# Usability Testing: Wireframes

## Attendees

* Steve
* Karen
* Robyn

## Sign In page:

1. **Question: Please observe this page and provide us feedback on the look and feel.**

Robyn

* Content distorts when web browser screen is small

Steve

* “I don’t feel the need to be notified” The image is beautiful however it doesn’t make me want to sign up to ensure my safety

Karen

* Nice look, good sidebar, does not like picture
* Easy to get to

## Create an Account:

1. **Question: Please observe this page and provide us feedback on the look and feel.**

Robyn

* City is usually before state
* Password should be hidden
* Can the phone number be formatted?
* Specify what type of phone number is required (entered in office phone number)
* Do passwords validate with one another?

Steve

* Would like first letter of words to be automatically capitalized after entered
* Phone number should automatically format
* Can you hide my password while I am entering it?
* Specify what type of phone number you are requiring

Karen

* Easy to do
* Please let me know what I am supposed to add a mobile number, I entered my home phone.
* Doesn’t know what SNS is and thinks SMS should be changed to text message

## Notification Settings:

1. **Question: Please observe this page and provide us feedback on the look and feel.**

Robyn

* What’s SNS?
* Explain the options you are giving me. I don’t understand what I will be signing up for or getting.
* It is very simple. I need more detail in order to understand.
* Doesn’t specify the type of notification I will receive. If it is emergency or safety I need to know that.

Steve

* I would like to see a list of what I am being notified of
* What is the source of the notifications
* Explain all the options provided

Karen

* Was easy to do
* I haven’t been told what to expect from service. What will I be notified of?
* I think there should be a separate homepage that gives me the information I need all on one page. It would be nice to be able to see the notifications along with my information.

## My Account:

1. **Question: Please observe this page and provide us feedback on the look and feel.**

Robyn

* It’s straight forward
* Maybe include areas of interest to receive notifications from
  + (different locations/zip codes)

Steve

* Intuitive to select my account to view account information
* Formatting doesn’t make sense – Is this where I view my information or where I edit my account
  + If it is where I view my information, where are all of my settings – notification types, locations…etc.

Karen

* Was easy to get to and proceed with

## Contact Us:

1. **Question: Please observe this page and provide us feedback on the look and feel.**

Robyn

* Button should be centered, it is way bigger than the text boxes
* There should be a phone number, email, and map of the contact location
* Possibly move the “Contact Us” to the top right?

Steve

* Where do I select “Contact Us”? – difficult to find
  + Should be placed at the top so it is easier to see
* I don’t know what to expect when entering my information
  + Who will contact me?
  + Within what amount of time?
* Are there alternate ways I can reach out
  + Phone number
  + HQ address
  + Who manages the page
  + Email address

Karen

* Not intuitive to find
* Wants both top and bottom of page for it to be displayed
* Doesn’t know what to expect back from contact

## Notification Page:

1. **Question: Please observe this page and provide us feedback on the look and feel.**

Robyn

* There’s too much white space
* I like the small picture on the notification panel (homepage), gives me an idea of what I am going to hear about.
* Is it possible to format the alert you send so that we know where and what is going on, then we can come to this page for more information?

Steve

* Are these alerts for my area? What area does this cover? – If it isn’t area specific this isn’t helpful. It would be great to be able to enter a location here and see results accordingly
  + Want to have the option to enter specific zip code, city, county to retrieve information important to me

Karen

* Nice look, good sidebar
* The picture should be more dramatic, or emergency like

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| --- | --- | --- | --- | --- | --- |
| # | Page / Location | Description | Proposed By | Reasoning | Priority |
| 1 | Homepage | Beautiful picture  Want to see a more emergency feel photo | All attendees | "I don’t feel the need to be notified" |  |
| 2 | Home Page | Optimize content based on screen size. | Robyn | Content looks distorted when screen size is small. |  |
| 3 | Notification Page | Format Notification | Karen | When sending alert – provide essential information: Location/Type followed by link for more information "I would like to see the information I care about first" |  |
| 4 | Notification Page | Format Notification | Steve | The full notification is difficult to read. Adjust to ensure primary information is sent followed by full length alert. |  |
| 5 | Notification Page | Add ability to filter alerts by location | All attendees | Being able to see the areas the problem is in would ease the usability of the tool |  |
| 6 | Notification page/Side Panel | Ensure alert is sent with essential information at top with link | Robyn | I want to see what is most important first, followed by the ability to check into it if necessary |  |
| 7 | Notification Page/Side Panel | Want to be able to enter specific zip code, county, city | Steve | Children/relative far away I want to be able to see multiple places, and places other than just where I myself am located |  |
| 8 | Notification Settings | Add ability to add multiple locations by my preference | Steve | I want the ability to add my kids school locations |  |
| 9 | Notification Settings | Add description to the page | Robyn | I need to be able to understand what I should expect from these notifications |  |
| 10 | Notification Settings | Expand on SNS & SMS | Karen | Does not know what SNS is and thinks SMS should be called text message. |  |
| 11 | Notification Settings | Explain the data you are presenting. Add description Add source | Steve | I want to understand what you are providing me with these alerts. |  |
| 12 | Notification Settings | Add homepage for users | Steve | I would like to have a place where I can see all information related to me. My settings, notifications… etc. |  |
| 13 | Create Account / Sign Up | Add area for zip codes I prefer to see | Karen | Choose many different areas for her kids |  |
| 14 | Create Account / Sign Up | Ask for cell phone number when requesting information | Karen | Doesn’t explicitly say it. Almost put home number |  |
| 15 | Create/Sign up | Format phone number  Specify what sort of phone number (cell) | All attendees | I entered an office number |  |
| 16 | Create/Sign up | Hide passwords and validate | Robyn | I would like it hidden especially when I am using it on my desktop. |  |
| 17 | Create Account / Sign Up | Password block out and criteria | Steve | Difficult to know what to enter and don’t like people being able to see what I enter |  |
| 18 | Create Account / Sign Up | Specifically say phone type requested | Steve | Entered office number |  |
| 19 | Create Account / Sign Up | Automatically capitalize first letter of words after entry | Steve | Ease of use |  |
| 20 | My Account | Would like a page that displays all of my information on one page. | Steve | Didn’t make sense to see a page with my information but no data related to it.  No data for areas I would like to see information from. |  |
| 21 | My Account | Needs to prepopulate already existing information | Karen | Should have my information already on the page |  |
| 22 | Contact Us | Add timeline of when contact will be made | Steve | I would like to know when I can expect to hear from someone. |  |
| 23 | Contact Us | Alternate methods for contacting – email, phone | Steve | Phone # HQ  Who manages the page? Email? |  |
| 24 | Contact us | Button should be centered,  Add address, phone number to contact, email to contact | Robyn | I need a better way to get in contact |  |