

SOFTENG 350: Lab #9

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Section 1

When trying to share a file to a friend using Google Drive, I clicked the share button. On the share dialog, I noticed a feedback option. Curious, I clicked on it and was astounded to see a “403” error-page. It was unexpected to me that a company as large as Google would have such an obvious issue on their website. Through SOFTENG 350, I learned that this type of issue was a usability issue (error-frequency and severity). This then lead to my thinking about how their website was tested. Maybe they were not using diverse enough personas, or their usage testing was not sufficient. I learned from this situation that even at the largest and most successful companies and applications, user testing and user experience remain important concepts. As a developer, I should engage in evaluating usability and pushing for more diverse testing of systems I may come to develop.

Section 2

It was interesting learning about accessibility and screen readers, as during my summer internship, I had to implement keyboard navigation on a page I developed. The lecture taught me the value of that functionality, and about why my employers cared enough to include the feature. Another feature that supported accessibility that I did not realise at the time was internationalisation. This feature allows people who speak different languages to effectively use the application. The market size for the product increases, as well as the accessibility.

Section 3

It would be interesting and valuable for my professional development if in the future I could use the design techniques to create and iterate over a design. Learning about the users, developing personas, and going through the entire design process from start to finish is something that I would like to do in a professional context in a future workspace. Whether it be an internal web application or external API, I believe iterating through the design process would be a valuable experience.