User Experience (UX) Report

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# 1. Introduction:

The objective of this report is to evaluate the user experience of the ChessNow.com website. The primary goal is to identify usability issues and suggest improvements to enhance overall user satisfaction and task efficiency.

# 2. Background:

**User Personas:**

* Target Audience: People aged 6 – 104, that wish to play chess online.
* Project Scope: ChessNow.com website design feedback

# 3. Usability Evaluation:

* Methods: User testing for both functionalities and accessibility, end-to-end testing,
* Data Collection: User feedback, task completion times, and heatmaps of user interactions.

# 4. Findings:

Several usability issues were identified, including:

* Lack of feedback during registration form submission exclusively
* Disabled sidebar button “Reports”
* Responsiveness issue in the profile page under “Match History”
* Very basic user display in the social page
* Unstyled checkboxes and search bar, do not match the style of the rest of the app.
* Inviting someone sends you to a match, but when they accept the game does not happen

# 5. Recommendations:

**5.1 Lack of Feedback during Registration Form Submission:**

**Recommendation:** Implement real-time feedback mechanisms to provide users with instant confirmation upon form submission. Could be a text message, a direct log in, a notification, etc.

**Developer fix:** Use of a toast notification from react-toastify.

**5.2 Disable sidebar button “Reports”:**

**Recommendation:** Remove the Reports button if the feature does not exist. Makes it seem like there is another account type that can report, which is not an user.

**5.3 Responsiveness issue in the profile page under “Match History”**

**Recommendation:** Make the list elements visible on mobile format.

**Developer fix:** It is fixed.

**5.4 Very basic user display in the social page:**

**Recommendation:** Add some more styling to make it more readable. Could have different text colors to highlight information. Align the invite button properly.

**5.5 Non-styled checkboxes and search bar:**

**Recommendation:** make them dark theme, with yellow buttons, like the rest of the app

**5.6 Inviting and multiplayer match:**

**Recommendation:** Add logic that makes the game playable, or remove that button

**Developer note:** That is there to prove the learning outcome: websockets. Development of the full feature that enables multiplayer is out of scope and not possible with the required technologies

**6. Conclusion:**

The identified usability issues, once addressed through the proposed recommendations, are expected to significantly enhance the ChessNow.com website's UX. Continuous user testing and iteration are recommended to fine-tune the improvements based on ongoing user feedback and evolving design trends.

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