

Criterion E: Evaluation

The table in appendix section [N] shows which of the testing steps were successful, and which of the success criteria were met by the website, marked by a “Yes” or “No” in the right column.

Because all test steps were accomplished, all the success criteria were met by the product. The client also agreed that the product fully met the criteria.

Feedback from client and users

The client gave feedback on the product over email after reviewing and testing the website, saying “Overall you did a good job and mostly nailed the functionality”. The client provided specific feedback in the form of a list. See appendix section [J] for reference of this contact.

After conducting beta testing, two users gave feedback on the product through informal short interviews. See appendix section [K] and [L] for reference and a transcript of the conversations.

Improvements

Based on the client's feedback and end-user beta testing, there are numerous improvements that could be made to better align the product with the client/user needs. The tables below categorize potential improvements into “Small” and “Large” improvements, based on how extensive they are. All suggestions are based on emails and interviews from appendix sections [J], [K] and [L].

Small improvements

Recommendation for improvement	Why is this needed?	Added benefit
Deleting and modifying posts Suggested by: <ul style="list-style-type: none">- Client- Beta testers	Users are currently unable to remove or edit posts. If something about the item changes, the user currently needs to create a completely new post.	The user can make changes to previous posts. This eliminates the consequences of user-error that can occur when filling the "selling form", such as typos or providing inaccurate information.
Design improvements Suggested by: <ul style="list-style-type: none">- Client	Current design is non-modern with basic elements, and aesthetically unpleasant to interact with and use.	Users are more comfortable in using the website, and more inclined to revisit it because of the better user experience and usability. More “service oriented” experience.

Mobile compatibility Suggested by: <ul style="list-style-type: none"> - Client - Beta testers 	Website is only optimized for desktop users, and the mobile interface is cluttered and distorted, significantly limiting usability.	Users are able to access the website from more platforms, increasing accessibility.
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Large improvements

Recommendation for improvement	Why is this needed?	Added benefit
Administrator/moderator accounts and privileges Suggested by: <ul style="list-style-type: none"> - Client 	A current ethical issue with the product is the lack of filters for what can (and cannot) be posted to the website. This lack of control could potentially lead to abuse, by for example inappropriate content being posted. Additionally, the client currently has little control over the system, lacking an overview of registered users and their respective posts.	The admin can remove posts deemed irrelevant/inappropriate and ban users. Additionally, the admin would be able to remove users when necessary (for example when students graduate).
Chatting functionality Suggested by: <ul style="list-style-type: none"> - Beta testers 	Users are unable to communicate with each other natively on the website, thus being reliant on alternative communication methods (such as instant messages, email etc). This is a problem because it is not certain that all users have access to these means of communication.	Users are able to communicate directly to each other on the website by sending short messages, eliminating the reliance on alternative applications. This would increase the accessibility because every user can communicate.

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