

# Results and changes made from usability test with users

**Name of web application:** Bookex

**Website used for the test:** [www.book-ex2.herokuapp.com](http://www.book-ex2.herokuapp.com)

## Preparations

In order to realize this tests, we used *Google analytics* and *Hotjar* to capture the data needed to analyze the user interaction with the site, as well as videos of every interaction each user had with the website.

## Problems users had

This is a small summary of some of the most common issues found of the users on our website. Most of them have already been solved but others need to be checked and fixed in order to keep the website as easy to use as possible.

- **No information on what the website is:** When anyone opened the page for the first time there was no information or tutorial on how to use the website or what it even was the use for it.
- **The first display after the log in:** The first view users had of the website were the chats. If a new user came to the app and saw that, he could have easily got lost and not understand what to do next.
- **Chat list not showing up correctly:** Small bug where the list of chats the user had were not rendering correctly and ultimately made the chat section of the website hard to understand.
- **Statistics numbers not clear at all:** When checking the basic statistics of Bookex, there was a problem with how it was displayed. At first the information was not easy to read and there was also clear that no control on how the numbers displayed meant there was numbers with twenty digits after the decimal point. That last thing made all sections horrible and look crowded with a lot of information that wasn't really that much.
- **No feedback for interactions:** There was originally no feedback for different interactions users had with the website and made the users unsure of what they did.

- **Not clear how to go back:** when users wanted to go back to a previous screen it wasn't clear how to do it in some situations.
- **Forms too long to complete:** Some forms had their inputs occupying an entire line when it was not necessary at all. That made the users spend too much time filling said form and gave them a feeling of doing a tedious work.
- **Google signing error:** On some browsers users tried to create a new account with google, the operation stopped working due to an error with meteor being deployed on Heroku.

## Fixes

The problems originally faced by the users were quickly found and a lot of solutions were implemented to overcome said problems. There is still space for a lot of improvement and more usability test needs to be done continuously to make sure the interface works perfectly and is easier and easier to use. The fixes for the problems previously mentioned were implemented as soon as there were found and the solutions made were:

- **Added a description:** On the first screen of the website there was added information describing what the website is and how to use the site.
- **Changed the first screen after log in:** A small change of only making the list of books be the first thing users see after they log in, made it really easy for them to understand what the flow of how to use the app is.
- **Fixing the chat list layout:** Corrected the layout to better display the list of open chats and prevent said list to affect the correct use of the chat.
- **Display the statistics clearly:** The original numbers displayed were fixed to display up to two decimal places. The titles and the way things were displayed in this section were also fixed to make it easier to read and understand.
- **More feedback:** The first thing to give more feedback to the user was to create a modal that will display for some of the interactions and show information necessary to continue. The next thing was to also change the section being displayed to the user in other interactions to make it easier to understand the flow of how to use the app.
- **Return to previous screens:** Options to go back were added or were made more clear to users in order to make sure no one got stuck on a screen.
- **Fixed the forms:** All forms were revised and the main form to add a book to the app was fixed to make it look more compact, easier to use and also more clear. There was also removed the isbn attribute from the books and reverse the display of the year of

publication in order to make sure now and more common books were easier to add to the app.

- **Google signing error:** This error was worked for a while and it looks like it was corrected by making the app use the google api again. Unfortunately, in some situations this error appears again but it's not clear why it does. This is a problem that needs to be revised again and hopefully be solved completely in the future.

## Conclusion

The user test showed the compatibility was not perfect, but the changes and fixes done to the website helped make it easier and clear on how to use everything and created a basic flow on how users are expected to use the app and all it is capable of.

It is still important to keep checking how users behave on the app and see if there are more bugs or unfriendly design choices that could potentially make the user experience worse and also revise the google signing option and make sure it won't break again.