

This prototype above was before our user tests. Here I will explain how to walk through it.

**First scenario:**

- Open the app.
- Use the provided test username and password.
- Click on the “Login” button.

**Second scenario:**

- Click on the top icons in the right corner (Account, Settings)
- Explore the options within each section.

**Third scenario:**

- Scroll through the orders (Home page).
- Check for any tracking information.

**Fourth scenario:**

- Click on a specific order to view detailed information.
- Check for the order ID, tracking information, and tracking updates.

**Fifth scenario:**

- Click on “Settings”.
- Explore the accounts settings and customer service information.

In class “colleague assessments” helped us notice a few problems that we had before, it gave us the path for continuous improvement. Our colleague provided some feedback that I would classify as weaknesses such as:

1. The "Add Tracking Number" function lacks a button to save the item to the orders page.
2. The icons were too small and hard to see.
3. Buttons were placed too close to each other.
4. The text input box color is too similar to the background color, making it hard to see; the colors should be high contrast.
5. It's not clear how to change your password.
6. There should be a home page icon to return to the home page on pages deep in the hierarchy.

Some strengths that we had in our app are the consistency of using the colors, we did not change the colors, we made it very consistent, the background has a consistent color, same goes for the headers, and buttons. Also, the layout is very clear and easy to track, which makes the user able to understand what the purpose of the application is and where to find what they want.

Some things that we had to change after receiving the feedback from our colleagues and the reason why we changed them:

1. **The "Add Tracking Number" function lacks a button to save the item to the orders page:** This is the top priority as it directly affects a critical app function.
2. **Icons were too small and hard to see:** Redesigning/resizing icons is important for improving the design and experience.
3. **Buttons were placed too close to each other:** Adjusting button placement enhances user interactions/usability.
4. **Enhancing the contrast of the text input box:** This is a priority for inclusivity, readability, and user experience.

The procedure that we followed for User Testing was basically by making an introduction. We start by introducing ourselves to the user, followed by mentioning the purpose of the session and that we are highly interested in the feedback that we get to improve the app. Also, to mention that we are only testing the app, and not testing the tester, which means that there are totally no wrong answers. We also encourage the tester to think out loud and share their thoughts and reactions. We also ask for recording permission, and we make sure that the tester has the app installed and uses the credentials that we provide.

Themes from the user tests, along with few specific usability issues that we were committed to change are:

1. Text color in input fields is hard to see, too light in color (Small): Adjusting the text color for better visibility is a relatively simple fix.
2. The logout icon isn't very intuitive, needs labeling/tooltips (medium): Adding clear labeling or tooltips to the logout icon is a straightforward improvement.
3. The "Other Services" link is not consistent with the design; it should be a button because right now it's confusing (Medium): Transforming the "Other Services" link into a button for consistency involves a moderate effort.
4. The edit account page needs icons for clarification to be inclusive of non-native speakers (Medium): Adding icons to the edit account page is a moderate adjustment for better inclusivity.
5. "Edit Account/Login Info" is too wordy of a label compared to everything else; it should be more concise (Small): Simplifying the label for "Edit Account/Login Info" is a small but impactful change.
6. Users express confusion regarding the purpose and functionality of certain icons in the app (some icons are clickable, some are not) (Medium): Clarifying the consistency of clickable icons requires a moderate design effort.
7. Incomplete loading of images in the product catalog causes frustration (Small): Optimizing image loading is a small yet crucial enhancement for user satisfaction.
8. The theme is very dark, making it very hard to focus (Medium): Adjusting the theme for better visibility involves a moderate design effort.
9. Users report difficulties in locating the customer support feature when facing issues (Medium): Enhancing the visibility of the customer support feature requires a moderate adjustment.
10. Users couldn't customize their notification preferences, impacting personalization (Medium): Providing customizable notification preferences involves a moderate effort in app personalization.

What did we change and why did we change them?

1. **Adjust text color in input fields for better visibility (Small):** This change is crucial for user accessibility, ensuring users can easily read and interact with the app's input fields.
2. **Enhance the intuitiveness of the logout icon with labeling (Small):** Adding clear labeling or tooltips to the logout icon improves user understanding and reduces potential frustration during navigation.
3. **Transform the "Other Services" link into a button for design consistency (Medium):** This change is necessary for a cohesive and predictable user experience, reducing confusion and enhancing the overall app design.
4. **Add icons to the edit account page for better clarification, especially for non-native speakers (Medium):** Inclusivity is a priority, and adding icons aids comprehension for users who may not be fluent in the app's language.
5. **Simplify the label for "Edit Account/Login Info" for better user comprehension (Small):** A concise label improves user experience, making navigation more straightforward and reducing cognitive load.