Pawfect Care Evaluation Report

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Multiplatform Websites - Practical

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# Project Overview

PawfectCare is a flexible web application/website designed for pet owners, veterinarians, and animal shelters. It offers features like appointment scheduling, pet adoption facilitation, and pet management, making it a convenient tool for anyone involved in pet care.

# Testing

The testing phase of the PawfectCare project involved in-depth examination to ensure the reliability, functionality, and usability of the web application. The testing process consists of three main stages: functionality testing, checklist validation based on user feedback, and scenario testing. All of which were conducted with assistance from college classmates and close relatives.

1. **Functionality Testing:** Functional aspects of the web application were carefully evaluated using Excel sheets. Testing of each feature, identifying any bugs, errors, or inconsistencies in the application's functionality.

2. **Checklist Validation:** A comprehensive checklist to assess various aspects of the application, including user experience, navigation, content clarity, and responsiveness. Feedback from Microsoft Forms responses was integrated into the checklist to validate the application's performance against predefined criteria.

3. **Scenario Testing:** Usage scenarios were simulated to evaluate the difficulty of completing each scenario on the website.

My fellow classmates as well as close relatives were involved in some of the above mentioned testing phases – mainly in testing the website and filling out the forms.

# Evaluation Criteria

1. **User Experience (UX):** Navigation, Clarity, Responsiveness.
2. **Functionality:** Appointment booking, Pet adoption, Services management.
3. **Performance:** Page load times, Server response.
4. **Security:** Data encryption, Authentication.
5. **Design:** Aesthetics, Consistency.
6. **Accessibility:** Compliance, Assistive tech support.

# Evaluation Findings

## User Experience (UX)

**Strengths:** Easy navigation, Clear content.

From the checklist and form feedback, users find it easy to move around the website. Everything is clear and easy to understand.

**Areas for Improvement:** Slow page loads, Mobile usability.

Sometimes the website is slow, especially on phones, pet-list in particular. Some things don't work well on smaller screens.

## Functionality

**Strengths:** Appointment booking, and adopting pets is straightforward and doesn't cause any problems.

From the checklist and form feedback, users say that it's easy to book appointments, and finding information about adopting pets is simple.

**Areas for Improvement:** Booking form improvements, record of appointments in user’s profile page, easier clarification of adopted pets.

Some users pointed out that they were a little bit confused about the term basket. There is no record of booked appointments as for now.

## Performance

**Strengths:** Fast load times, and it's usually reliable.

Users did not complain about loading times in the filled-out forms, every page loads pretty quickly, although pet-list page takes longer to load sometimes. User information like passwords is also encrypted inside database.

**Areas for Improvement:** Sometimes, the website is slow to load pages, especially pet-list page.

Occasionally, the website takes a long time to load pages, particularly the pet-list page when there is a lot of pet records in the database, which are also joined using JOIN commands.

## Security

Strengths: Strong encryption, Robust authentication.

Areas for Improvement: Lack of 2FA, Vulnerabilities in APIs.

## Design

**Strengths:** Strong protection, only authorised users can access certain parts.

The website keeps information safe with strong protection, passwords are kept encrypted inside the database, and only authorised users can access certain parts. Form inputs are also sanitized to prevent SQL attacks.

**Areas for Improvement:** Could be safer, with extra security measures.

More security measures should be added, especially for order information to use encryption for credit card details, the same one like the passwords use.

## Accessibility

**Strengths:** Text alternatives on images.

Alt text is added with every image in the website so that visually impaired people can hear these alt texts.

**Areas for Improvement:** No accessibility settings.

When implementing the website I was focusing to get most fundamental functionality done. I wasn’t focusing on accessibility much at that time, but I plan to implement accessibility features in future updates.

# Recommendations

**Improve Website Speed:** Optimize loading times for faster access, especially on mobile devices.

**Enhance Mobile Responsiveness:** Ensure all features work seamlessly on mobile for a better user experience.

**Improve Pet Adoption Process:** Make adoption process more straightforward and understandable.

**Improve Security Measures:** Add more encryption to sensitive data.

**Allow Customisation Options:** Let users customize design elements for a more personalized experience.

**Improve Keyboard Accessibility:** Ensure full accessibility via keyboard navigation.

**Enhance Text Readability:** Improve readability for users with visual impairments.