

My plan for gathering feedback

Firstly, I am going to produce two surveys, one for non-technical users and another for technical users. These surveys will ask them questions about their experience with the website, checking to see if everything worked for them as well as asking what they liked about it and what they think could be improved. I will then make two screencasts of the website again for technical and non-technical users, the non-technical one will just run through the website showing all the basic functions of the website (these will both be viewable within the folder). The technical recording will show off the website but also the code for each section of the page so that I can get their thoughts on my coding and whether any improvements can be made to improve robustness/efficiency.

Once these have been made I will gather feedback from some technical users and non-technical users by having them either watch the screen recordings and then taking the survey to give their feedback, or I'll give them my laptop to try the website out in front of me where I can then observe their actions, giving me a sense of how users typically navigate through my website, as well as get them to take the survey afterwards.

Observation of user

For the first technical user I got to test my website I observed them and recorded my observations:

██████████

Age: 18

First, he clicked to sign in as a teacher
Then he went to sign in as the teacher but this gave back an error.

He then went to try and sign in as a student but this also gave back an error

He then decided to go to the login page and tried logging in except this also gave an error

He then took the shortcut I made to go to the teacher homepage and tried using the links on the navbar, one of which gave back an error while the others did nothing

After finishing with the teacher homepage, he went back and tried the student homepage he first tried using the links on the navbar again but this had the same result as with the teacher homepage. Then he tried to see if the links on the courses, friends' and gift sections would work but none of them did anything.

links of forms and feedback gathered

This is the technical feedback form I made. (double click the Icon)



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website survey technic

This is the non-technical feedback form I made.



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These are the reponses I recived on the non-technical form



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This is a pdf of the responses I got for my technical form



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Please note these PDFs are not accessible

Evaluation of feedback

From the feedback I gathered about my website I have been able to figure out what I could do next in order to further develop my solution. The first improvement I have recognized for the colour scheme as all testers gave the same sort of feedback saying that it was too bland and made the page feel empty. Therefore, in the future I will try using a different colour than white for the background and add a dark mode for anyone that would prefer a black background. The next improvement that I can make to the website is that there needs to be a lot more functionality as 3/4 of testers when giving their final thoughts on the website said that there needs to be more, this is also something that I recognized myself and so in the future I will get the navbar fully functioning so the user can easily navigate the website as well as have the various buttons on each of the pages fulfill their functions. Another improvement to be made is for the teacher homepage as 100% of users said no when asked if they like the page. These improvements would involve adding content like a course request button as well as a feature to track each students progress. I also realized through my user observation that there is no way for the user to reach the courses page without having to type in the exact URL and so I will develop this further by having the link to the course page in the navbar functioning next time so that users will be able to reach the page naturally. Lastly, I found that none of my testers were able to signup or login to the website and so in the future I will figure out what the error is that keeps appearing so that users will be able to successfully make an account.

From the feedback I was also able to figure out one thing that I won't have to change or improve upon too much and that is about the layout of each of the pages as many of the users when writing what they liked about the website said the layout was nice and that they liked how spaced out everything was.

The effectiveness of the assets and content used

I selected the search symbol and profile picture as I felt that they would help with the user experience as users are now so used to seeing a profile picture symbol in the top right of the screen and a search symbol next to a search bar. I chose to take these from bootstrap because I knew that it was a reliable source for improving the look of my website as I had already used it to help with the layout of the page and so felt it was the right choice to pick them over images from google or from another website. It also meant that I wouldn't have to worry about copyright as bootstrap is open source and so any legal issues could be avoided.

As for the various buttons that are used throughout my website such as the gift button and the blue buttons that take you to each of the pages, I also selected these from bootstrap for the same reasons as stated above as bootstrap just felt like a trustworthy source for assets I can use to make my website look a little nicer.

How well my solution meets requirements

When comparing my solution to the functional and non-functional requirements that I set out I can see that I wasn't so successful in meeting the functional requirements as some of the high priority functions such as letting the user signup or login were not fulfilled however a majority of the non-functional requirements were able to be fulfilled such as the colour scheme being appropriate for all users to see what's on the screen as well as the website having a fast response time. The key takeaway for me here is that in the future when developing this website further is that I should put

much more focus on the functionality of the website as without that there isn't much for the user to do other than just look at each of the pages.

As for how well my solution meets with KPIs I can't check for quite a few of them as the feature that is needed hasn't been added to my website yet. However, for how long users typically spend on the website I can't know for sure as most of the testing I got users to do involved them going through the whole website so there's no way for me to know how long user retention is kept for on my website however I have figured out that it takes about 5-10 minutes for users to see through all of my website.

Finally, I can see that for the user acceptance criteria my solution was not able to meet a majority of what I had set out to be necessary. Most of the features that were required haven't even been started such as gamified learning or a way to monitor student progress whereas others have some of the front end sorted but because there's nothing for the backend none of it is functional such as a learning reward system and providing access to digital resources. However, there are a couple that I was able to meet which is that the website is adaptable as I used bootstrap so the page should naturally change to fit the screen size and because of the feedback I gathered I know that users find the website easy to navigate through.

Conclusion

In conclusion I find that I'm happy with the general look of the website and how I've spaced the content out across the page as well as how the navbar looks. It also seems users agree with that so I won't try to change that too much when making improvements however, I will put some thought into changing up the colour scheme to something that may be more agreeable. As for major improvements I would make in the future, firstly I would put a large amount of focus on making sure the user accounts are working and also making the courses page fully functioning in order to fulfil more of the user acceptance criteria as this would then make digital learning resources available to users before then moving on to adding content to the teacher homepage so that users don't find a page with nothing on it.