# Feedback Plan

This documentation is designed to detail and document the process for gaining feedback from both a technical and non-technical external audience. This will encompass a range of observational techniques from users who have not seen the requirements or prototype before.

Additionally, I will detail the resources that I have used to gain feedback on the prototype and perform an analysis on the feedback I obtain.

# Plan for Gathering Feedback

## Non-Technical Users

For the non-technical users, I will provide a structured observation which will include screenshots and snippets of the prototype. The recipients of the form will then be asked questions regarding the user experience, layout, and simplicity of the website. This will be implemented in Microsoft forms.

To simplify the collection and analysis of this data, most questions will ask the user to provide a rating between 1 and 5. This will allow us to perform statistical calculations such as the mean, medium, and mode ratings for a feature.

However, to ensure that users still can give personalised feedback or opinions, there will be a comment box at the end of every section which allows users to provide written feedback about any feature or improvements. This will allow us to get a mixture of both qualitative and quantitative feedback.

The full observation we have used to gain feedback from this audience may be found later in this document, under [section name].

## Technical Users

For the technical users, I will provide a video observation which will showcase both the functionality and the code / logic behind a feature. I will then ask the user to rate some factors of the feature, such as security, ease of implementation, and code cleanliness. OBS studio will be used to record the functionality of the solution, a third-party video hosting site such as YouTube will be used to host the recordings, and Microsoft forms will be used to record any feedback / responses.

In a similar fashion to the structured observation, most questions will require an answer which will be rated between a scale of 1 to 5. This will allow for easier analysis of feedback.

Additionally, after each feature, the audience will be able to leave technical feedback such as alternative approaches or security flaws which will help us to further improve or develop our code. This will allow us to gain a mixture of qualitative and quantitative feedback.

# Observation Listing

## Non-Technical Audience

## Technical Audience