**UX Feedback Report**

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**Checking and applying Nielsen & Molich design principles**

In this chapter, the design principles of Nielsen & Molich will be described on how they are applied on the website, or what the outcome of applying them looks like.

* **Visibility of the system status**

Since most of the data is loaded and rendered almost instantly when visiting any page on the food delivery website, there is no need to inform users of the system status, but there are examples of the system giving cues to the user.

Graphical user interface, application

Description automatically generated

As can be seen in the image, the system indicates how many restaurants are available to order from, so if there would be none available, it would show “Order from 0 restaurants”.

* **Match between system and the real world**

The system makes use of real world metaphors in the application by using suggestive icons, such as in the users page, which only the admin can access, where users can be deleted or edited.

Table

Description automatically generated

* **Error prevention**

The system didn’t have any error prevention mechanisms, but after applying this principle on the website, the forms will give error messages before being able to submit them.

Graphical user interface

Description automatically generated with medium confidence

As can be seen from the picture, if there are empty fields, submitting the data is disabled.

* **Help users recognize, diagnose, and recover from errors**

The system provides error messages, for example when trying to create a user account that has the same email as already existing one, it will show an error.

Graphical user interface

Description automatically generated

**Getting feedback on the UX design**

One of the first things that the user tasked to give me feedback on my design noticed is that the website doesn’t have a logo.

A picture containing graphical user interface

Description automatically generated

Also, he has pointed out that the navigation bar looks a bit unpleasant since it is a different color than the header, and it simply doesn’t match that well with the rest of the design.

Another thing about the general design was that the head of every page was the same “React app” with the react logo, and it should change depending on every separate page.



The home page looks a bit bland, by the users’ words, since the picture of the restaurant and the name are close to each other and the rest is blank.

Application

Description automatically generated with low confidence

The user also observed that no matter which page he went to, the home page was still highlighted in the navigation bar.

Graphical user interface

Description automatically generated

**Updating UX according to feedback**

When the user navigated to any other page than the home page, the home page was still highlighted. This is now fixed, and the problem was that the path of the home page was: “/”, so it would get selected in the navbar regardless of the path.

Graphical user interface, text, application, email

Description automatically generated

Previously, every page had the head of “React app” and had the react logo on it. This has been changed.



According to the users’ statement, the home page felt bland because the restaurants had a lot of empty space. The address of the restaurants was added and the name was moved to the center.

Graphical user interface, text, application, email

Description automatically generated