

We conducted a survey to gather user feedback on the site. We used SurveyMonkey to publish the survey and gather responses online. The survey can be found:

<https://www.surveymonkey.com/r/7DXQ58L>

Aggregated responses can be found: <https://www.surveymonkey.com/results/SM-NR76JLVG/>

A summary of the questions asked and responses are below.

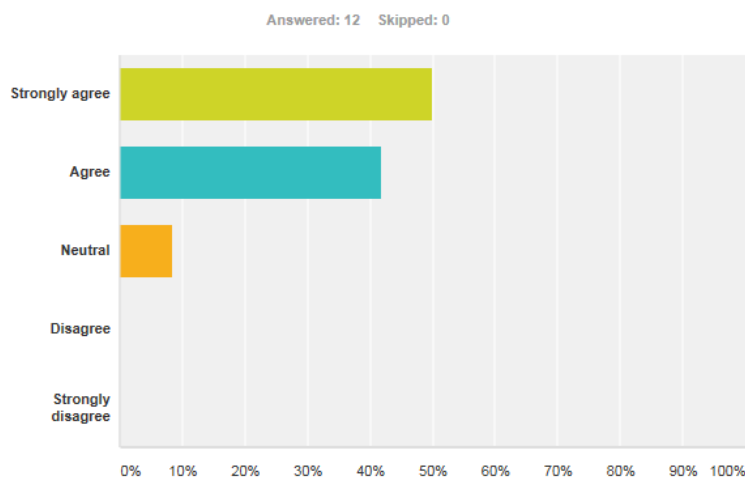
We are developing a prototype for an application that will allow authorized users to compare and order a variety of computer products. The prototype also allows for administrative users to publish information about the products and view reports about the orders.

Please provide feedback on your experience using this site: <http://ca-adpq-prototype.eastus2.cloudapp.azure.com>

Note: The site is currently accessible on Chrome, Firefox, and Edge only.

Log in with username: AuthorizedUser3 Password: AuthorizedU\$er3

1. Do you find the site layout to be easy to follow?



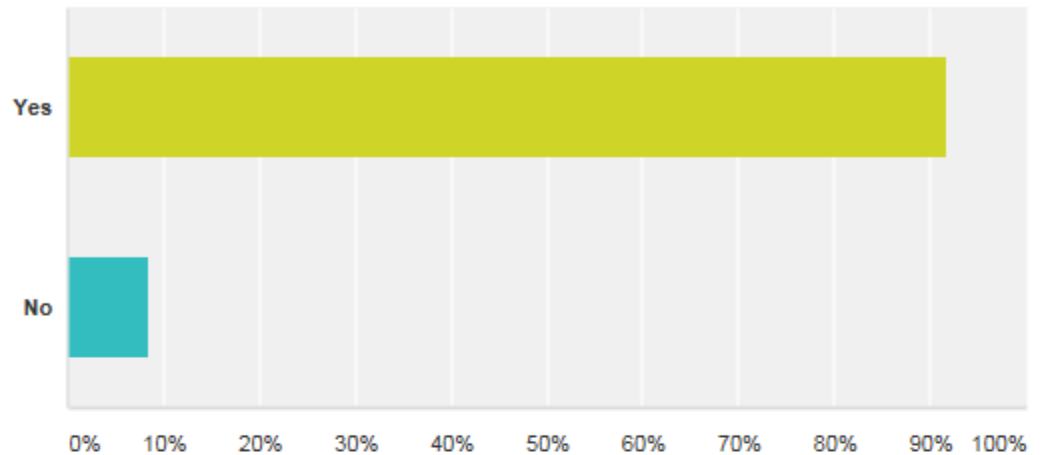
Answer Choices	Responses	
Strongly agree	50.00%	6
Agree	41.67%	5
Neutral	8.33%	1
Disagree	0.00%	0
Strongly disagree	0.00%	0
Total		12

Comments (1)

Some layout and navigation issues are intuitive and some are not (or missing).
3/1/2017 9:12 AM

2. Are you able to browse for products and find a specific item, say Standard Dell OptiPlex 3040 SF?

Answered: 12 Skipped: 0



Answer Choices	Responses	
Yes	91.67%	11
No	8.33%	1
Total		12

Comments (3)

Relative to finding this exact product quickly through the Search box feature at the upper right corner of the webpage, I enter the product description referenced into the Search box and then hit the Search button. Nothing shows up under Search results. I would recommend the search results list a brief explanation stating whether "product not found" or something similar as oppose to having simply blank search results. This can be a little confusing to users if they want to search for a specific product using the Search box feature. There also should be a category listed under Hardware for Desktops, Laptops, Accessories & Upgrades to include specific Brand search. This would also help users quickly locate a specific Brand if they choose to quickly locate a product this way.

3/1/2017 10:46 AM

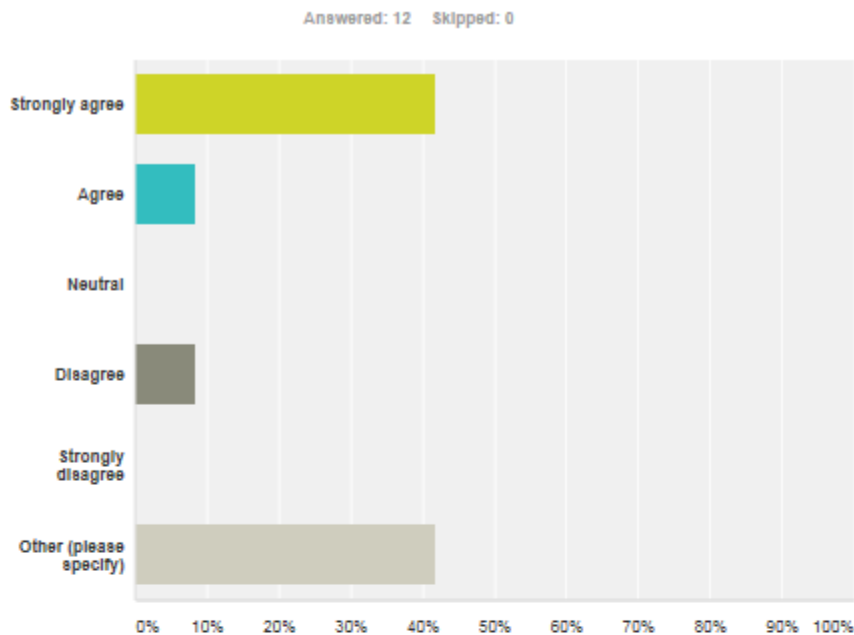
However, searching for the computer did not immediately yield results. I was able to find the computer using the Hardware drop-down menu. Using that approach, it eventually populated.

3/1/2017 9:12 AM

Photo images are blurry and distorted.

2/28/2017 8:01 PM

3. Are you able to easily add multiple items to the comparison list and view the comparison list?



Answer Choices	Responses	
strongly agree	41.67%	5
Agree	8.33%	1
Neutral	0.00%	0
Disagree	8.33%	1
Strongly disagree	0.00%	0
Other (please specify)	41.67%	5

There should also be a quick view chart/table with bullet points that allows uses to quickly identify the specifications of each products features for comparison.

3/1/2017 10:46 AM

I can add them, but then it just shows me one in the comparison. I expect some sort of chart

3/1/2017 10:00 AM

Function wasn't working at the time

3/1/2017 9:31 AM

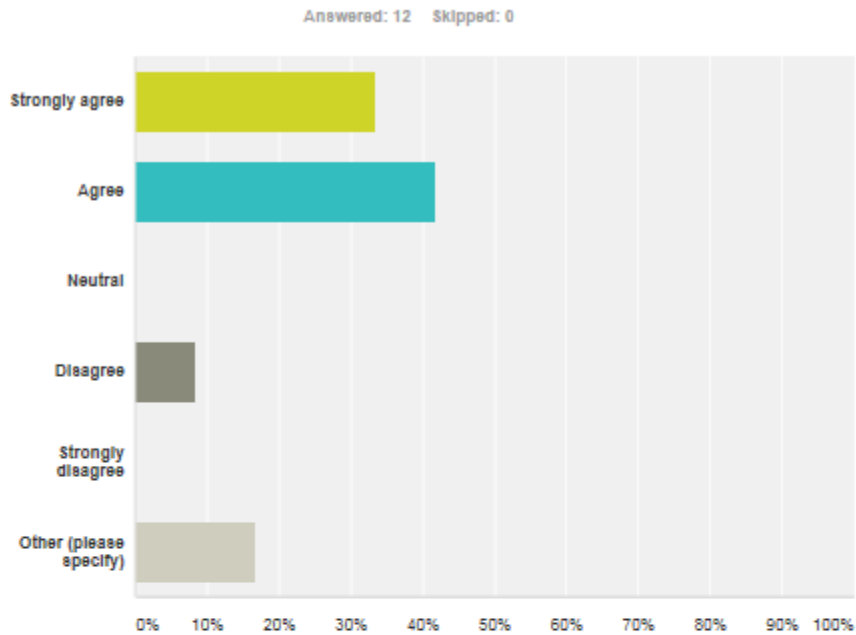
However, it was not intuitive how to see the results of the comparison list. The Compare List link at the top does not stand out. I would suggest moving it or adding it near to the action step of clicking computers to compare. Perhaps one of those floating icons that remains in place even as you scroll down. Or some equivalent where a "Compare List" link or button is placed nearby where you chose computers to compare. And the phrase "Compare List" is itself not intuitive. I would suggest something like "See Comparison" or "See Your Results" or equivalent.

3/1/2017 9:12 AM

I see a compare list feature but it wasn't apparent how to update that list

2/28/2017 8:24 PM

4. Are you able to easily check out and complete your transaction? Please use any account from the "Payment Account" pull down menu.



Answer Choices	Responses	
strongly agree	33.33%	4
Agree	41.67%	5
Neutral	0.00%	0
Disagree	8.33%	1
strongly disagree	0.00%	0
Other (please specify)	16.67%	2

Responses

Instead of stating "Name". There should be a differentiation between "First Name" and "Last Name" for billing purposes.
3/1/2017 10:46 AM

When i tried to add items to the cart, there was no notification that it was added to the cart. I clicked on the cart nothing showed up. Also expected on the home page to have a blank box next to the item so i can enter the quantity of the product i wanted.
3/1/2017 10:43 AM

5. Please describe one feature that will help us improve your shopping experience.

Answered: 6 Skipped: 6

Nothing. Set up very well

3/2/2017 1:32 PM

In the contact information, would like to see alternative method of contact other than email.

3/1/2017 10:43 AM

Make the compare actually compare things.

3/1/2017 10:00 AM

When you choose to view your cart, there is a big red button on the right (Checkout?) but it would be helpful to have an equally big and red button on the left that says "Back to Cart" or "Back" or equivalent.

3/1/2017 9:12 AM

Looks great.

3/1/2017 8:06 AM

A navigation menu might be helpful to guide user through site

2/28/2017 8:24 PM
