Feedback Plan

Introduction

This document entails the plan that is used to gather feedback information from the users of the website prototype made for Rolsa Technologies. The users will be allowed time to make use of the prototype and presented with a form where they will answer questions based on their use with the prototype. This information will then be represented in various data formats, e.g. Charts and Tables. Certain answers will also be highlighted alongside the charts and tables to provide more insight on what the users think of the website.

Users’ names will not be taken nor disclosed to protect identities, rather they will be represented with id numbers. The users will be sectioned into two categories namely, non-technical users and technical users.

Now given this introduction, let use start with the feedback plans that are to be carried out for the two separate categories users.

Non-Technical Users

The non-technical users are client individuals who have no specific knowledge on the backend or the technological side of the prototype. These users will be asked questions based on their experience with the prototype UI, and specific features of the prototype. Examples of the questions that will be asked are, “Do you have a technical background” this question will be asked to give the user the specific questions to know if they are technical or not, another question may be “How was your experience with our home page” or “how easy was it to navigate through the prototype”. These questions are all based on the users experience with the prototype to receive the most required feedback from them. The answer method that will be users for the users will be based on the kind of question. To say, if the question was based on how appealing the prototype design was to the user, the available answer method would be a star rating method, where the users would answer between 1 to 5 stars, where 1 star is bad, and 5 stars is excellent. Another answer method would be used as to when a user is asked what they liked a bout a certain section of the prototype, they would be required to answer with texts. Lastly, the next answer method would be a yes or no question.

Here is a table that will give more vision of how the question for non-technical users will be.

|  |  |
| --- | --- |
| **Questions** | **Answers methods available** |
| How was your experience with our homepage? | Star rating method (1-5) |
| What did you like about the homepage | Text answer method |
| Were the colours used for the homepage appealing to you? | Yes or No answer method |

These questions will be asked with an image snippet of the prototype section as well to make sure the users have more knowledge of what the question asks of them.

Technical Users

The technical users are client individuals who in this case have technological knowledge to understand the inner workings of the prototype beyond just the UI but may also have ideas on how to improve the prototype.

These users can be given a snippet of a section of code and be asked what their thoughts about that section are. The question followed with the snippet could be based on security, accessibility, robustness and much more.

For example, snippet of code used on the prototype that hashes the password of users account can be shown to the technical user to give their thoughts on how secure the password hashing code method used is.

Most of the answer method available to technical users will be more text, to allow them to express their thoughts and opinions about the website prototype.

Here are some of the questions that will be asked from the technical users.

|  |  |
| --- | --- |
| **Questions** | **Answers Methods Available** |
| What is your highest level of education | Text |
| What do you think about the security password hashing method for the | Star rating method (1-5) |
|  |  |

Now, here is a