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Website: <https://www.palaceskateboards.com/>

I am using the questions from the user tasks worksheet and putting my notes here for each user. My notes are very brief and sloppy because I am writing them as I’m testing the user, but I write a much more comprehensive analysis of my findings in my final usability report.

1. User that I am testing on the website: Ellie Hans

**General Question Notes:**

She has not visited the website before

**Specific Tasks and Question Notes:**

-She found the blue shirt easily but said it would be much easier to find it if there was no hover effect. It took her about 7 seconds to find it.

-She was able to add the shirt into her shopping cart and remove it as needed.

-She was unable to go back to the home page without clicking the back arrow. She was confused by the triangles changing at the top of the page since she thought they would take her back to the home page or other corresponding pages with that color.

**Debrief Notes:**

Ellie said she liked looking through the large amounts of clothes on the website. However, she would improve the top part of the website as a menu navigation instead of 3 triangles switching colors. She would revisit the website again.

2. User that I am testing on the website: Andrew Hossack

**General Question Notes:**

Andrew has not visited the website but is aware of the Palace brand. The purpose is designer clothes.

**Specific Tasks and Question Notes:**

Took 20 seconds, said it was very hard to find, can’t use command F. Did use command F because it doesn’t show anything. So

Thought the remove button was the right size. Checkout process worked as it should.

Is unable to go back to the home page without clicking the back-arrow.

Shop page, left menu, a button that says home would be nice. A search box on the right always in the same place (sticky position)

**Debrief Notes:**

Challenging part of the website is you can’t go back to the homepage. The other pages have the palace logo to take you to get home, but that feature is not in the web shop page, probably to get users. He does like the layout and the sort of feature. Clothing is about how you look in it, rather than the name, so he likes the pictures. He would revisit again.

3. User that I am testing on the website: Sandeep Amarnath

**General Question Notes:**

He has visited Palace before and bought stuff off of it.

Already familiar with the website.

**Specific Tasks and Question Notes:**

Found the rugger bugger shirt in 12 seconds. But if was unfamiliar with the clothing item then it would have been hard to find.

Able to do the add to cart easily.

Thinks the remove button should be bigger but not small enough where it is an issue.

Unable to go back to the homepage without clicking the back arrow. Tried clicking the triangles that switched colors, but nothing worked. They have a business model where you don’t need to stay on the website for a while since clothes sell out fast. Hype beast is a more appropriate stuff for a more appropriate audience.

**Debrief Notes:**

Enjoyable: Likes the pictures of the items and if it’s sold out or not before clicking it. Minimalist.

Challenging: Lack of mobility between sections of the website is an issue

Cart is on the left instead of clicking shopping bag on the actual clothing item.

Search bar for design.

Would visit the site again.

4. User that I am testing on the website: Jordan Guler

**General Question Notes:**

Not visited website before

**Specific Tasks and Question Notes:**

Found rugger bugger multi not the easiest, but not bad, went to new. 15 seconds

Checkout went as expected.

Could not click get to the homepage without back arrow. Triangle things are confusing.

**Debrief Notes:**

Likes all the pictures, liked the stores feature.

Challenging that he couldn’t get back to home page after visiting website.

Wants a back button in the web shop to get to the home page. Wants info underneath clothes instead of hovering over the clothes.

Would maybe visit again. ­­­­­­­­