

TESTING THE PROTOTYPE

To test the system prototype, I must gather feedback from the clients. I need to find out about the positives and negatives of the system. Hopefully I will be able to analyse the feedback to improve the system's weaknesses and improve on them. To obtain this information, I will use a questionnaire that contains both closed and open questioning.

Many of the questions will simply be answered with a scale of 5 points. This will be linear, with a score of 1 meaning 'disastrous' and a score of 5 meaning 'exceptional'. This will allow me to create an itinerary of tasks that need to be done, prioritising and addressing the most outstanding issues first. Regarding the open-ended questions, they will be minimal as they will be time-consuming to analyse and evaluate.

WHO'S TESTING THE SYSTEM?

I was told that the staff members at Cathays Community Centre are willing to test the system at the prototype stage, then give feedback on the system. I have managed to gather 6 potential system users to test the program – 4 of which work at the community centre and 2 who are customers that are likely to make online bookings with the system in future. I think these are the best possible subjects to test the system as they are most likely to be enthusiastic and truthful in their feedback due to their vested interest in the development of the program.

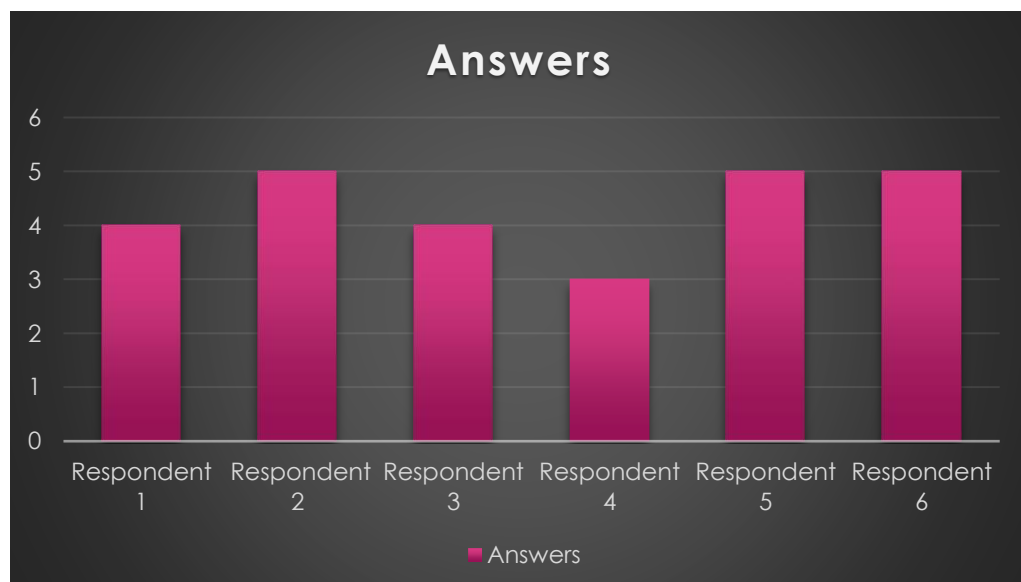
I will now showcase and explain the prototype feedback.

RESULTS OF TESTING

Question 1

How easy was it to navigate around and use the system?

Respondent	Answer
1	4
2	5
3	4
4	3
5	5
6	5



On average, the attitude towards the ease-of-use of the system was very positive. This reinforces the idea that the program is intuitive and has achieved its objective in being user-friendly. One user gave a score of 3, which is rather low however this will be visited later in their open-ended question.

Question 2

How do you feel about the security of the data in your system?

Respondent	Answer
1	2
2	1
3	3
4	2
5	2
6	1

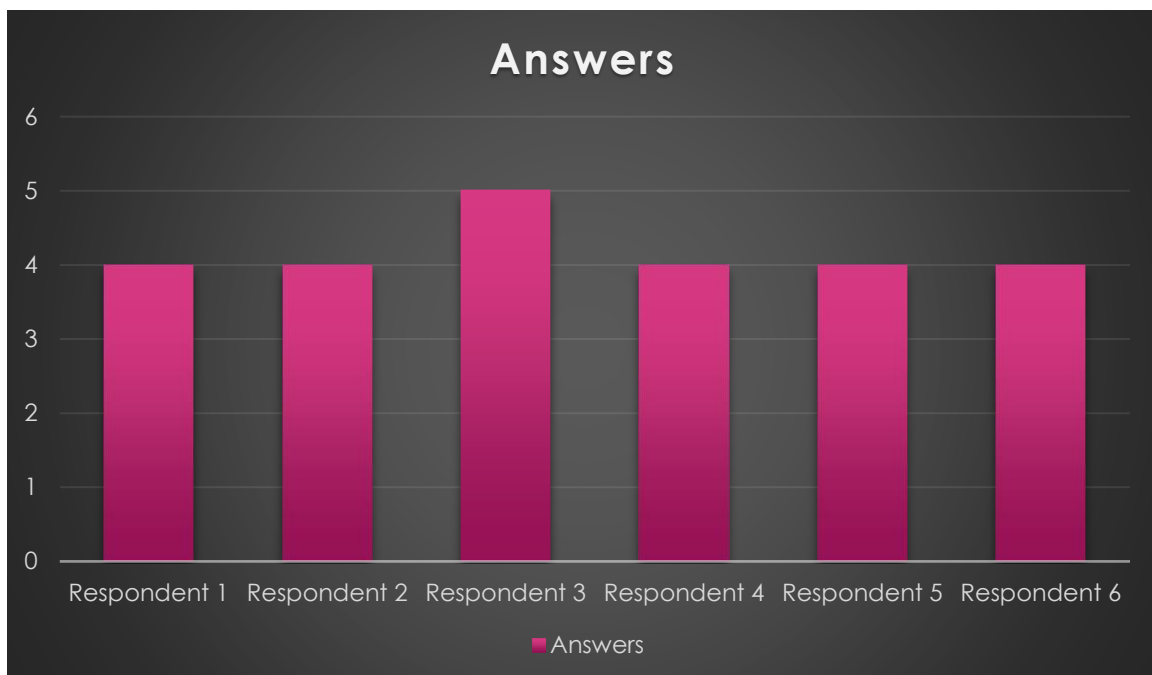


The results are clear about one thing – the security of the system needs to be improved. At the moment there is no session manager for logging in, so everyone has access to everyone else's data. To combat this, I will need to use global variables to create a login session so that people are only given access to data relevant to their account.

Question 3

How did you find the experience of logging in, making a booking and logging out?

Respondent	Answer
1	4
2	4
3	5
4	4
5	4
6	4

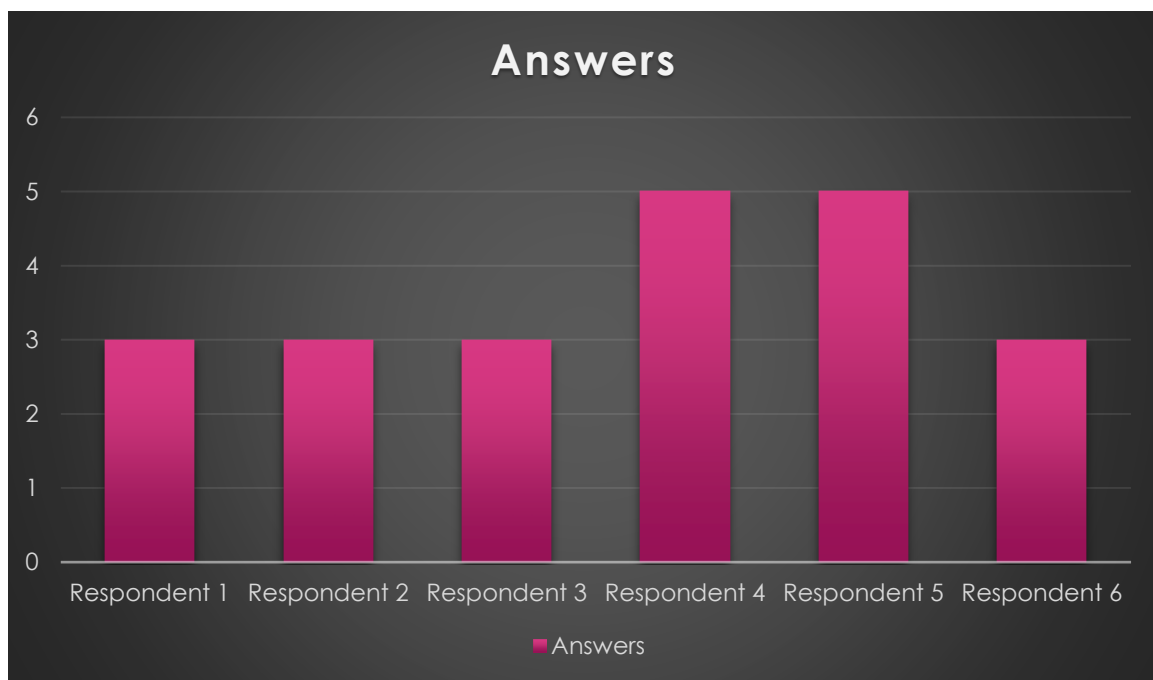


The results here are very positive. People have generally logged in, made a booking and logged out with ease. This is one of the main purposes of the system, so it is a very good sign that the system is intuitive as hoped.

Question 4

How would you rate the system's functionality (does it do everything you wanted it to do?)

Respondent	Answer
1	3
2	3
3	3
4	5
5	5
6	3



These results, while generally positive, indicate that the system could have more functionality. I will review the open-ended comments and consider what improvements have been suggested.

Q5

Please, could you describe any shortcomings or improvements you'd like to see made?

When modifying a customer, I have to memorize the ID of the artist. This is difficult so I think you should use a dropdown menu of the artists instead.

Adding a booking is slightly slow as all the calculations need to be made and you have to click the boxes to make them. This would be more efficient if it was automatic. The support section is a bit plain and could be more visually attractive. The security is an issue as I could guess or steal someone's card details as I am able to make a booking in the name of any artist.

Rather than seeing everyone's booking details, I'd like to just see and create an invoice from mine. You should add a confirmation box to the delete account button as this could easily be done by accident.

It would be good if the system could be sent e-mail notifications about bookings that have been made. It could also give you suggested booking slots to use if your original time is rejected..

There are a lot of buttons to click and a lot of reading to do, so maybe you should compact things down a bit.

I can see other people's booking details, I don't know if this is a bug or a lack of insight but it shouldn't really happen.

Conclusion

The most outstanding issue now is security. I need to fully fix the system so that it is individual and based on login sessions. I should also try and compact the system into less clicks so that tasks can be completed more quickly and easily. I need to make sure that actions that lead to removal of accounts or the spending of money have a confirmation box popup. I should show availability of other booking slots if someone is rejected due to a double booking.

The whole system

Login Page

- The user will type their username and password into the 'Username' and 'Password' Fields.
- If the user has typed staff details, they will be sent to the staff main menu.
- If the user has typed artist details, they will be sent to the artist's main menu.
- The user can also register a new account or request a new password if they have forgotten theirs.

Register Page

- Will show many fields that are relevant to users of the database.
- When registered, new user is generated an ID and added to the artist table.
- When registered, user is redirected to login screen.

Forgot Password Page

- User is prompted to input their email and username. They must then correctly answer a security question ("How many members are in your act?") to be able to reset their password.
- They must enter their new password twice to validate.

Create Booking Page

- User greeted with boxes to fill in – relevant to booking.
- Option to either pay by card or pay at the centre.
- Booking will be saved to their account.
- Booking will get denied if date/time overlaps with another booking of the same area.

Modify Booking Page

- User can view their current bookings.
- User can choose which booking to modify.
- User can modify time of booking or request refund if it is 24 hours or more before booking.

Show Invoice Page

- User can view their current and past bookings.
- User can print an invoice for any of these bookings.
- Invoice will be presented ready to print.

Delete Account Page

- User will receive check message for validation ("Are you sure you want to delete your account?")
- User will be prompted to type 'DELETE' in a text box before account is deleted.
- User will be returned to login page.

Contact Support Page

- Simple text page containing email, opening times and phone number of community centre.

Artist Main Menu

- If an artist logs in, they are taken to this page.
- Contains redirect buttons (Create A Booking, Modify A Booking, Show Invoice, Delete Account, Contact Support & Log Out).

Staff Main Menu

- If a staff member logs in, they are taken to this page.
- Contains redirect buttons (View Artist Info, View Booking Info, View Invoice, Delete Account, Add Staff, Log Out).

View Artist Info

- Shows list of all customers in database.
- Contains buttons to allow staff to register users, modify users and search for users by name.

View Booking Info

- Shows list of user bookings
- Contains buttons to allow staff to make new bookings, modify bookings or delete bookings.

Add Staff

- Will show many fields that are relevant to staff of the database.
- When registered, new staff is generated an ID and added to the staff table.
- When registered, user is redirected to staff main screen.