

Mike Kadoshnikov

User Feedback

What I asked the user to do is just play around the website, go anywhere and everywhere to test all functionality of the website, I tried to leave it open for the user to do so that they could explore independently, they really covered almost all bases without my guidance. This person is a non-CS, whose background is mathematics and music, they hardly had experience programming on this side of the industry (they did some small programming assignments for mathematics).

After giving an explanation to a non-CS about the web application and having them test it, they notified me that they had liked the website, they didn't really comment on the functionality of the website as much. Although when they did navigate to the FAQ on the website and looked through the questions, they said that submitting a maintenance form was fairly redundant as they were able to easily figure that out. They also mentioned that they weren't really confused by anything on the website. They also mentioned that the favicon for extending the sidenav was a little confusing since it looked like a play button. Potentially there might be room to change the favicon, and also change the FAQ to be a little more specific in other areas, seeing as some information was very easy to figure out.

What I learned is that although the feedback was good it seemed a little unnecessary, the feedback seems to focus more on the design and user experience rather than ability to operate or whether these functions actually would benefit them, even after explanation of the purpose of the site.

Although there were some small details that were mentioned, that will be taken into consideration for change.