User Testing Feedback

Each team member was given the responsibility of exploring Wishify as a daily online application as part of our development and improvement approach. Members were asked to use the platform themselves, as well as ask for feedback from friends, family, and a variety of user groups, so as to gain good thoughts about our developing web application.

Feedback

User 1

General Impressions:

- Found the app intuitive
- Likes the calm colour palette
- Likes trending and ideas features
- Appreciated the use of OAuth (Google login)
- Going Pro was easy

Help Menu:

- Needs visual improvements and better consistency with mobile
- Too wordy - should use icons and examples (e.g., "add wish" image)
- Lacks information on features like upgrading to Pro, blind mode, and owner roles
- Many elements don't make sense or are inconsistent
- No mention of what icons mean
- Overall not useful or engaging

Mobile Experience:

- Too wide on iPhone – had to switch to landscape mode
- Weird spacing issues

Signup Issues:

- Didn't notice the "Enter" button – had to use Google login
- "Create Account" button didn't go dark blue

Wishlist & Item Creation:

- Can't change the deadline or add a time
- "Item name" should be the default field label
- Contribution should default to quantity = 1
- Confused by purchase vs reserve

- Vertical images look odd

Suggestions:

- Capitalize second "i" in Wishify (→ WishIfy)
- Double check all spelling

User 2

General Impressions:

- Landing page screenshot example feels too casual
- Likes the core idea, especially sharing items
- Appreciates ability to upload profile picture (except when file extension causes issues)

Landing Page & FAQ:

- "Christmas" should be capitalized in FAQ
- Wants links in "Most Wishlisted Items" to external stores (e.g., Amazon)

Registration & Login:

- Was able to use a fake email to register

Item Creation Issues:

- Confused when no wishlists were available during item creation
- Dropdown for Wishlist didn't work
- Up/down arrows on price field unnecessary
- Quantity field sometimes cleared itself
- .webp image failed with no feedback
- No success or error message after adding item

Navbar & Wishlist UX:

- Wants "+ Add Wishlist" beside "+ Add Wish" in the navbar
- Can't edit items after creation
- Didn't understand crown icon
- Crown icon appears inconsistent between views
- Didn't get notifications when items were reserved

Help & Icons:

- Nothing in Help about blind feature or icon meanings
- Wants hover tooltips for icons

- Wants more step-by-step help

Notifications:

- Welcome notification needs proper capitalization
- Didn't receive any other notifications

User 3

General Impressions:

- Overall enjoyed the app's functionality
- Had a few confusion points with navigation and feedback

Help & Notifications:

- Welcome notification doesn't explain where to find the help page

Wishlist & Events:

- "Link Event" didn't explain what to do or let her create a new event
- Event creation doesn't clarify optional vs. required fields
- Refresh needed to see new events

Item Editing:

- Images break when editing an item
- Quantity doesn't reset to 1 when adding new items

User 4

General Impressions:

- Loved layout, branding, and calm vibe
- Google sign-in was seamless
- Great idea page concept
- Application felt clean and straightforward

Wishlist & Items:

- Wanted to favorite items using a heart icon
- Could only rename wishlist, not edit other settings or image
- Didn't understand what made items "trending"

- .HEIC and .webp file uploads were not allowed with using an iPhone

Suggestions:

- Add global search bar for wishlists, items, and users
- Improve clarity around image file types, give information about which extensions are allowed
- Add edit options to wishlists and events

User 5

General Impressions:

- Found app targeted more towards younger users
- Still liked the simplicity, clean homepage, big fonts, and calm colors
- Thought the ideas page and contribution concept were very good
- The Pro plan concept, maybe more exclusive features can be added to the pro plan

Wishlist & Events:

- Couldn't edit image of wishlist or event after creation
- Sharing via link/email was easy to use
- Page needed to be refreshed to reflect changes

Suggestions:

- Add option to reselect images / edit after creation of wishlist or events
- Sees strong potential for the application in the industry