# CP1406/CP5638 Assignment 2 Report

**Your Name**: Ryan Ericson

**Site URL**:

## Updated Plan

**Goal**:

**Target Audience**:

## Response to Assignment 1 Feedback

Describe the changes you made to the website based on the feedback received in Assignment 1. Describe each change and explain why it was made.

|  |  |
| --- | --- |
| **Feedback received for Assignment 1** | **Changes made to the website and justification** |
| Goals  Could quantify metrics to gauge success (boost user engagement by x%.) |  |
| Success Evaluation  Specific metrics – new bookings, page view or form submissions. |  |
| Target Audience  Explain how layout helps/supports specific demographics. |  |
| Better paragraph Spacing and section headers |  |
| Images  Alt text, consistent naming and image compression |  |
| HTML and CSS  Semantic markup and using modern layout (flex/grid) |  |
| Interface design  Inconsistencies  Could be better suited to target audience  Display as mobile |  |
| Information Design  Bullets  clearer sectioning  Whitespace for better reading |  |

## Usability Testing Plan

Provide the testing plan you developed for usability testing by completing the table below. Follow the teaching in the subject to do this well.

* Record a minimal set of user information for reference. Consider only relevant details that would help you understand the testing results, like name, age, and any other relevant information.
* Write three pre-test questions to ask your users prior to the test. These questions should be aimed to gather information regarding your users as a potential user of the site, or understand their experience with the content or technology.
* Test tasks:
  + Write three tasks for the user to perform using your site.
  + Do not guide the user or give instructions unless necessary.
  + Use the “Think Aloud” method of gaining user feedback.
* Write three post-test questions to ask the user regarding their feedback for the site and the tasks.
* You may use quantitative usability questions if you feel these are appropriate.

|  |  |
| --- | --- |
| **Question/Task** | **Plan** |
| Pre-test Question 1 | What are websites that stand out for you? Any most visited website? |
| Pre-test Question 2 | What do you prioritise in websites? Design, ease of access (information) or other? |
| Pre-test Question 3 | Do you use websites daily in your job/life? If so, any clear pain points/points of friction. |
| Task 1 |  |
| Task 2 |  |
| Task 3 | Book an appointment. |
| Task 4 (optional) |  |
| Post-test Question 1 |  |
| Post-test Question 2 |  |
| Post-test Question 3 |  |

## Usability Testing Results and Feedback

Document the observations, results, and feedback obtained from two users during the usability testing process. This should include a summary of the observations, feedback, and any specific issues or suggestions that were identified.  
  
**User 1**

**User information:** family Member

|  |  |  |
| --- | --- | --- |
| **Question/Task** | **Result/Observation** | **Issues/Suggestions** |
| Pre-test Question 1 |  |  |
| Pre-test Question 2 |  |  |
| Pre-test Question 3 |  |  |
| Task 1 |  |  |
| Task 2 |  |  |
| Task 3 |  |  |
| Task 4 (optional) |  |  |
| Post-test Question 1 |  |  |
| Post-test Question 2 |  |  |
| Post-test Question 3 |  |  |

**User 2**

**User information: Friend (Tafe)**

|  |  |  |
| --- | --- | --- |
| **Question/Task** | **Result/Observation** | **Issues/Suggestions** |
| Pre-test Question 1 |  |  |
| Pre-test Question 2 |  |  |
| Pre-test Question 3 |  |  |
| Task 1 |  |  |
| Task 2 |  |  |
| Task 3 |  |  |
| Task 4 (optional) |  |  |
| Post-test Question 1 |  |  |
| Post-test Question 2 |  |  |
| Post-test Question 3 |  |  |

## Response to Usability Testing

Describe the changes you made or plan to make to the website based on the feedback received during usability testing. Describe each change and explain why it was made (or why you plan to make it).

1. …

## References

List and explain any sources where you got substantial help from outside the subject teaching.   
Remember that use of Generative AI (like ChatGPT) is not allowed in this assignment.

1. …