*UX Report*

Fontys University of Applied Sciences

Anna Kadurina

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# Introduction

My name is Anna Kadurina, and I am currently studying at Fontys University of Applied Sciences. My course is ICT and Software Engineering and now I am in Semester 3.

The purpose of this document is to conduct the feedback from 2 users and improve the design of my program in the best possible way.

# Research goals

The goal of the research is to see what the good and bad things are of my application. Based on interviews, my goal is to gather the feedback and recommendations and adapt my web app to the users’ needs.

# Methodology

The conducted report is based on Field research.

The methods used are:

-Exploring user requirements

-Interview

-Observation

# Research questions and answers

**Interview with User 1 (Denitsa Goranova)**

Is this what you expect from an application of this type?

* Yes, the application was very similar to what such website would look like in real life.

Is everything clear when creating an account?

* Everything was clear, the steps were easy to follow and logical.

Is the navigation menu easy to understand and are you able to find what you are looking for?

* Perfectly fine.

Are all the features easily accessible and logically organized?

* Yes, there were, and I didn’t have any difficulties with finding or using them.

How effective is the search bar?

* Fast and accurate, along with that, I used a filter that was also really useful.

Do property listings provide sufficient information?

* Yes, everything that I needed to know was present and properly displayed.

Is the booking process easy to follow?

* Yes, no misunderstandings on how to use it.

Is it easy and clear how to manage your profile and update it?

* Yes, very light and easy to do.

Is there a clear messaging system for guests and hosts to communicate?

* Yes.

Is it easy for the host to manage his property and see the planning?

* Yes, especially the planning is very useful.

Does the application have an appalling design?

-Yes, the colors helped me to differ what the various parts are.

Do you gather a general opinion from the reviews of a property?

* Yes, I did.

Was there any prevention of errors, and if an error happened, did you get a clear message about it?

* Yes, there were confirmation tabs that prevented errors, and if there was something wrong, I always got an appropriate pop-up with a useful message.

Are there any design elements that can be improved?

* Based on my point of view, no.

**Interview with User 2 (Eva Evgenieva – Media Design)**

Is this what you expect from an application of this type?

* Yes

Is everything clear when creating an account?

* Yes, it’s very clear.

Is the navigation menu easy to understand and are you able to find what you are looking for?

* Yes, but I think the navigation bar should be a little bit smaller, for the design to look good and appropriate.

Are all the features easily accessible and logically organized?

* Everything is easily accessible and organized.

How effective is the search bar?

* I was able to find what I was looking for easily.

Do property listings provide sufficient information?

* Yes.

Is the booking process easy to follow?

* Yes.

Is it easy and clear how to manage your profile and update it?

* Yes.

Is there a clear messaging system for guests and hosts to communicate?

* Yes.

Is it easy for the host to manage his property and see the planning?

* Yes.

Does the application have an appalling design?

* Yes.

Do you gather a general opinion from the reviews of a property?

* Yes, they are useful. I would take them into consideration when booking a property.

Was there any prevention of errors, and if an error happened, did you get a clear message about it?

* Yes, there were confirmation tabs and corresponding error messages.

Are there any design elements that can be improved?

* In my opinion, only the navigation bar should be smaller.

# Key learnings

## Nielsen and Molich’s 10 heuristics

Based on the answers of both participants, the following principles were recognized:

1. Match between the system and the real world

My application is made in an appropriate way, so that all the users can navigate through it easily, learn and remember how the interface works. This is achieved by intensive research on already existing similar systems and following the real-world conventions.

1. User Control and Freedom

Based on the interviews, the users saw that they have clear freedom over their data, including updating and deleting. An example for that is the booking process. When a booking is made, the user has options to cancel, update it or chat with the homeowner, as well as download pdf confirmation.

1. Error preventions

In every case where the user has the option to delete or cancel, on the clicking of the corresponding button, the system replies with a confirmation tab where the user must confirm his choice. This prevents from a lot of unwanted actions.

1. Help users recognize, diagnose, and recover from errors

Both users confirmed that, whenever they made a mistake, the system responded with a clear message on the error, giving them the needed information to fix the mistake and complete the desired task.

1. Consistency and standards

Both users found the application features easily accessible and logically organized, indicating that the design follows consistent patterns and standards.

1. Recognition rather than recall

Both users mentioned that everything was clear when creating an account, indicating that the application provides necessary prompts and guidance.

1. Flexibility and efficiency of use

Both users found the search bar and the filter effective in quickly finding what they were looking for, indicating that the application allows for efficient use.

1. Aesthetic and minimalistic design

In my application, I do not have anything that is unused or unimportant, however user 2 mentioned that the navigation bar could be smaller to enhance the overall design and appropriateness.

## Positive feedback

The website design is easy to navigate, the readability is good, because of the choices for typography and colors. The elements are easy to follow because of their order. The website is matching all the user expectations by following real-world conventions and practices. Overall, the user experience was good and positive.

## Negative feedback

The only negative feedback is about the size of the navigation bar which is taken into consideration and already applied.

# Conclusion

The website is working as expected. By observing the users, while they were performing the tasks I assigned to them, they were navigating easily through the website. I really think that the users had pleasant experience with the website and will for sure use it in the future.