# Website Live Usability Feedback

## #1

Struggled with html date input.

“Is it enter to register?” – because register button was hidden

“10/10 easy.”

“How can I find the calories?”

“I like the banner staying with me when I scroll down.”

“I like that you have to confirm your address before ordering to ensure you have input the correct one.”

“It’s complete right?” – server was slow posting and the order confirmation/status page didn’t indicate that she had finished her order. Would like an order id #.

Scrolling again on registration/account update page is bad.

Visual prompt to confirm that registration/account details are complete.

“Overall the web page is easy and brief and it was easy to find the buttons to click on.

What it is missing is a confirmation number. Could send it via text/email.

Adding the box for the date of birth was an excellent idea.

You could use a box in the checkout to confirm if you need to change any ingredient for allergy advice.”

## #2

Autofill overlaps next field – user struggled with this.

Need to click off password field to make register appear.

Information required to select items is easy to find.

“10/10 easy, you don’t have to think about where you’re going.”

“Order # required. Make order status stand out more.”

Larger buttons when confirming actions (order process, register, log in etc.)

## #3 (John Forde)

Clicked on offer banner (placeholder) to try to change through images.

“Why would the use click off?” (Of password confirmation whilst registering)

No validation on inputs.

“Needs welcome (page)” / “Account” should be “Logged in as…”/Top banner needs to be personalised.

“6/10 unintuitive so far. Buttons being hidden is bad. Needs padding to separate customer details.”

“Menu-banner too large/overbearing.”

“Calories per slice not clear.”

“Cursor needs to change on ‘i’”

“Longer toast required”

“Seems laggy when connecting to API – speak to Shirley to see if it is beyond our control.”

“8/10 menu and basket are much more intuitive, pizza may need quantity but doesn’t feel it is mandatory. Subtitles needed on basket list.”

“Confirm buttons need to be larger.”

“Needs white padding below banner so that things don’t just disappear.”

(About our interaction with end users) “Try to take the focus off of the user by giving them more of an introduction into why they are here.”

## #4

Did not click same address button. Said “It should stand out more / be above the label.”

Clicked off of password and noticed register had appeared.

“Basket needs subtitles. But both registering and ordering is quite easy.”

Sort required for menus (A-Z, Price, Calories).

Happy with order confirmation page.

“Vegetarian labelling. Sorting/filtering options on pizzas. Larger quantity box.”

## #5

“Liked” html date input.

Did not instinctively separate house number/name with street name.

Did not match emails and system wiped them. Did notice but was not annoyed.

Did not intuitively know how to get register to appear.

Commented on slow posting process.

“When same address clicked populate next fields. Would also like to see postcode search to avoid typing full address out.”

“Basket should have ‘continue shopping’ button next to ‘proceed to delivery’.”

“Guest user account would be better for me.”

“I want to see customise pizza, because as a Muslim I can remove non-halal foods easily.” (Make your own pizza not implemented at this point, seemed content with the idea of make your own).

## #6

Registering process: 9/10.

Volume of drink not clear.

“Normal order process.”

Status page: Needs order number & ETA/Time received.

## #7

Offers positon (should be on left of menu rather than right).

Liked date picker.

Input validation required.

Red box colour (on current box) is bad because it implies bad input.

Justify stars.

Liked position of billing address tick box.

Would like to see popup for unmatched email/password.

Top menu needs a divide between logout and manage account (not obvious which you are clicking on).

Calorie function.

Ordered toast needs to sit there for longer.

Quantity needs label.

Requested quantity on pizza.

Subtitles in basket & on order confirmation screen (break confirmation up like basket).

Confirmation buttons should be larger/be more consistent with menu bar to make them stand out.

Order status needs ETA & Order #.

|  |  |  |
| --- | --- | --- |
| Minor | Essential | Desirable |
| Stop register button from hiding. | Larger buttons | Google Chrome’s autofill overlaps next field on registration. |
| Order Number & estimated delivery time on status page. Plus make status stand out more. | Input validation. | Replace placeholder banner with actual offers. |
| Customised account label. | Reduce menu banner size. | API lag (Shirley?) |
| Cursor change on information button. | Sort menu by A-Z (default), price, calories. | Guest user. |
| Longer toast when adding to basket. | Welcome page on registering. | Customise pizza. (Explicitly told by Liz in our paper demo to not do customise) |
| Padding to separate customer details. | Volume on drinks needs to be clearer. – add price tiers to database | “Continue shopping” button on basket page. |
| Padding below banner. |  | Quantity on pizza. |
| Basket subtitles. |  | Offer position should be on left of menu rather than right. |
| Larger quantity box. |  | Separate out calorific information from description. |
| Populate billing fields when use delivery address checked. |  | Vegetarian flag on pizzas/toppings |
| Input boxes turn red when selected. Indicates invalid input. |  |  |
| Stars not on all fields. |  |  |
| Break up order status screen, add subtitles so it mimics basket. |  |  |
| Feedback on unmatched/incorrect username/password |  |  |

Change forename and surname character limits to 30 characters – the limit that you are allowed on a passport.