OCC Task3 Part A

CARL BAINES

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Feedback Plan/Overview

Health Advice Group, as a charity, are aiming to target a wide range of customers to use their application. My plan is to collect feedback using two surveys which appeal to different audiences. The first survey I will create will collect data from non-technical users, whereas the second survey I plan to collect data from technical users. I will give non-technical users access to a video demonstration of the app, whereas for technical users I will give them full access to the code so they can look at the backend. This will allow me to collect feedback from testers with different backgrounds since a non-technical user who doesn't have any experience or understanding of programming cannot give technical feedback on how to improve the weather application. Collecting feedback from non-technical users is just as important as collecting it from technical users as they will be the end users of the application and only, they will be able to determine what may be needed or what may need to be improved upon for the application and the user experience.

More specifically, from a technical standpoint, the feedback collected will come from programming students and as far as professionals in industry. This will create for a diverse range of opinions as a student may be able to adopt new ideas which could enhance the application, whereas an experienced industry professional in the field of programming will be able to give valuable insights and tips from their experience to improve the functionality, design and user experience of the application.

Materials Used

DEMO

I will create a video demo of the application which will be targeted from a non-technical perspective. In the demo, I will showcase the core features and design of the app so that the user can get a first impression of what it may be like to use it. Based on this demo, I will want the user to answer the questions in the survey as if they have used the application themselves.
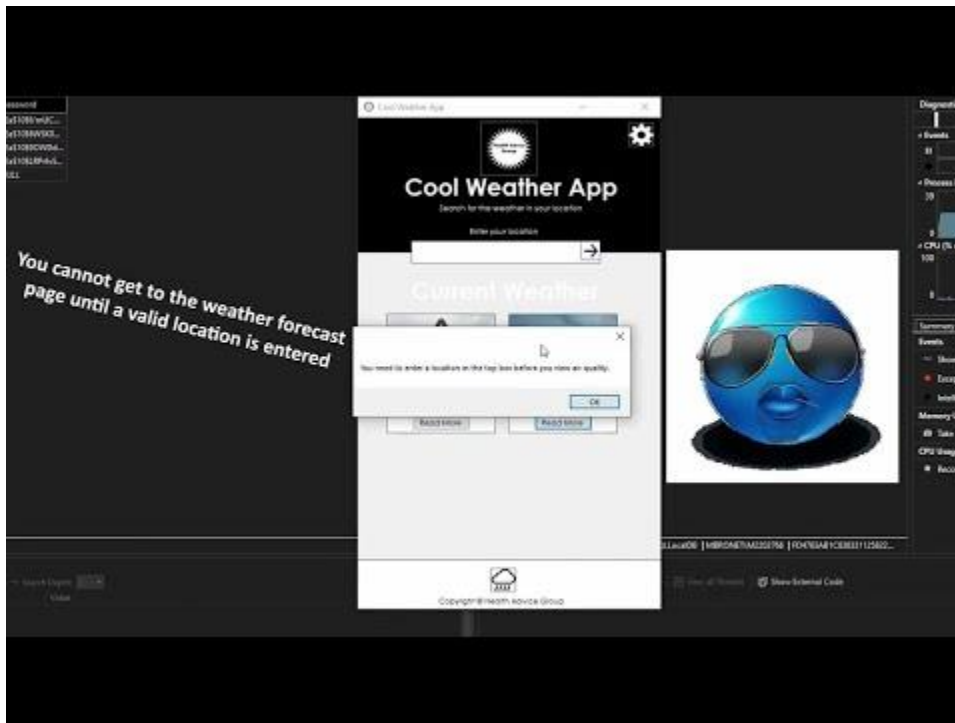
SURVEYS

I will create two surveys using external resources. The resource that I have chosen to use is Google Forms as it provides a user-friendly platform to create forms in a variety of different ways. As well as this, it allows you to collect many different types of data easily and it allows it to be visualized in several ways such as in pie charts, bar graphs etc. The presentation of the forms you create is also simple and easy to understand, meaning that people will be able to respond quickly, which will be more appealing to the respondent as they will not have to spend a lot of their time filling out the form.

The surveys will have bold titles that state whether it is for a technical or non-technical user so that they cannot be confused between each other. In the non-technical form, a video will be embedded allowing the user to view a video demonstration of the application. On the other hand, the technical form will have a link to the application presented to the user. This will

ensure that the respondent gets access to a demo of the app or its code to thoroughly assess it before answering the questions.

The questions themselves in the survey will be a mixture of open-ended and closed-ended questions to collect various amounts of data. The mixture of questions specifically will ask about the functionality of the app, its design and the experience.

Non-Technical Survey

Functionality - Does the app allow you to create an account? *

○ Yes

○ No

This will be one of the first questions asked within the non-technical survey. It will be able to give me a sense of whether the application, on the frontend, functions as intended for the user and whether any bugs need to be fixed. Below, I will ask similar questions relating to core features of the app that need to be functional for it to succeed.

Design

Design - Would you say that the design of the app is user-friendly and displayed in a way that is easy to understand?

○ Yes

○ No

I will also ask the non-technical respondents various questions which will allow them to express their opinions on the design of the app. Below, I will also ask similar questions regarding the design (color scheme, logo etc.). The feedback collected will be critical because most end users which will be using the app when it is released will be non-technical. Furthermore, the feedback will help greatly if any design improvements do need to be made, to improve the user experience.

Final Thoughts - What improvements do you think could be made to the app overall? *

Long-answer text

This will be a question in both surveys. Longwinded questions like these will allow the user to go into detail. Since the question is targeted at both a non-technical and technical standpoint, I will be able to gather a wide range of feedback. For example, non-technical users may be able to give improvements on the design aspect of the application whereas technical users could give improvements that could be made to the backend of the application to make it more maintainable, secure, which will help benefit changes made to the app in the future.

User Experience

User Experience - How would you rate your experience using the app? *

	1	2	3	4	5	
Bad experience	○	○	○	○	○	Good experience

Explain your answer (optional)

Long-answer text

Finally, I will also use some rating questions on both surveys and give the user an option to expand on the rating they have given. I ask the respondents to provide a rating based on factors of the app, such as functionality, user experience and design. This data will be used to determine what the consensus thinks of the application in terms of its design, the way it functions and the experience it offers. As well as this, the qualitative question which allows the user to explain their answer could also offer critical feedback as the respondents may offer advice on how features within the application could be improved.

Functionality

Functionality - Does the app create a user account by storing a username and password in a *
backend database?

○ Yes

○ No

Functionality - Does the app allow you to sign in if a valid username and password stored in *
the backend database is entered?

○ Yes

○ No

Functionality - Does the app allow you to change the username and password of a record in *
the backend database when a valid record ID is entered?

○ Yes

○ No

These questions will be the first asked within the technical survey. The responses to these
questions will be able to give me the sense of whether the application functions on both the
frontend and backend. Giving the technical respondents access to the source code will allow
them to see if the backend functions as intended e.g. user account details should be stored in
the backend database.

Design - How maintainable would you say that the code for the app is? *

	1	2	3	4	5	
Not maintainable	○	○	○	○	○	Very maintainable

Explain your answer? (optional)

Long-answer text

In terms of the design of the application, in my technical survey, I will ask questions that are from more of a technical standpoint. These questions will provide technical feedback as technical respondents will be able to suggest improvements that could be made to the backend of the application, in terms of the way that the code is written, security etc., based off their experience.

Security & Validation

Validation - Is there appropriate validation implemented for the sign-in and sign-up pages? *

○ Yes

○ No

If no, why? What would you do improve it on those pages?

Long-answer text

Validation - Is there appropriate validation implemented for the home page? *

○ Yes

○ No

I will also ask questions for the technical audience specific to the security of the application. The technical respondents will be able to review the source code and suggest improvements to improve the security of the application. The feedback collected could offer critical improvements that could be made to the application and which could influence the final product.

Links to surveys

Form for non-technical users

Form for technical users

Recorded Feedback

NON-TECHNICAL FORM FEEDBACK

Non-Technical - What is your age?

● Prefer not to say   ● 16-17   ● 18-24

16.7%

33.3%

50.0%
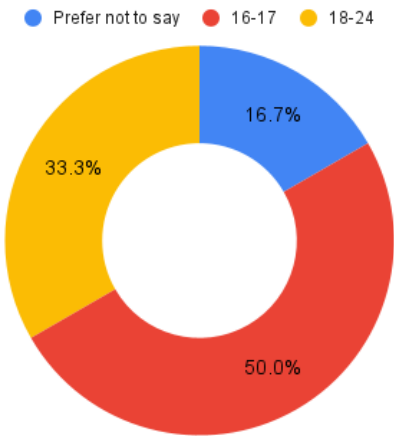
Functionality

Functionality - Does the app allow you to create an account?
6 responses

● Yes
● No

100%
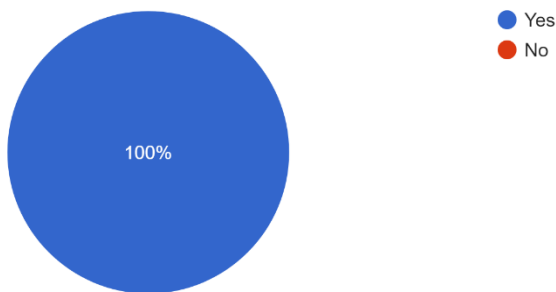
Functionality - Does the app allow you to sign in?

6 responses

- ● Yes
- ● No

100%
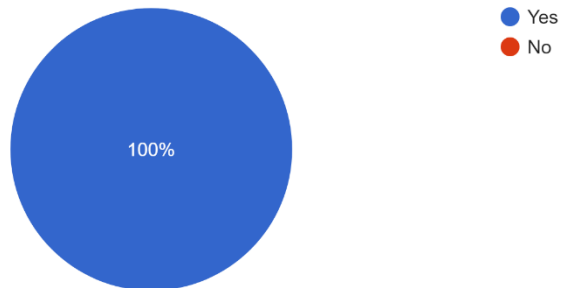
Functionality - Does the app allow you to change your username and password?

6 responses

- ● Yes
- ● No

100%
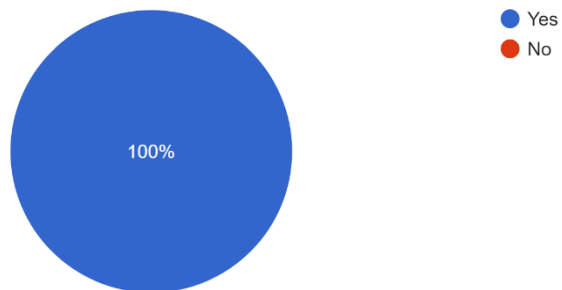
Functionality - Does the app allow you to navigate between pages?
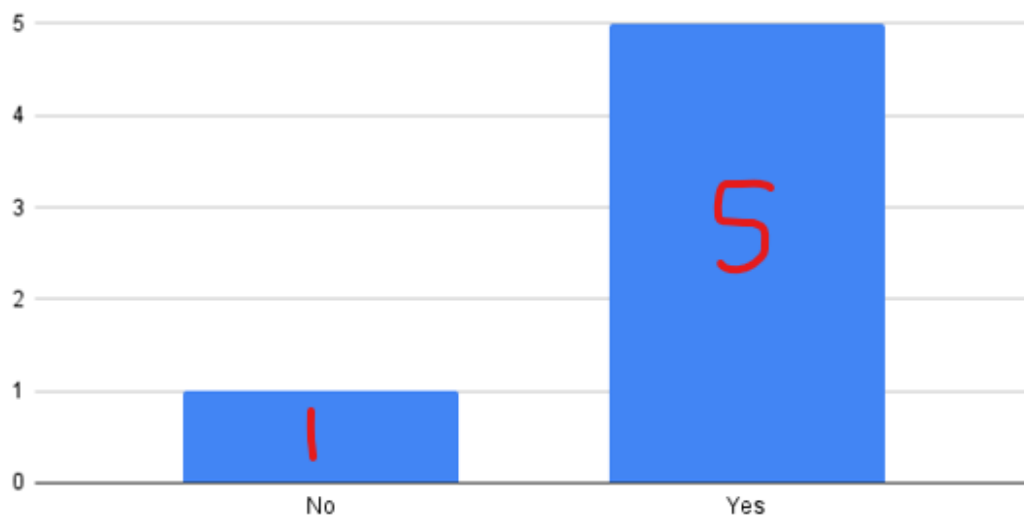
Functionality - Does the app allow you to enter a location to provide a weather forecast for?
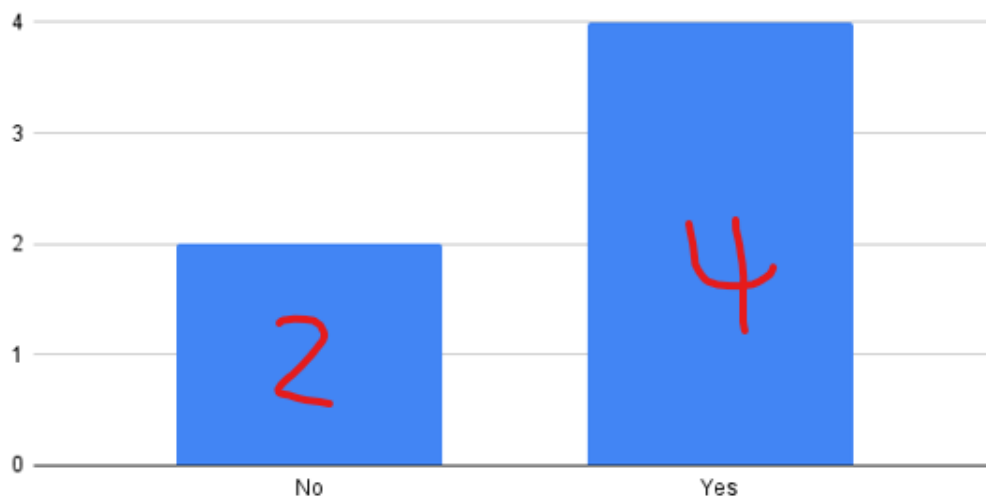
Functionality - Does the app provide real-time weather data about your entered location?

6 responses

- Yes
- No

100%
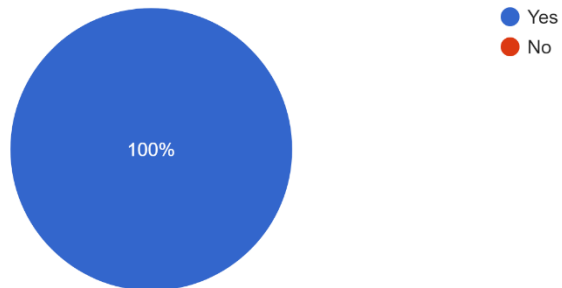
Functionality - Does the app provide real-time air quality data about your entered location?
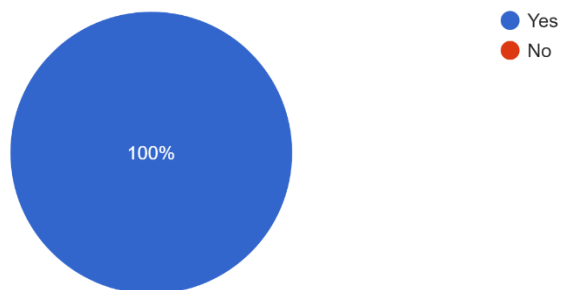
6 responses

- Yes
- No

100%

Would you say that the design of the app is user-friendly and displayed in a way that is easy to understand?
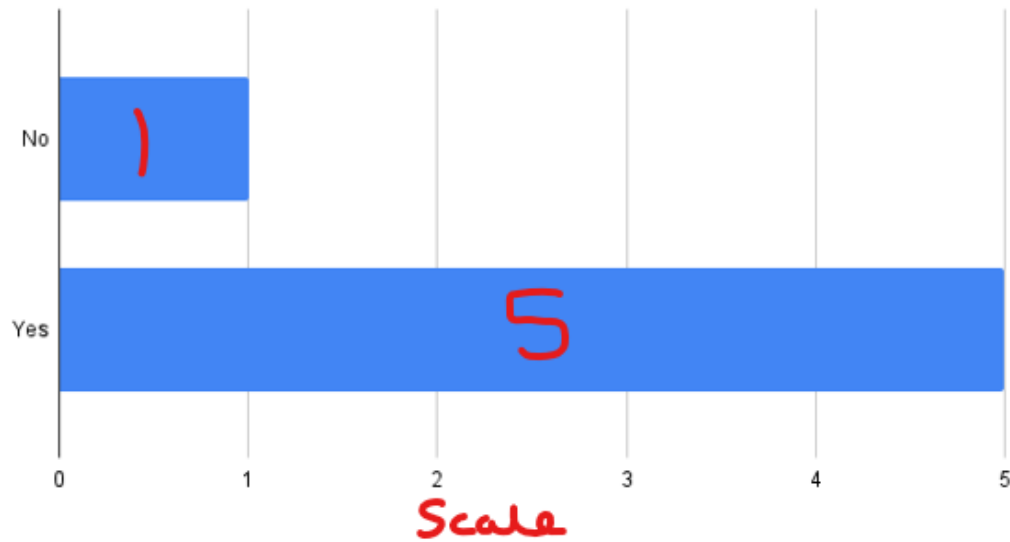
Design - How satisfied are you with the colour scheme of the app?
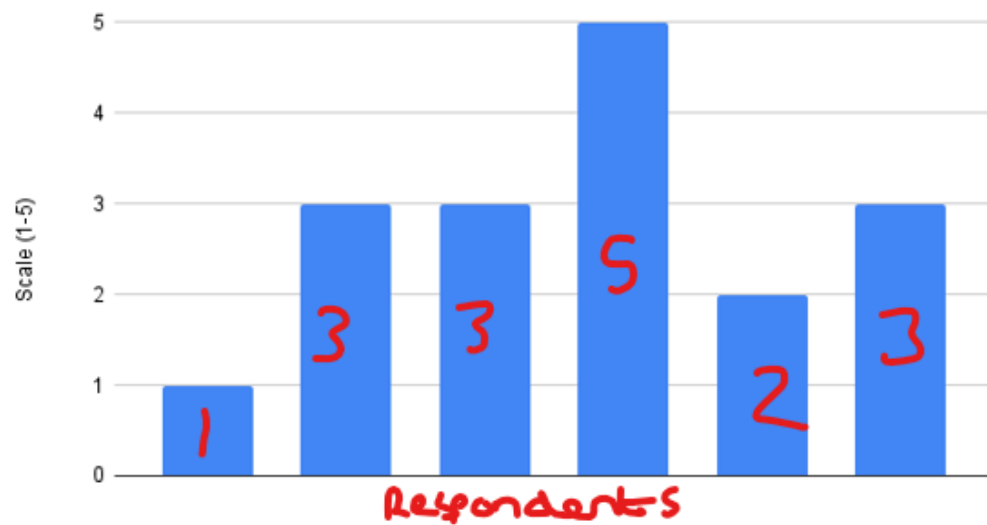
Scale: 1 (Not Satisfied) – 5 (Very Satisfied)

Design - Do you think the logo and its design is suitable for this type of application?
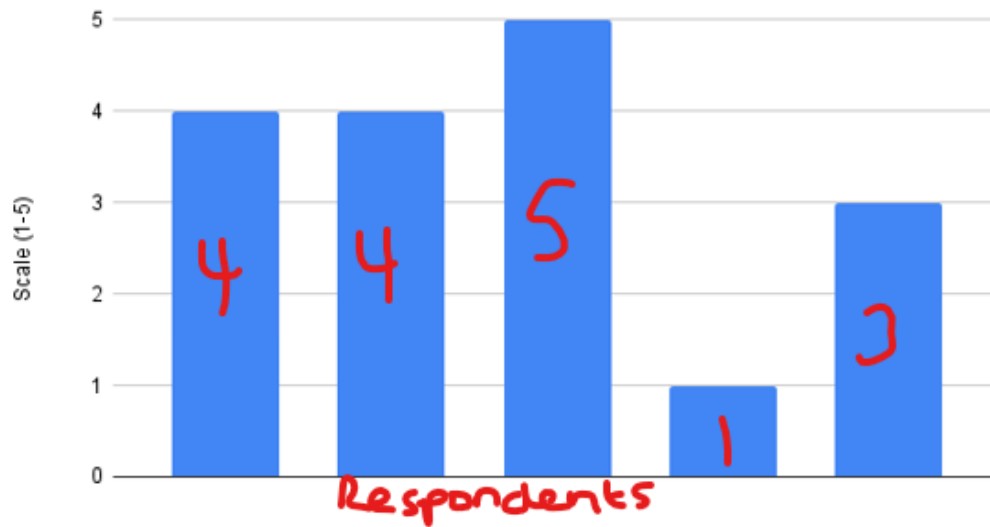
Scale: 1 (Not Suitable) – 5 (Very Suitable)

User Experience

User Experience - How would you rate your experience using the app?
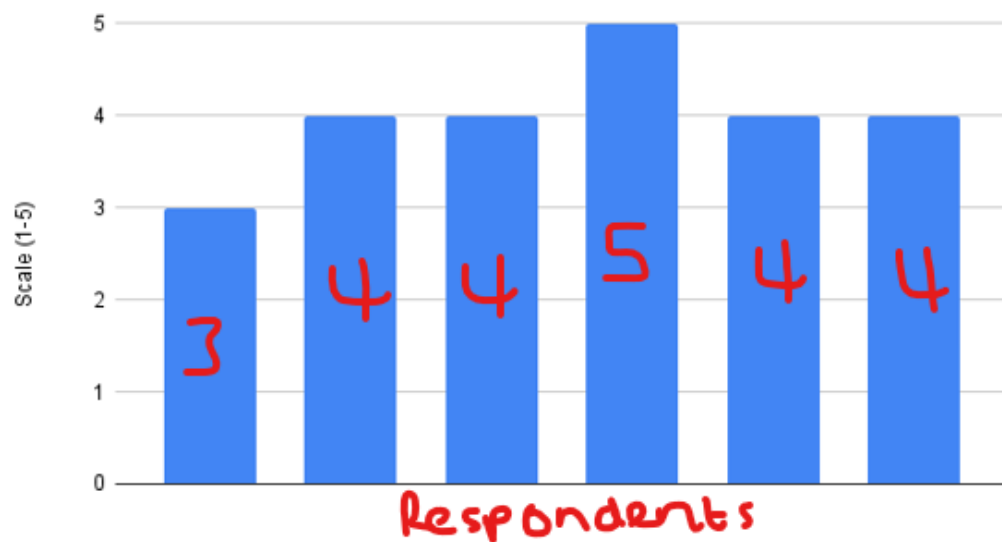
Scale: 1 (Very Bad User Experience) – 5 (Very Good User Experience)

Explain your answer (optional)

3 responses

In regards to my humble opinion, I genuinely believe that this application may peradventure be amended to a more complexified & advanced version, ergo, I would suggest that the advanced graphical programming language Tkinter should be implemented

asdae

Good experience for the most part some button/text box sizings are off. Also I dislike the colour scheme I think it is too basic.
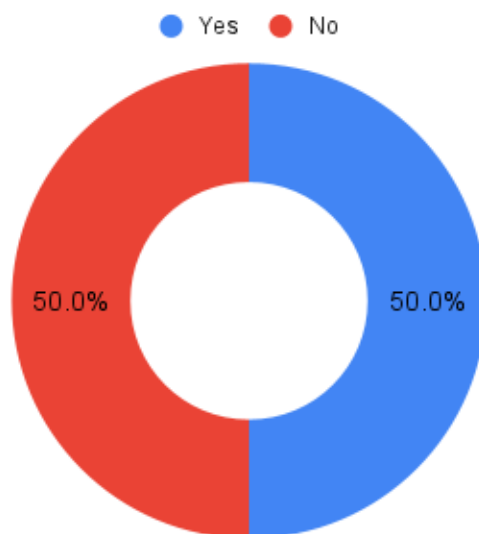
User Experience - Do you think that the app was easy to navigate?

- No
- Yes

16.7%

83.3%
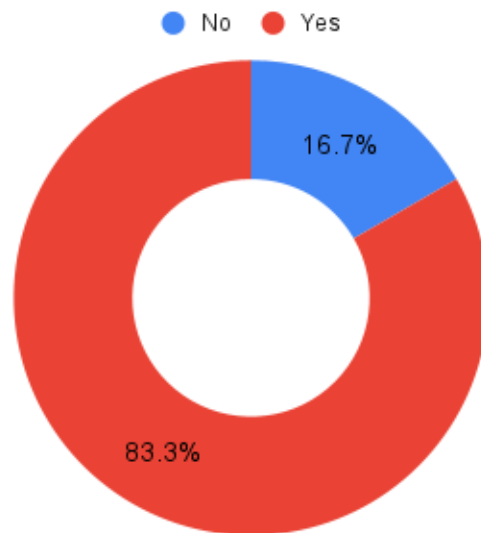
User Experience - Do you think the app provided helpful message boxes? (e.g. error messages)
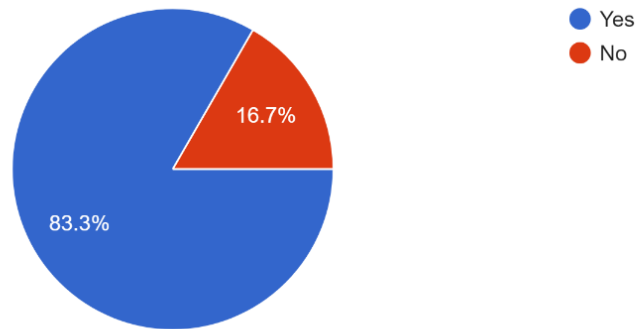6 responses
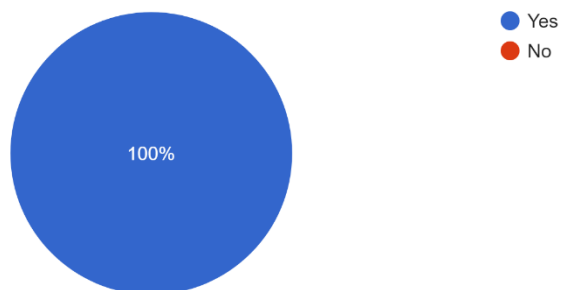
User Experience - Would you say there are a range of accessibility options?
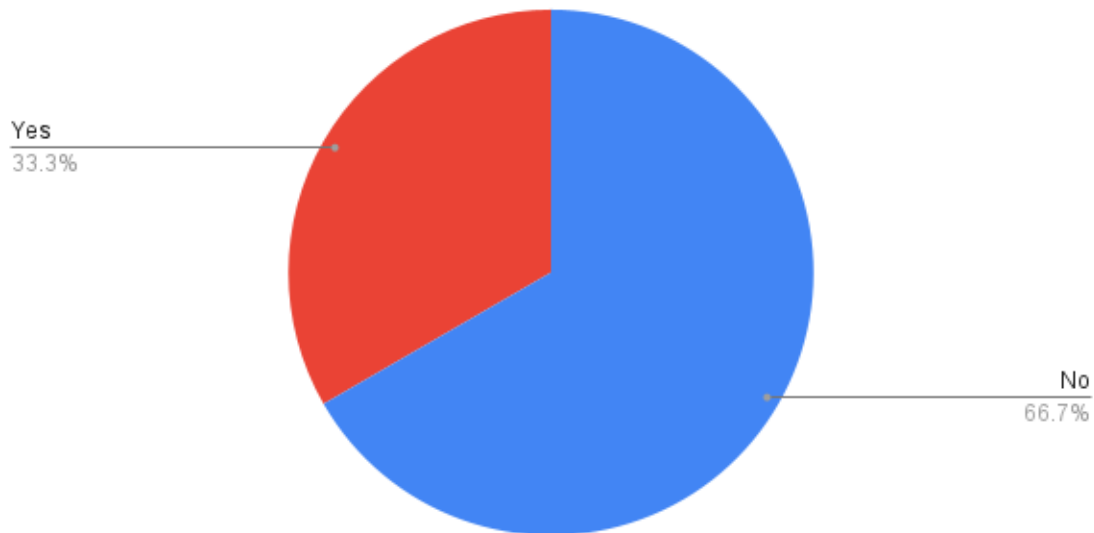
Final Thoughts - Would you use this weather app in future?
6 responses

Legend:
- Yes
- No

83.3%
16.7%

Final Thoughts - Do you think the app provides a sufficient amount of weather data?

Yes
33.3%

No
66.7%

## If no, what other pieces of weather data would you want the app to provide?
4 responses

To further enhance by experience, I would relish to enquire details about the categorical exhortation on the weather, which would impeccably provide information about how me - as an individual - could peradventure prepare for these disastrous & hazardous conditions. This would further provide opportune guidance & succour to avail them with recommended expert information on how to prosperously prepare for the conditions that - perchance - could occur

More air quality data

wind speed, humidity, uv index

Final Thoughts - Do you think that the information the app provides is useful?
5 responses

- Yes
- No

100%
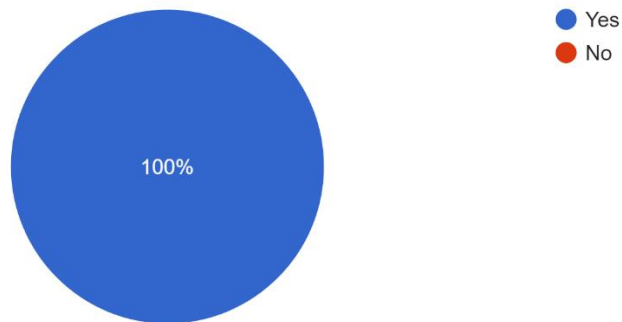
Final Thoughts - What improvements do you think could be made to the app overall?

The design of the app would be better if there was a nicer colour scheme besides black and white.
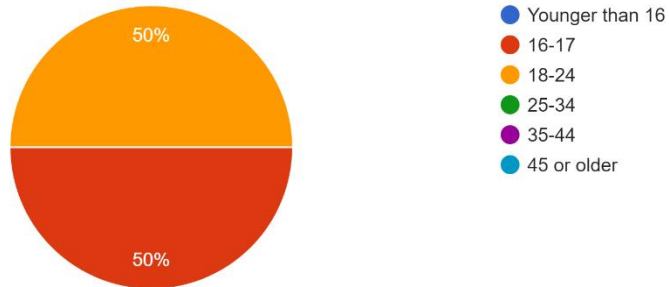
ADD UV INDEX

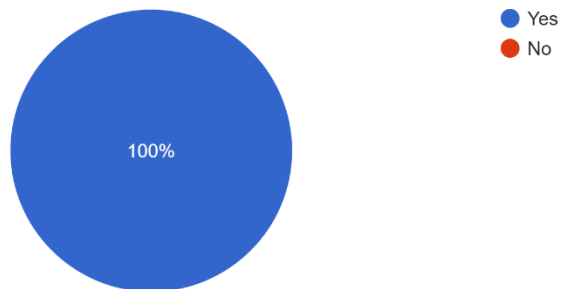colour scheme and button/text sizing would greatly improve the app.

What is your age?
6 responses

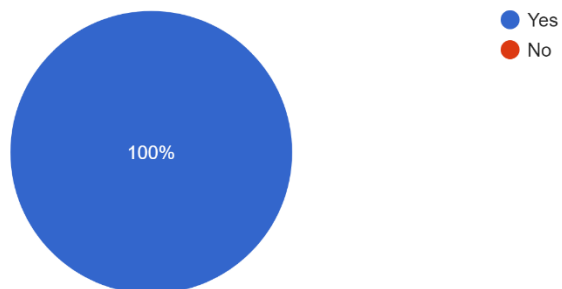- Younger than 16
- 16-17
- 18-24
- 25-34
- 35-44
- 45 or older

50%

50%

Functionality - Does the app create a user account by storing a username and password in a backend database?
6 responses

- Yes
- No

100%

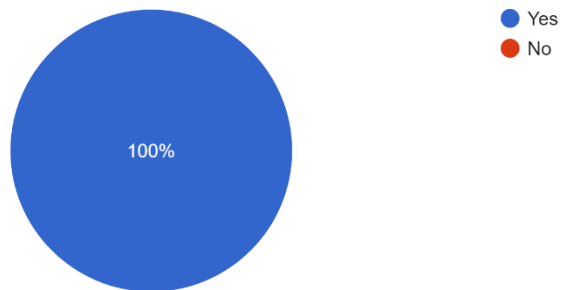## Functionality - Does the app allow you to sign in if a valid username and password stored in the backend database is entered?
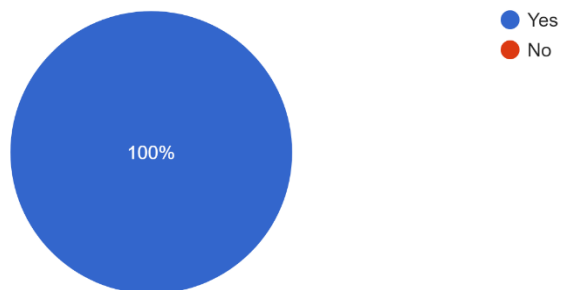6 responses

- Yes
- No

100%

Functionality - Does the app allow you to change the username and password of a record in the backend database when a valid record ID is entered?
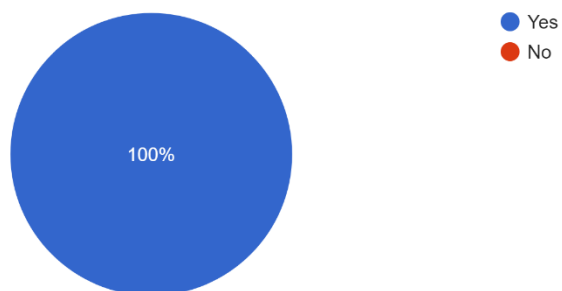
6 responses

● Yes
● No

100%

Functionality - Does the app respond to on-click events to navigate the user to different pages?
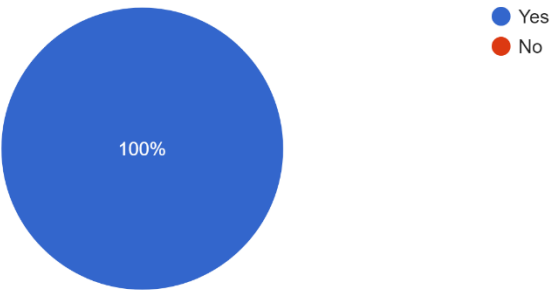
6 responses

● Yes
● No

100%

Functionality - Does the app pull relevant weather and air quality data from APIs based off your inputted location?
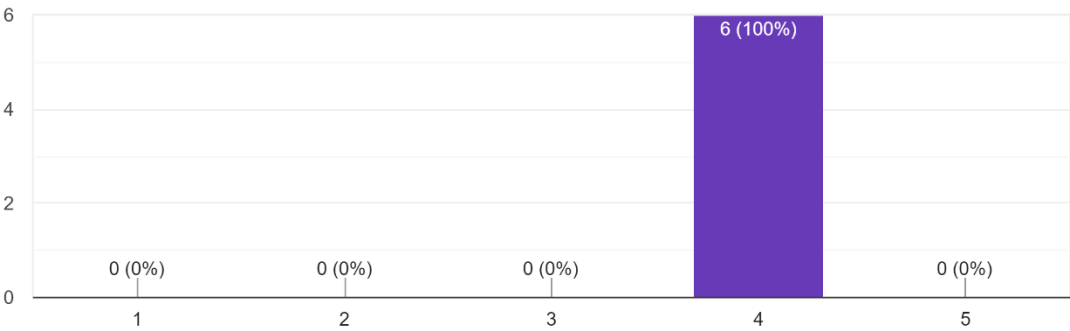
6 responses

● Yes
● No

100%

Design - Would you say that the design of the app is user-friendly and displayed in a way that is easy to understand?

6 responses

Legend:
- Yes
- No

100%

If no, why? (optional)

1 response

Good design overall. However the page after signing in the buttons look very small as if they were buttons for a desktop user to click but the app design is for mobile.

Design - How maintainable would you say that the code for the app is?

6 responses

Scale: 1 (Not Maintainable) – 5 (Very Maintainable)

Explain your answer? (optional)

4 responses

Should add more detailed comments about what each form does at the start of the form class.

Yes, the code is well managed & relevant parts of the code are in appropriate sections. Any labels & widgets are also labelled based upon their function, which will allow other developers/users to understand what the certain widget is supposed to do. One thing I would try do is to delete the parts of the code where the labels/buttons don't have any code (due to accidently being clicked on). If you can do this without damaging the code & app, it would help to maintain & organise the code.

You've used a lot of comments to ensure that you know what the code you've written does and the code itself is readable and organised.

Good use of programming structure and functions

Design - From a design standpoint, do you think the logo is a good representation for the app? Do you think it will strike the user as a logo for a health weather app?
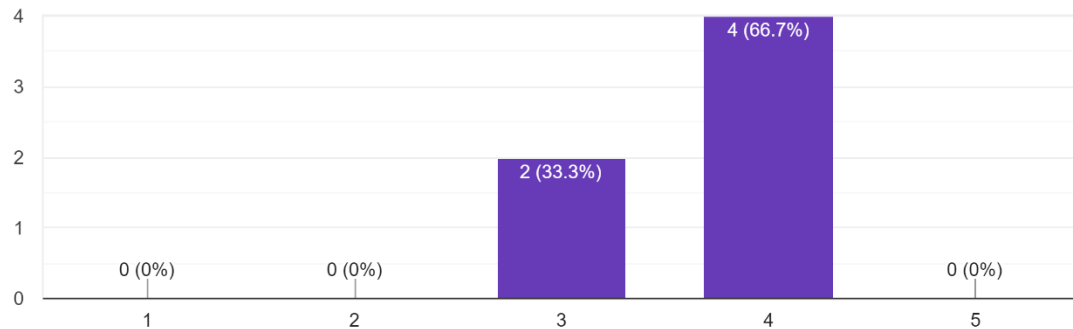
6 responses
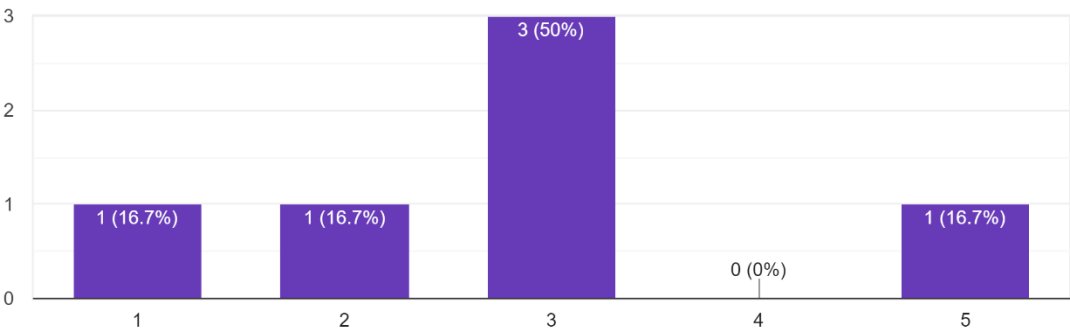
Scale: 1 (Not Suitable) – 5 (Very Suitable)

User Experience - How would you rate the user experience of this app?

6 responses

Scale: 1 (Very Bad User Experience) – 5 (Very Good User Experience)

Explain your answer? (optional)

The app is well designed & does provide the user with all the functions that are required. The app is well designed & is understandable, meaning that I can navigate the application with ease.

It is hard to change my username and password since I don't know what ID I am stored as in the backend database.

The app's response time is quick and the system is very user-friendly, even for those who don't have as much technical knowledge but I have one issue. I don't know what my ID is. How am I supposed to change my username and password if I don't have access to my ID number?

Good user experience however i don't know why you have to click the button for each data such as temperature, weather type and air quality. Also those buttons and text boxes are very small again.
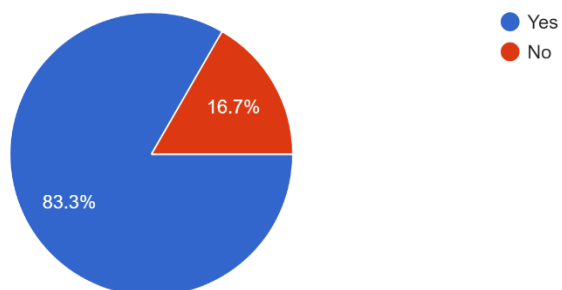
User Experience - Do you think the user guidance (message boxes) will be helpful to non-technical users?
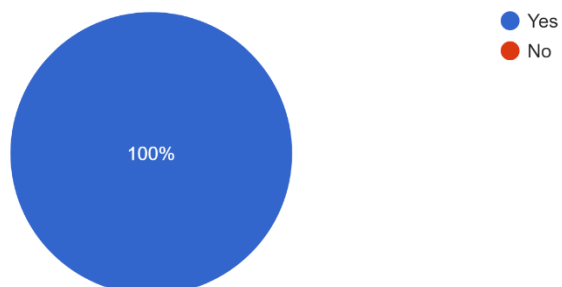
6 responses
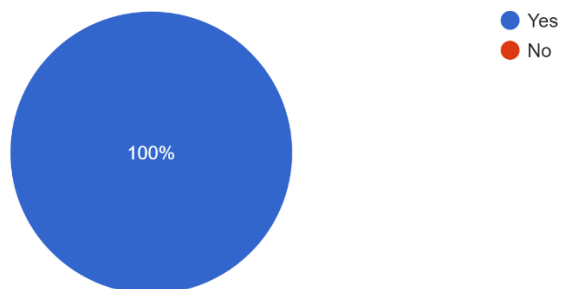
Validation - Is there appropriate validation implemented for the sign-in and sign-up pages?
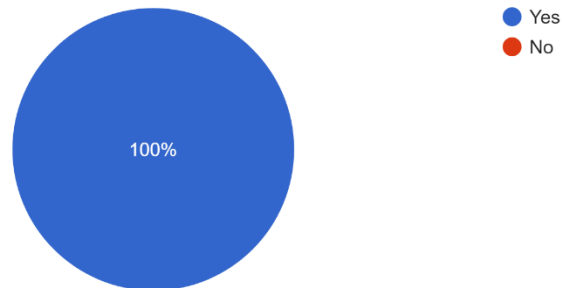
6 responses

Validation - Is there appropriate validation implemented for the home page?
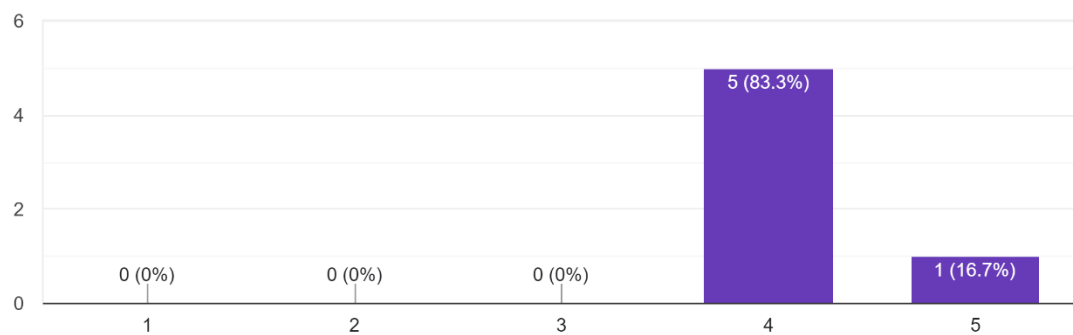
6 responses

Validation - Is there appropriate validation implemented for the settings pages?

6 responses

Security - How secure do you think the app is?

6 responses

Scale: 1 (Not Secure) – 5 (Very Secure)

Explain your answer (optional)

The app is very secure & I don't think anyone will be able to access user data directly from the app.

Good use of hashed passwords however the database is stored locally which is a security issue.

Final Thoughts - What (if any) improvements would you make to the code of the app?

6 responses

make database work dynamically across different exe locations

One improvement I would make would be the ID of the user. The app allows the user to change their username & password if they enter their ID, however I can't see where the user would find their ID without having to access & view the database. If you could make it more clear about their ID number, then it would be more helpful.
One other aspect would be when I am getting the weather forecast. The app doesn't necessarily have to show message boxes of the weather data if the app will just display it. This isn't a major issue but its an improvement I would make.
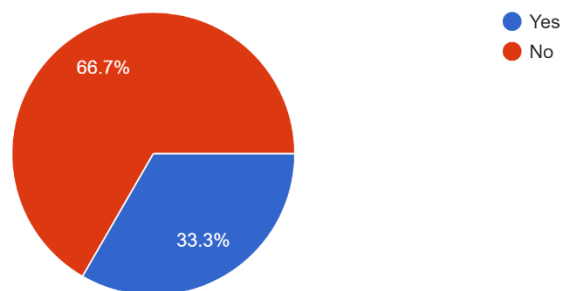
Not sure

I would have the system tell the user what their ID number is so that they're able to change their username and password. I would also create an information page for different health conditions such as asthma, hay fever, frostbite and heatstroke.

I have not been able to access the code.

Final Thoughts - Do you think the app provides a sufficient amount of weather data?
6 responses

- Yes
- No

66.7%

33.3%

If no, what other pieces of weather data would you want the app to provide?

5 responses

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I haven't seen the app provide information & data about weather advice, which is one of the requirements. This would be useful if the user wanted to know how to deal with certain weather types, or how to prepare if the certain weather condition were to affect their area

UV index

I would provide a temperature conversion from Celsius to Fahrenheit. I would also provide weather warnings so users know if they are risking their health by going outside.

wind speed, humiditiy, uv index and any others

Final Thoughts - Do you think the app provides useful and relevant information?

6 responses

- Yes
- No

100%