**On the Spot Delivery Website User Feedback Form 1.0**

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| --- | --- |
| **Release:** | **2** |
| **Sprint:** | **4** |
| **Date of Test:** | **23/10/2016** |
| **Customer Segment** *(Highlight applicable)* | **Manager / Driver / Customer** |
| **Age Group** *(Highlight applicable)* | **18-25 / 26-45 / 46-65/ 66+** |
| **Gender:** | **Male** |
| **Equipment Used in Test:** | **Laptop** |
| **Have you have any previous experience with any online shipping portals?** | **Yes** |

**User Impressions:** *Rate from 1 (Worst Possible) to 10 (Best Possible)*

|  |  |
| --- | --- |
| **Ease of Use** | **9** |
| **Design** | **8** |
| **Reliability** | **8** |
| **Performance** | **9** |
| **Overall Rating** | **8** |

**User General Feedback:**

*Do you have any recommendations for future releases or any feedback you would like to give?*

*For future release you could try and make the forms look more pleasing to look at and have the structure of the website more refined. Maybe have different colours for different users. E.g. Blue for customer, Red for drivers, etc.*

*Were there any technical difficulties during the test?*

*Were there any issues or suggestions you have for future releases based on your observations of the user?*

*No there weren’t any issues when I used the website.*

*As I said before, try making the forms better looking.*

**Tester Comments:**