# User testing:

Our first user was a friend of a friend who was kind enough to dedicate some time to helping us out with this. The user had no background in CSCI testing or engineering. We asked for an honest, unsolicited opinion on his user experience and he delivered.

Our first user had positive feedback concerning the design of the website. They felt that the page was intuitive to use in terms of the navigation and had positive feedback concerning the load times of the site. The design features were commented upon positively, and the user liked the color scheme of the page.

The team page was ‘cool’, and the responsive design was mentioned positively.

The user expressed some confusion about the ‘application’ of the site. The user did not understand why it was relevant to see the CPT code of radiology services on the services-detail page, and I had to explain this after the fact.

This gave us useful insight, that we would need to have a very clear application in terms of search functionality to allow the user to interact with the data from a higher-level abstraction, rather than referring to data points like CPT-code which may be ambiguous to the user.

When I explained the application after the fact, the user was impressed with the plan for implementation, and commented on the filtering service, and table as being an adequate way to approach the data.

Our second user was a family member, who albeit may have some bias, was keen on critiquing this project objectively, and provide ‘constructive criticism’ where possible. This member had no experience in software testing or engineering.

Through this user experience we learned that our application was only in Beta version once the search, filter and respective table functionality was up and running. Otherwise, the user was impressed with the seamless navigation of our SPA application. He commented positively on the technology used, which he did not know, but mentioned that in his experience websites like this were less intuitive to use and he expected would take very long to develop to achieve this level of sophistication in terms of speed, accessibility, and responsiveness.

We realized that we need to clearly market the functionality of the page as comparing prices.

We also gathered that the filtering and table functionality must be highly intuitive and further user testing is certainly needed.

The process of user testing has made it very evident that this is a necessary step in developing an application. Of course, the designers will always have the final say about what constitutes good design, but a good designer needs to be able to listen to feedback and allow changes in existing convictions.

The experience of user testing also led us to believe that it requires a substantial number of test subjects to yield the most meaningful insights. It also became evident that people with no software development background or experience with the purpose of the application will generally interact with the application differently from developers, and therefore provide a crucial data point to the developers.

We need to implement additional features for a complete release, which has presented a challenge with the particular technology we are working with.