

Usability Testing Report of LoanApp

Instructions

Instructions on the WebLoanApp are clear and concise throughout all pages, and all buttons on the website has single-words usage to navigate to different pages. The website has correct word choices and phrases for direct instructions to address the potential user's questions, concerns or pain points while using the LoanApp. Similarly, the vocabularies are legible and standard words are used to match to the financial industry, where the application will be mostly used. It overall seems clear that the application does what the users want it to do.

Similarly, the website gives clear warnings when invalid data is being input in creating, editing, and deleting users and customers. Although for this version there are some errors displayed on a pop-up window when trying to add a fifth customer to the site. This error had been well reported on the elementool site.

Site map

For the site maps, although the website has basic links that work for this version, other major functions like 'Settings', 'Policies', 'Help Topics' and 'Print' under action for user and customer are either entirely greyed out or not implemented. The navigation bar is only available on the 'Home' page as a user logs into the LoanApp, and not present on 'Users' or 'Customers' pages. The map is however organized in an intuitive manner and 'Logout' and 'Home' are conveniently available in all pages. There are no superfluous or unnecessary things present on the application for navigation.

Content

The Web Loan Application has no grammar or/and spelling mistakes and the wordings in the contents match to their exact functionalities. This prevents any company using the application from any legal issues related to the terminologies on the website and makes it look professional. However, for the customer financial data, it would be more professional to have units used for all the measurable quantities, for example, the financial data could have currency unit to identify what currency user is dealing with if the application is being used internationally.

Another important criterion the LoanApp matches is that the design elements look simple, yet the font sizes and fonts are perfect for this sized application and easy to read. The LoanApp do not have to read the contents in the website multiple times in order to understand it. Similarly, users can print, save and download a customer's prequalification letter, although a customer's or user's data print cannot be implemented in this version of the application.

Colors/backgrounds

The resolution on the website looks clear enough to read and the colors (soft blue and grey) are not too bright or too dim for a user if they want to use it for a long period of time. Important titles like 'Customer Personal Data', 'Customer Financial Data', 'Loan Terms' are conveniently highlighted since they are important information to be noted for this kind of application. Similarly, the intuitive nature of having the blue color to link to a user or a customer from their 'Username' and their 'Last Name' respectively provides more convenience to the users.

Images

Although it would be hard to use picture for a financial application, there are precise uses of tiny graphics for users to understand their options. For example, the tiny down pointing arrows for the drop-down button or radio buttons used to select the loan terms and check box to identify a returned customer are good ways for users to optimize their website use. Another good example is the search bar that the LoanApp has that a user can use to search for users/ customers on the home page to display quickly.

Tables

The LoanApp's 'Users' and 'Customers' tables are well organized to see the list that is added chronologically. However the sorting option is missing, which creates a lot of time to search for a particular user or customer in case there are too many lists on the table. Similarly, if you just want to filter out certain users or customers based on their location/company/ income ranges, it is difficult to do so since the only way is to scroll down the list and filter it manually.

Wrap-around

The pages, windows and test are placed properly in the web application for a user to have an intuitive use. The texts, graphics and icons are aligned according to their functionalities and importance. The texts do not have any orphan sentences and paragraphs with no awkward layout of texts that stand out for the whole application.