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| Usability study 1 : Focus Group User Testing |
| Question: |
| 1. Was it easy to sign up for a course on our website? 2. Did you have any trouble moving around different parts of the website? 3. How was the experience of buying a course? Was it confusing? 4. Did you find it easy to use the learning materials? 5. Overall, how much did you like using our website for learning? |
| Observations from the Group: |
| * People found signing up mostly easy, but some had problems finding the confirmation email. * Moving around the website was okay, but a few had trouble finding certain types of courses * Buying a course was fine, but some people were confused about payment options * Using the learning materials got good feedback. Most people found them and used them without problems * Some liked using the website a lot, while others thought it could be better |

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| Usability Study 2: Asking people for feedback |
| Question: |
| 1. Did you find it easy to find courses? (Was it very easy, kind of easy, or hard? 2. Were the instructions clear when you paid for a course? (Yes/No) 3. Did you face any problems accessing learning materials? If yes, tell us about it 4. How can we make our website better for you? 5. Would you tell friends about our website? (On a scale from 1 to 10) |
| Observations from Feedback:   * Many people said finding courses was okay, but some wanted it organized better * Some said payment instructions were clear, while others weren't sure. * A few people had small issues accessing learning materials, like slow downloads or weird file types * Suggestions for improvement included clearer menus and better search, and more interesting courses * Not everyone was sure if they'd tell their friends about the website |