Software project Market Research feedback: Parent pr

| **Category** | **Question** | **Response** |  |  |  |  |  |
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|  | | ***User 1*** | ***User 2*** | ***User 3*** | ***User 4*** | ***User 5*** | ***User 6*** |
| Account Selection | Is it clear how you log onto the system according to what user you are? | Yes, I the find login procedure very simple and clear. | It looks very easy to access and understand as it clearly shows only two icons to click one for parent and one for tutor. | It is clear and looks easy. | It seems quite clear however if the tutor and parent icons were different colors It will be easy to see that they are two different accounts. | Yes easy click on either student or parent very easy. | This looks very good. It’s very clear, only two icons and clearly shows the difference between the accounts from the icon logos. However there needs to be more color for more attraction. Overall looks very decent! |
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| Login Screen | Is there enough information for you to login clearly? | Yes, enough information to login clearly. | Yes, enough information to login clearly. | Seems very quick and easy to login! | Yes, it’s fine. If there was a box to put my students name in or my name in it would be a lot better. | Enough and very simple only email and password. | You only need your email address and password which is very easy to follow. |
|  | Are there any suggestions to make this process easier? | It is simple and easy so I think it’s fine as it is. | Instead of email and password a ’Personal ID’ will be more suitable in my opinion. | No I think it is generally fine how it is. | Instead of an email there can be a username to enter instead. | No its fine. | Needs more color as said before and also instead of having an email to enter, if the page prompt you to put in your username or a ‘personal ID’ it will look more professional. |
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| Account Creation | Is there enough information for you to create an account? | I think there is enough information to create and account. | Looks fine as it is. | There should be a box to fill in my child's information too. | There is enough information but if there was an option to make a username too it will be convenient so instead of putting my email on the login page I can enter in my username. | All information is there ☺ | Yes all it needs to is an option to make a username and a section to upload a profile picture. |
|  | Any suggestions to make this process easier? | No it is perfect. | No, I think it is perfect. | No seems simple to create an account. | It seems very easy just needs more color to catch the eye. | It is perfect for me. | It’s as easy as it can be there has to be enough information to provide as it is the sign up page. |
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| Profile page of Tutor | Is the information about your profile displayed clearly? | The information is displayed clearly. | I think it is clear enough. | Very clear and thorough explanations. | I think the tutor page has enough information to be entered and will answer all of my questions. | Clear as it can get. | Yes there is the name of the tutor, and a picture of the tutor so it will help me spot who they are once they arrive. |
|  | Is it easy to edit? | The profile looks easy to edit. | Seems It will be fine to edit. | I wouldn't’t know how easy it is until testing out the working app. | Not sure if its easy, will need to use the app to see. | Not sure how to edit. | Not sure how easy it is to so I need to use the actual app to decide. |
|  | Does it require any further information? | I think a rating section should be added to the profile where you can see the previous rating of the tutor. | No that is all the information needed. | No its ok. | No there is enough info very happy with this page. | No all information is there. | I think there should be an option to contact the tutor either by email or phone number and that information should be displayed on their profile page. |
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| Post a tutor request | Is it clear what this page is asking for you to do? | I think that it’s very clear. | The page is asking me to request a session with a tutor and is easy to do with the information provided. | This page makes it an easy process to book a lesson for my child. | The ‘Post a Job’ clearly shows me that I am about to request a session with a tutor. It tells me to enter all the information to help find me a tutor for my son. | This page Is asking me to contact tutor for possible session with my child so very clear thanks. | Yes as I can see this page is clearly asking me questions to help me book a session for my child. There is an option to choose which subject my child needs help on so automatically there will be a search finding a tutor who specializes in the subject I choose. Very good! |
|  | Do you feel that there is any further information that is required? | No I find it very easy to request a session for my child with the information provided. | No there is enough information. | No the information provided is enough for me. | If there was an option to leave my email address or phone number it will be better otherwise I wouldn't know if a tutor has got back to me or not. | No, all information is already there which is good. | No I think all the information provided is satisfactory. |
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| User chat | Do you feel there is enough functionality for the chat? | I think there is enough functionality for the chat. | I think it’s fine how it is. | I think it is enough however if there was an option to call the tutor it will be a lot more useful. | The messaging service looks very simple and easy to use. | Chat section looks very neat and easy to use. | It seems like a basic messaging service. I’m use to this so it will be very easy for me to use. |
|  | Is the information about the person you are talking to make you feel secure or do you feel there should be more information displayed? | In case of anything illegal I think there should be a button where you can report anything. | It looks secure enough and a very convenient way to contact tutor. | There need to be an option to report anything suspicious. | There should be an option to call the tutor for updates also a button to report anything if there were supposedly something bad happening. | It seems ok but will not know how I will feel until I use it in real life. | Yes there needs to be an option for me to call the tutor if I needed to know anything as a phone call is a lot more easier and clearer to exchange information and understand over text. Also if there is an emergency or anything dangerous occurring there should be a ‘report’ button. Otherwise I will be worried about mine and my child’s safety. |
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| Feedback page | Do you feel that there is enough information displayed about the feedback of the tutor? | Yes, enough information | There is sufficient information detailed. | Looks very good. | Looks great! | Yes, but needs a button to contact tutor. | This page looks fantastic. There isn't much more I can think of to add very good! |
|  | Is it clear how you need to feedback information? | Yes, clear. | I think is clear as it can get. | This page gives me enough information to provide a feedback for all tutors. | This page looks like it will be very clear and easy to use thank you. | Yes very clear just need to enter 3 things and rate tutor out of 5 stars and submit. | Yes crystal clear! ☺ |
| **Logo Choice** |  |  |  |  |  |  |  |
| **Name Choice** |  |  |  |  |  |  |  |