PRDC251

Usability report

Group C

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## Group development

Throughout the course of the development of the product for the client, the group have focused and considered HCI concepts when developing the web-application system, for both doctor and patient. To do this, we have become attentive to the end user of the system we are creating, and have always considered them when making decisions, specifically about the design aspects of both applications.

With the group’s current knowledge of HCI concepts, the design of HTML pages has been implemented using bootstrap, to make the application look as pleasing as possible for the user, as well as making the application as easy to use for the users.

## Gaining feedback

To gain a further understating on the user interface of the applications, the group have gained feedback from several perspectives throughout the development process to see how we can change and enhance the application to make it a more positive experience for users. To do this, we have allowed several users to navigate their way through our system, to gain feedback on the design perspective of the project; which will then allow the group to develop the system, whilst considering all the feedback we have gained.

The group have decided to gain feedback through different stages of the development, as well as from a variety of users – so we can gain a better understanding of how we can develop the product to become more beneficial and easy for the users to use.

The group have gone to several users to be able to gain feedback – whilst doing this, we have created a document with a list of tasks for the user to do, and whilst they do this, we will gain feedback on their decision process as well as their comments on the design of the system, and how it could look better and be a more successful system someone to use (From both patient and doctor perspective)

**Due to gaining feedback throughout the development of the project, the functionality of the system was not always working, therefore the user simply navigated through HTML pages. However from this, the group were still able to gain an understanding on what could be done better and how we can develop the design of the web applications to be more usable for the user.**

## Feedback gained

### Client feedback:

Throughout the start of the development process, the group have met with the client to go through the wireframes provided – this was to see if the client was able to navigate their way through the system, page by page. During this, the group provided a document ([Appendix A](#_Appendix_A:_Client)) with specified tasks on it to see if there was any problems that the client would come across. Through the process of this user feedback process – the group have gained an understanding on what the client wanted to be changed on each page of the doctor application. From doing this user feedback with the client relatively early using the wireframes created, the group have been able to develop the project, through altering specific pages as well as several design aspects. Please see [Appendix B](#_Appendix_B:_Written) to see the written feedback and brief comments on how the client has advised to improve the development of the application.

### Group feedback:

As part of the usability process, the group have decided to test the system ourselves. As we are developing the application ourselves, we are familiar with the development of it; however the group thought it would be useful to look at the project from an end user point of view, as if we were actually using the applications – to gain a broader perspective of the whole project. To do this, each individual member of the group have also completed the feedback document ([Appendix C](#_Appendix_C:_HTML)) , to evaluate and gather thoughts and feedback on the project from the group , and how we gain improve it based on HCI concepts and design. The results from the usability feedback testing can be found in [Appendix C, group feedback](#_Group_feedback:).

### Other feedback:

Aside from the client and group feedback, the group have also looked to seek other feedback from random users. The group have done this to gain a more in-depth understanding on what users find pleasing on a page in terms of the way it is designed, as well as the functionality of it and where everything is placed on a page. The group have provided the user with the same HTML feedback sheet, to gain several perspectives on the same questions. The feedback for these user tests can be found in [other feedback.](#_Other_feedback:)

## Summary of feedback and development

Though the course of developing the system and gaining feedback, the group have been able to develop the web-based applications according to the feedback we have been given so far. The feedback on the usability of the system has been a positive experience for the group; the group have been able to change and develop the project based on critical feedback we have received from several users. This being said, as the group are still developing the project, the group are going to continue to gain feedback at each step of the development process. By doing this, we will ensure that the system we create will be best fitted to any type of user.

## Appendix A: Client Feedback document

## Appendix B: Written Client feedback

## Appendix C: HTML Feedback sheet

### Group feedback:

### Other feedback:

## Appendix D: Wireframes