my test suite with a new group of 4 people. With all the obvious issues addressed, there was less feedback I saw consistently across multiple people. I heard many things like 'you should add an icon to this button' or 'I don't like the banner color', but some of the people I interviewed disagreed with those changes. This leads me to believe the app's design is reasonably good at this point and there are no massive, glaring issues.

My prototype has a few strengths. Firstly, all users were able to intuitively complete all the tasks asked of them without help. From this, I believe my app is fairly easy to use. Secondly, all but one of my participants said something to the effect of 'I really like your design'. The one person who did not express this said she didn't like the color palette and thought I should change it to a darker blue. Finally, my prototype averaged a 7.75/10 for trustworthiness from my 4 participants. While this number could be higher, I am happy it is this high.

One major piece of feedback I got this time around was that the case information should be available on the web instead of just through the app. This was a problem I anticipated because I wouldn't want customers to have to download a random mechanic app just to view their car information. While this feature would be absolutely critical for a real product, re-implementing the same design on the web does not advance my knowledge of design and only uses more time.

One very valuable piece of feedback that I will be addressing is the addition of a 'quote' feature. This feature will allow a shop to add one or more itemized charges to a case. This lets a customer see how much each part of the repair will cost. This feedback was initially suggested by Garrett, and the people in my study all believed this would be a good idea. Therefore, I will be implementing this functionality.

I will also be adding in a basic login page which will let you login to one of a few different accounts. I believe this will be a good feature to add because it allows my app to be used across many different shops, each of which do not need to host their own app servers.