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| Petar Dakov  S3-CB04    2023/2024 |

cRENIT | The Netherlands

uSER EXPERIENCE REPORT

User experience

2024

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# Participants

User 1: Primary focus on viewing answers and chat functionality.

User 2: Initial feedback on homepage emptiness and chat functionality. Follow-up feedback on the addition of the fun fact feature.

# Phase 1: Initial Feedback

User 1:

Objective: Evaluate the ability to see answers after completing a quiz and test the chat functionality.

### Feedback:

Positively acknowledged the feature of being able to review quiz answers after completion.

Expressed satisfaction with the chat functionality, emphasizing the ability to communicate with other users effectively.

Suggested not showing correct answers if the question was guessed correctly, enhancing the challenge, and creating a sense of achievement.

User 2:

Objective: Provide feedback on the homepage and chat functionality.

### Feedback:

Identified the homepage as feeling empty and suggested adding informative content or interactive elements to enhance the user experience.

Raised concerns about potential chat spamming, indicating a need for anti-spam measures.

# Implementation

For User 1's suggestion, the application has been updated to only display correct answers if the user did not guess the question.

For User 2's feedback, a "Fun Facts" feature has been added to address the emptiness on the homepage. Additionally, anti-spam measures have been implemented in the chat functionality.

# Phase 2: Follow-up Feedback from User 2

## User 2:

Objective: Reevaluate the homepage and provide feedback on implemented changes.

### Feedback:

Acknowledged the addition of the "Fun Facts" feature and found it acceptable, providing a satisfactory level of engagement.

Despite the addition of the fun fact feature, still felt the homepage lacked visual appeal and suggested incorporating a picture of a quiz to make it more vibrant.

# Overall Observations:

User 1 appears to be content with the improvements related to quiz feedback and chat functionality.

User 2 appreciated the addition of the fun fact feature but emphasized the persistent perception of emptiness on the homepage.

# Action Items:

Considering User 2's suggestion, incorporate a visually appealing image related to quizzes on the homepage.

Continue to monitor user feedback and iteratively enhance the application based on user suggestions for a more engaging and user-friendly experience.

# Conclusion:

The iterative feedback process with users has been valuable in refining the ASP.NET Core + React JS Quiz web application named “QuizTurn”. Incorporating user suggestions has improved both functionality and user engagement. Ongoing attention to user feedback will ensure the continued enhancement of the application.