HJP1 — HJP1 Task 2: Usability Testing

Feedback Summary

**Review 1**

Reviewer 1 immediately showed appreciation for the overall design of the website, shortly followed by appreciation for having all the lodging, transportation, and dining options and prices available on the home page. Although this feedback is not actionable, it does confirm that the overall design is both attractive and useful to new visitors.  
Tasks 1-4 were completed without any issue or additional feedback, confirming the intuitiveness of the layout and navigation UI. Again, this feedback is not actionable.  
The wording of task 5, specifically the portion asking to test mobile compatibility, caused confusion for all reviewers; however, this reviewer was the only one to deliberately accomplish the task, despite the confusion. This is not actionable for the website design, but suggests that communication should have been clearer and more specific about the requirement (e.g. “test the layout with the browser window at different widths”).  
In summary, this review confirmed that the overall design and layout are visually appealing and intuitive, but offered no actionable feedback.

**Review 2**

Tasks 1-4 were completed without any issue or feedback, confirming the intuitiveness of the layout and navigation UI. This feedback is not actionable.  
The wording for task 5 was confusing to this reviewer, as well, and the task was not fully completed; however, part of the fluid design was evident in the screen recording.  
Additionally, the screen recording showed that while the individual pages loaded quickly, the images on those pages took a few seconds longer. This is actionable feedback. There are several ways this issue can be handled: the resolution of the images can be decreased, particularly the ones with the blur filter applied; the images could be pre-fetched and cached upon the home page completing loading; sprite files can be used for the smaller images and icons; or any combination of the previous suggestions.  
In summary, this review confirmed that the overall design and layout are visually appealing and intuitive. Additionally, it has shown that load times can be improved by mitigating the impact of the large images.

**Review 3**

Tasks 1-4 were completed without any issue or feedback, confirming the intuitiveness of the layout and navigation UI. This feedback is not actionable.  
The wording for task 5 was confusing to this reviewer, as well, and the task was not fully completed; however, part of the fluid design was evident in the screen recording.  
Additional written feedback was given independently of the recording. The reviewer stated that the recreation page could have shown information just about recreation, rather than about the island, as well. The reviewer also stated that some users may not know what “FAQ” means, potentially causing trouble finding the “Frequently Asked Questions” page. This feedback is actionable. If the designers conclude that these changes are necessary, the information about the island can be moved to the home page, and the “FAQ” menu item can be changed to “Frequently Asked Questions”.  
In summary, this review confirmed that the overall design and layout are mostly intuitive. The portions that are not intuitive, such as unnecessary information in the “Recreation” page, and the unclear “FAQ” menu item can be adjusted if the designers deem it necessary.