

For this week I set out to gain some outsider insight on our project. I asked 3 people to test PointLift's User Page and Admin Page. In order to make this go smoothly I had 2 laptops available so that I could switch roles with them to effectively test both sides of PointLift.

My first customer evaluation came from my friend Kenny Fulton. I first had him inspect the user page. He mentioned that he liked the overall simplicity of the page as well as the visual aesthetic. Once he reached the stage of filling out the form he mentioned that it was tedious, however, once I explained to him that all this information is required because the school needs to have record of all requests, he mentioned that despite the effort he understood why it was necessary. Once we completed the user page inspection, we moved on to the admin page inspection. At first he mentioned that there was "a lot going on and didn't know where to start" so I then explained to him what everything was so he could actually test it. Once he understood, I took on the role of the user and submitted a request. He then received the request and reviewed it. Upon approval of the request he selected a driver and shuttle. He said that once he understood what was going on it was actually quite simple.

For my second customer evaluation, I had my friend Mohammed Alakil test it. I used the same process that I did with Kenny. He first inspected the user page and his first comment was that he liked the "modern look" of the page. I then asked him to fill out a form and as I expected he also mentioned that he didn't understand why the form had to be so long. Again, I had to explain that the school needs all these details on record. Once completed, he realized that despite the overly detailed form, that's actually all there was to it and said "it wasn't too bad". Next I had him inspect the admin page, I first explained to him the features so that he wouldn't feel overwhelmed as Kenny did. This time I did not take the role of the user and I allowed him to

freely inspect the page. He took a look around and approved a request. He mentioned that it serves its purpose well enough. He also mentioned that he liked the feature of being able to modify the weekly schedule.

For my third customer evaluation, I wanted to ask someone that wasn't tech savvy. So I decided to ask my aunt. First I showed her the user page and she said she liked the visuals of it and that it was simple enough for her to do. However, once I showed her the admin page she had no idea what to do. So, I had to guide her step by step through the process of approving a request and selecting the driver and shuttle. Once she understood how it worked, I asked her to do it herself and she managed quite well. She was able to approve a request. However, she mentioned that there was a learning curve to it.

Overall, I would say that all my evaluations were fairly positive. Everyone liked the visual design of the pages and were able to navigate successfully. I think that what we have so far does the job it is meant to do and doesn't have to change.