**Task 3 Part A – Gathering feedback to inform future development**

I have been asked to gather both technical and non-technical user feedback on GibJohn Tutoring’s prototype digital solution.

The feedback gathered will be used to guide future development to help create a website that is user orientated.

I will use Microsoft forms to gather feedback. I have created a questionnaire that covers technical and non-technical users. Each user will be asked to use the website however they see fit. Technical users will have access to the whole prototype, including the code, database and user interface. They’re encouraged to test the security and find flaws in the prototype. Non-Technical users will be asked to review the website as a standard user. They will be asked to give their opinions on the usability, looks and functionality of the prototype.

Once there is sufficient feedback, each response will be fed into charts and ratings to help give an overall measurement of the prototype’s success.

Both Technical and Non-Technical users will then be asked to fill out the questionnaire.

|  |  |  |
| --- | --- | --- |
| ID: | Names: | Type of user: |
| 1 | Jack | Non-technical |
| 2 | Alex | Non-technical |
| 3 | Will | Non-technical |
| 4 | Laurence | Non-technical |
| 5 | Aidan | Non-technical |
| 6 | Brynley | Non-technical |
| 7 | Stephen | Technical |
| 8 | Ben | Technical |
| 9 | Simon | Technical |
| 10 | Ed | Non-technical |
| 11 | Ben | Technical |

A picture containing application

Description automatically generated

Technical users are users with intermediate knowledge of technology, and understands software development, programming and website design.

Non-technical users are users with little to no knowledge of software development, programming and website design.

**Non-technical responses:**

Chart

Description automatically generated with low confidence

These questions asked were to determine whether users could use the website and it’s basic features without issue.

Scatter chart

Description automatically generated with low confidence

Users had no issue logging into their accounts.

Table

Description automatically generated

Users found that a student account’s password couldn’t be changed. This was due to a bug in the code.

“I can change my password when singed in as a teacher account, but currently not as a student, the one that does work, works well, but would like to see fixed in the near future”

Scatter chart

Description automatically generated with low confidence

Users had no issue logging out.

Chart

Description automatically generated

Because the prototype was tested on tablet and computer, the questionnaire asked users whether the user interface scaled properly to the display.

Table

Description automatically generated

Users generally had positive feedback. There were no major issues and the prototype worked as intended. The only issue that was mentioned was changing the password on a student account.

“The change password function only worked on a teachers account.”

Text

Description automatically generated with medium confidence

Only one user responded to this question and had a mostly positive response. This question was intended to gather ideas for future development.

“The Homepage could have more content. Colour scheme is nice and everything is displayed nicely. Some animations or java script could be used to improve the look of the user interface, as right now it has quite a basic look to it.”

Graphical user interface, text, application

Description automatically generated

“Theme looks nice and is appropriate for intended use! I would like to see some things polished such as the change password system, but all in all, redirects and pages look and work as I'd expect, a solid first impression for me!”

“nothing really all is working as it should as you explained the reset password problem”

“More features could be added.”

“I like the colours”

“The next version of the prototype needs to include the ability for students to enroll in teachers classes. Teachers need to be able to manage their students and classes. There is currently no way of completing work on the website. Teachers and students can only be added to classes and new classes can only be created by someone with access to the database. This needs to be changed in the upcoming versions.”

Users liked the look and style of the website. However it was clear that more features are needed. Many features on the dashboard were left unfinished due to limited time and should be finished in the next version of the prototype.

**Technical responses:**

Unlike non-technical users, technical users had full access to the code, database and prototype. They were allowed to review the code, test the website for flaws and vulnerabilities and manipulate the database.

Chart

Description automatically generated with medium confidence

Users said that the code had enough comments to understand most of the code. Not all pages of code had an equal amount of comments.

Chart

Description automatically generated with low confidence

The prototype uses Blade’s templating engine. Users were asked to comment on how effective the approach was for this prototype.

“The prototype doesn't utilise blade to its full potential. Different languages are often found mixing however it is still an improvement,”

“Could be more effective if utilized MVC”

Users pointed out that the structure doesn’t strictly follow Blade’s Model View Controller template and that using this approach would’ve been more effective.

Chart

Description automatically generated with low confidence

Users couldn’t find and security vulnerabilities in the code. And felt that the security measures used were adequate for the intended use of this prototype.

Chart

Description automatically generated with medium confidence

There were no visible issues with the database, and there were no comments made about it.

Graphical user interface, text, application

Description automatically generated

This question was to gather possible solutions to the password reset bug that appeared on student accounts.

“The code tries to communicate with the wrong table in the database”

“I identified the problem on line 71 of the reset password file; the bracket closing the first isf statement was in the incorrect location - i have confirmed that it has now been fixed.”

One user looked at the code and found an error in the syntax. This was overlooked in development and wasn’t found until testing. In the next version of the prototype this useful feedback will be used to fix the issue.

Chart

Description automatically generated

Users were asked to comment on the suitability of the software used to create the prototype. Feedback suggests that the approach taken was appropriate to meet the set goal.

Text

Description automatically generated

Technical users were asked to give suggestions to help improve the overall quality of the prototype. Feedback suggested that the prototype lacked features that are missing due to time constraints. Users also said that utilising Blade’s templating engine to its full potential will increase the overall quality of the prototype.

“I would utilise Blade's templating engine to its full potential. This will tidy and organise the code further.”

Text

Description automatically generated with medium confidence

**Overall feedback:**

**Background pattern

Description automatically generated with low confidence**

Users mentioned that the usability of the interface is decent. It’s basic, yet effective. It’s easy to navigate and understand, the only issue that was mentioned was that student’s couldn’t change their password due to a bug.

**Text

Description automatically generated with medium confidence**

Users gave very positive feedback for the look and style of the user interface. Users said that the colour scheme is nice and suits the prototype well, and the layout of the user interface is easy to understand and has a modern look to it.

**Background pattern

Description automatically generated with low confidence**

Overall users liked the prototype. The User Interface performed well. Users like the style and look of the UI, navigation was easy to use, and everything was displayed clearly. The log-in system worked, users were able to sign up, login and logout as both students and teachers. Users were able to view their dashboard and see the relevant information. A teachers account was able to see all students, their classes and courses and students were able to see the leader board, their classes and teachers.

The UI resizes nicely to different size screens, and users said that the prototype works as intended. The Home page was said to have a lack of content however they liked the colour scheme and layout.

A bug was found by a technical user where student accounts couldn’t change their password on the dashboard, however teacher accounts could. The technical user looked at the code and provided feedback on the error that was made and how to fix it. There was a syntax error that was overlooked during development on line 71 of the reset-password script that was causing this bug. A user found that on a login page for students they were unable to press a link to go back to their previous page.

Users said that the prototype lacks functionality. Teachers and students couldn’t yet manage their own classes, they couldn’t join courses or complete tasks. All classes and courses had to be managed, created and deleted manually from the database. This is a high priority for future development.

Technical users provided positive feedback on the overall backend of the prototype. Users found that the code was well organised and easy to understand. Blade’s templating engine wasn’t fully utilized and could’ve been done better. Users liked the security measures used and were unable to break the website or find and security vulnerabilities. The database is structured and managed well and overall, the approach that was taken is suitable for meeting the goal that was set.