Peer Testing #1 Report

By Capstone PACE B

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System Description:

Pace B objective is to create a web application that can be embedded via an iframe, so a company whose goal is to link mentors and mentees together, can embed into their website. The target user groups include the organization (the admin), the mentors and the mentees. We will be using firebase to host the database. Our chosen tech stack is React.js for the front end and Node.js for the backend.

The purpose of linking mentors and mentees is to allow more senior employees to pass on their knowledge to newer employees. Our web app will allow mentees to find mentors using logical checks on fields such as time available, area of interest, etc. to find potential matches. When a mentor-mentee match is successful, the mentee is sent a confirmation email linking them to their mentor, and further interaction and mentorship occurs externally through email.

For this peer testing 1, we are focusing on one target user, the mentor. The web application has a navigation bar with a home button, three tabs - one for each target user, and a signup button. We will be asking the user to test their ability to create an account, and the ability to login and logout as a mentor.

Participants:

Host Name	Participant Name	Type	Status	Link
Philip Okanlawon	Sam Finnigan	Remote	Completed	https://drive.google.com/file/d/12mABqHLlNnb1uxk67xrNj5_N-wGojPzY/view?usp=sharing
Philip Okanlawon	Wilson Stewart	ThinkAloud	Completed	https://drive.google.com/file/d/1J-NPR7RK4qT84AoDuhFs2HKcQHUDOf0U/view?usp=sharing
Anthony Boyko	Quinn Wright	Remote	Completed	https://drive.google.com/file/d/1DUXoy6wakreCl2IVkD4dWQrXW5Mg3ii2/view?usp=sharing

Anthony Boyko	Jehezkiel Eugene	ThinkAloud	Completed	https://drive.google.com/file/d/12ORrVm9YnXavrphARpSmt0BgLPgLGblv/view?usp=sharing
Christian Pasteris	Ryan Hughes	Remote	Completed	https://drive.google.com/file/d/1pcJWMjScYXESTTspZpj569en4jDg7Nk8/view?usp=sharing
Christian Pasteris	Shamus Boulianne	ThinkAloud	Completed	https://drive.google.com/file/d/1IWk1LSDWE8pFoyUfRU8UqGcZMADq9IFR/view?usp=sharing

User Group: Mentor

Tasks: Creating an account and logging in

1. We need you to navigate to the mentor page and try to log in with an email and password.
2. Next, please navigate to the sign-up page and try signing up for our service. When doing this please try using a short password (e.g. 4 characters long) first for your account creation. Then try again with what you think is a strong password.
3. Try signing up again with the same email.
4. Please navigate to the mentor page.
5. Try logging out.
6. Try logging in with the incorrect password.
7. Try logging in properly.

Issues Discovered:

High priority:
- On account creation there is no feedback to the user that an account is created successfully. Display a message saying the account has been created and a verification email has been sent to the user. (*Usability Heuristic*: Visibility of system status).
- There is no email validation. Email validation should be added to ensure the user created the account with the correct email. (*Usability Heuristic*: Error prevention).
- There is no "confirm password". Password confirmation should be added to ensure the user accurately entered their preferred password. (*Usability Heuristic*: Error prevention).

Medium priority:
- There are no icons or help guides to aid the user. Add help icons so a user can correctly navigate the application if they get stuck. (*Usability Heuristic*: Help users with errors).
- Navbar is static and does not change state if a user is logged in or not. Change the state of navbar and what is displayed based on the type of user that is logged in to the application. (*Usability Heuristic*: Flexibility and efficiency of use).

Low priority:
- Stylistic changes to the front-end. Make the application more welcoming and aesthetically pleasing, using transitions or animations. (*Usability Heuristic*: Aesthetic and minimalist design).

Participant Feedback:
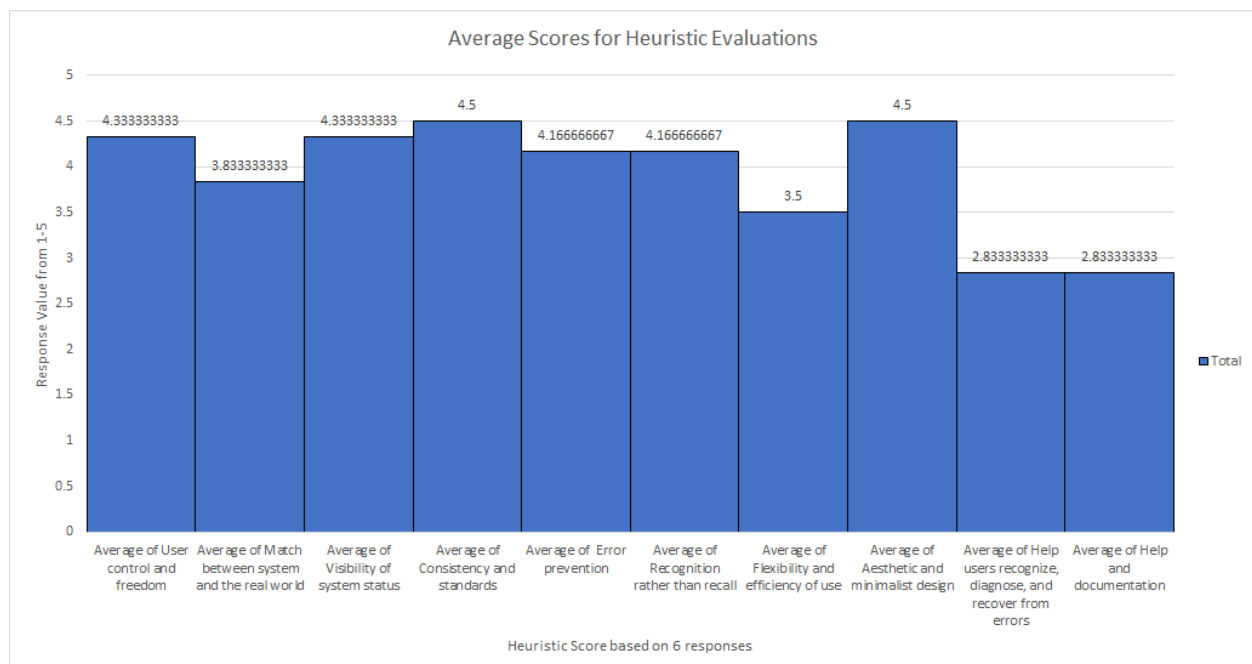
The above bar graph shows the average quantitative scores for each heuristic evaluation, from the participants. These scores represent the participants' observations during the testing procedure, some of which are quoted in the "areas to improve" and "areas that are done well" subsections below.

Areas to Improve:

- "Once this is more flushed out, email validation and better visual feedback on what I am doing when I enter information on the site".
- Add a message like "account successfully created".

- "Account verification systems (2FA or something similar) would be nice to prevent people having multiple accounts".
- "I didn't know of any commands there were.."
- "I didn't get stuck because everything was self-explanatory (which was great) but I think some help/guide would be useful for people with disabilities".
- "double password entry to verify password when creating account".
- "Maybe add an option to validate email since I could have logged in with a random address".
- "Making the header bar more dynamic (removing Sign Up button when logged in, showing currently logged in email, etc.)".
- "Maybe some styling changes on the login/sign-out pages (font, round edges)".

Areas That are Done Well:

- "Simple and efficient".
- "Prevents users from creating badly formatted email addresses (with unwanted characters)".
- "Front-end was well-designed: good layout, easy to navigate as if I were using other websites on the internet, and all text color was chosen properly so they're readable (good color contrast)".
- "Clear, simple layout. Easy to navigate".
- "Modern interface design".