User testing plan for All UIs:

# Shopping Website

The primary aim of this user testing is to evaluate the usability, accessibility, and overall user experience of the shopping website, particularly focusing on its effectiveness in serving users with visual impairments alongside general users. We seek to identify any navigational challenges, accessibility barriers, and areas for improvement to enhance the site's usability and inclusivity. This User Testing Plan is designed to thoroughly evaluate the shopping website from both a general usability standpoint and its accessibility for users with visual impairments. Insights gained from this testing will guide targeted improvements to make the site more intuitive, accessible, and enjoyable for all users.

The testing will employ a mixed-method approach, combining quantitative surveys to gather broad feedback on user satisfaction and qualitative usability testing sessions to gain in-depth insights into user interactions and experiences. The sessions will involve task completion, observation, and post-task interviews.

Participants will include a mix of ages, with a focus on those within the 18-65 age range. Users with visual impairments will range from mild to severe levels of visual disability. All participants should have some familiarity with online shopping.

The setup involves providing participants with a laptop that has Visual Studio Code already installed and configured for the testing session. This setup is designed to mimic a real-world usage scenario, offering participants the tools they need to interact with the Notes application's code and interface directly.

# Home

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| User Test | Question | User A | User B | User C | Difficulties Identified | Suggestions for Improvement |
| Navigation and Clarity | How intuitive is the navigation through the website? | Very intuitive, easy to find what is needed. | Slightly confusing at first glance. | No issues, straightforward navigation. | Some users found navigation confusing. | Simplify navigation menu, clearer labels. |
| Aesthetic and Layout | Do you find the website aesthetically pleasing and well-organized? | modern and clean design. | Good | Layout and design are attractive. | None | None |
| Accessibility Features | Were you able to easily discover and use the website's accessibility features (e.g., screen reader button)? | Found and used it without issues. | Didn’t notice it at first. | Used it, very helpful for navigation. | Accessibility features not immediately noticeable. | Make accessibility features more prominent. |
| Interactivity | How was your experience with interactive elements (e.g., carousel, accordion)? | very useful | Accordion didn’t catch my attention. | Enjoyed interactivity, engaging. | Some interactive elements overlooked. | Highlight interactive elements better. |
| Call-to-Action Buttons | Are the call-to-action buttons (e.g., "Shop now", "Deals") effective in guiding you to the next steps? | Yes, immediately clicked to browse. | Attractive and clear. | Motivated to explore more. | None. | None |
| Product Information | How do you rate the quality of product information? | Informative and concise. | Enough. | Good, but want more details. | Desire for more detailed product information. | Provide option for more detailed information on click. |
| Loading Speed | Did the website load sufficiently fast for a smooth experience? | No noticeable delays |  | Some sections loaded slowly. | Slower loading times for some sections. | Optimize images and scripts for faster loading. |
| Mobile Responsiveness | How well does the website perform on mobile devices? | Good, but some alignment issues. | Good | Some visual problems | Alignment and layout issues on mobile. |  |
| Feedback Mechanism | Is the feedback mechanism (e.g., contact link, share your feedback button) visible and accessible? | Easily found and used it. | Missed it initially. | Visible, but didn’t use it. |  |  |

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| User Test | Question | User A | User B | User C | Difficulties Identified | Suggestions for Improvement |
| Navigation and Clarity | Was the navigation intuitive, and could you easily find key sections like deals, contact info? | missed the deals section. | Found everything | Navigation was a bit cluttered. | hard-to-find sections. | Improve navigation clarity, better signposting of key sections. |
| Design and Aesthetics | How did you find the overall design and aesthetic appeal of the site? | needs updates. | Liked the simplicity | Too plain, could be more engaging. | Outdated or unappealing design. | Refresh design, use more modern aesthetics. |
| Interactivity | interactive elements how did they enhance your experience? | Slider was slow. | No interactive elements noticed. |  |  | Add more interactive elements, ensure smooth operation. |
| Content Quality | Did the website provide sufficient information about the products and services offered? | Content was informative enough. | Needed more product details. | Descriptions were too brief. | Lack of detailed product information. | Enhance product descriptions, include more details. |
| Performance and Speed | Did you experience any issues with website loading speed or responsiveness? | No | No issues with speed. | Some pages took long to load. | Slow loading times for some users. | Optimize for faster loading, improve server response time. |
| Mobile Experience | How well did the website function on mobile devices? | Had to zoom in to read text. | Good but some stuff in looked wrong | layout was off. | Poor mobile layout and usability. | Improve mobile responsiveness, adjust layout for mobile screens. |
| Accessibility Features | Were accessibility features like text resizing or contrast options easy to find and use? | No | Yes | Took a while but it was fine | Maybe need to fix | Write where the accessibility features are. |
| User Engagement | Were there any features or sections that particularly engaged you or caught your attention? | Liked the product images. | No section stood out. | The homepage was too static. | Lack of engaging content or features. | Add dynamic content or features to engage users. |
| Feedback and Contact | How visible and accessible was the feedback or contact section? | easily find contact info. | Feedback section was visible. | Good | Fine | Fine |

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| User Test | Question | User A | User B | User C | Difficulties Identified | Suggestions for Improvement |
| Navigation and Usability | Was the site easy to navigate, and could you find essential features like shopping cart and search? | Floating microphone not found | Search function not working | good | fix | Redesign site layout, improve navigation cues. |
| Design and Aesthetics | How did you perceive the site's visual design and user interface? | Design looked good | Very simple |  |  | Modernize design, use appealing colour schemes. |
| Content Relevance | Did the content (text, images) feel relevant and up-to-date? | Yes | Content good | Lacked detailed product information. |  | Update and expand content, ensure images load. |
| Interactivity | Were there any interactive features (e.g., product sliders), and were they functional and engaging? | No interactive features were found. |  | Found a quiz but it was broken. | Remove quiz | Add more functional interactive elements to engage users. |
| Performance | How was the overall performance (loading speed) of the website? | Good | Good | Good | Good |  |
| Mobile Compatibility | Was the website compatible with mobile devices, and how was the browsing experience? | Not mobile-friendly enough | Had to constantly zoom in and out. | Navbar problems |  | Implement responsive design for mobile users. |
| Accessibility | Were any accessibility features (e.g., screen reader compatibility) present or functional? | Yes in settings page | Found them but took some time | Not enough options | Not enough accessibility considerations. | Incorporate more accessibility features and testing. |
| Engagement | What elements, if any, did you find engaging or compelling on the site? | None, the site was very basic. | Liked the rotating pictures |  | Add more engaging content or features. | Create compelling and engaging content/features. |
| Feedback Mechanism | How easy was it to find and use the feedback or contact mechanism? | Good | Good | Feedback for was not functional | Inaccessibility of feedback options. | Ensure feedback mechanisms are visible and functional. |

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| User Test | Question | User A | User B | User C | Difficulties Identified | Suggestions for Improvement |
| Basic Functionality | Were you able to load the website successfully on your first attempt? | Yes, but it took time. | had to refresh | yes | Slow load times | Improve server response, optimize images for web. |
| Navigation Simplicity | How straightforward was the navigation between different sections of the site? | Good | Clear navigation | Could add more to explain what everything does | Add more | Add guide for nav bar |
| Visual Design | What do you think about the site's visual appeal and layout? | Good | Good | too many colours. | Good | Simplify design. |
| Content Quality | Was the content relevant and helpful for making purchasing decisions? | product information was available. | Descriptions were good. | Not enough descriptions | Lack of detailed product information and pricing. | Provide detailed descriptions and include pricing. |
| Search Functionality | Was there a search function, and how well did it work? | Good | It was there but it didn’t work | No functionality. | Good |  |
| Performance on Mobile | How did the website perform on mobile devices? | Some stuff was in the wrong place | Text and images were misaligned. | Not the best |  | Make it better |
| Accessibility | How accessible did you find the website? (e.g., text size, contrast, navigation) | Bit confusing on what they do | Good but add more | Good |  | Focus on improving accessibility features. |
| Feedback and Contact | How easy was it to find contact information or provide feedback? | Good | Good | Not functional |  |  |

# Deals

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| User Test | Question | User A Answer | User B Answer | User C Answer | Difficulties Identified | Suggestions for Improvement |
| Page Load and Performance | How quickly does the page load, and are there any issues with content display? | Good | Good | Good |  |  |
| Navigation and Usability | Is it easy to navigate to and from the Deals page from other sections of the site? | Navigation was straightforward | Good | Navigation links worked |  |  |
| Content Clarity | Are the deals and offers clearly presented and easy to understand? | yes | Deals were clear but unattractive presentation. | Information was straightforward | Lack of engaging presentation | Add animations maybe |
| Deal Accessibility | How easy is it to access detailed information about a deal? | easy | Simple, could add more stuff but its not bad | Information accessible but too condensed. | lack of depth in details. | Provide more detailed info |
| Visual Appeal | What do you think about the design and visual appeal of the Deals page? | Good | Functional and very simple | Good and clean layout |  |  |
| Overall Satisfaction | How satisfied are you with the Deals page experience? | It's okay, could be better. | Good | Satisfied with the deals | Good |  |

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| User Test | Question | User A Answer | User B Answer | User C Answer | Difficulties Identified | Suggestions for Improvement |
| Page Load and Performance | How quickly does the page load, and are there any issues with content display? | Loads instantly, no issues. | Fast with minor layout issues | Quick and clean. | B found layout inconsistencies. | Optimize layout across different devices. |
| Navigation and Usability | Is it easy to find deals from the homepage? | Deals were front and centre. | Easy, though some deals took a few clicks to find. | Straightforward navigation to deals. | B suggested a more direct path to deals. | Create more intuitive navigation paths to deals. |
| Content Clarity | Are the deals described in a way that is easy to understand? | Clear and concise. | Detailed but overwhelming. | Clarity in simplicity. | B wanted a more balanced approach to information. | Balance detail and brevity to cater to different users. |
| Error Handling | Were there any noticeable errors or broken links on the page? | Smooth experience, no errors. | A couple of hiccups but nothing major. | No errors encountered. | B mentioned occasional issues that didn’t hinder the experience. | Regular audits to ensure all elements function as intended. |
| Overall Experience | Based on this version, how likely are you to recommend this shopping site to others? | Enjoyable and would recommend. | Likely, after a few tweaks. | Positive experience overall. | General feedback indicates room for enhancements. | Implement feedback to refine and modernize the user experience. |

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| User Test | Question | User A Answer | User B Answer | User C Answer | Difficulties Identified | Suggestions for Improvement |
| Page Load and Performance | How quickly does the page load, and are there any issues with content display? | Page loaded quickly but looked very basic. | Fast load, but very plain and some broken images. | Quick load, sparse content. | Fast but unimpressive load times, broken image links. | Improve visual content and ensure all images load. |
| Navigation and Usability | Is it easy to find deals from the homepage? | Difficult to navigate, very minimalistic links. | Not very intuitive; links are too basic. | Navigation is too simplistic. | Confusing and overly simplistic navigation. | Introduce a more structured navigation system. |
| Content Clarity | Are the deals described in a way that is easy to understand? | Yes, but very brief and not engaging. | Clear but not compelling. | Information is too sparse to be useful. | Lack of engaging and detailed content. | Enhance content detail and presentation. |
| Error Handling | Were there any noticeable errors or broken links on the page? | A few broken links, no error handling. | Broken links with no feedback on errors. | Several broken links, images not loading. | Broken links and missing images without error messages. | Improve error handling and fix broken links. |

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| User Test | Question | User A Answer | User B Answer | User C Answer | Difficulties Identified | Suggestions for Improvement |
| Initial Impressions | What is your first impression upon visiting the deals page? | Looks a bit more organized | More structured | Layout is improved, but design feels old. | Basic and outdated design. | Modernize the UI design and layout. |
| Ease of Navigation | How easy is it to navigate to specific deals or sections? | Easier to navigate | Navigation is straightforward but plain. | Simple navigation good | Simplicity leading to lack of intuitive navigation. | Introduce clearer section divisions and filters. |
| Content Quality | Is the deal information detailed and compelling? | Details are there but not very compelling. | Information is clear but lacks engagement. | Basic details provided, needs more excitement. | Information present but not engaging. | Enhance deal descriptions to be more enticing. |
| Overall Recommendation |  | Possibly, if improvements are made. | Maybe, after some updates and enhancements. | Likely not until it's updated further. | Conditional willingness to recommend based on potential improvements. | Focus on enhancing user experience and content quality. |

# Contact

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| User Test | Question | User A Answer | User B Answer | User C Answer | Difficulties Identified | Suggestions for Improvement |
| Initial Impressions | How intuitive did you find the contact form? | Very straightforward and easy to find. | Found it quickly, looks simple. | Took a moment to locate, but it's clear. | Some users may need clearer visual cues or directions to the contact form. | Enhance visibility and placement of the contact form on the page. |
| Ease of Use | Was filling out the form an easy process? | Yes, very easy and the fields were clear. | Simple to use, but could use more guidance. | Easy, though I hesitated on what to include. | Users may appreciate more guidance or examples of information to include in their message. | Provide examples or tooltips for each field in the form. |
| Accessibility Features | How accessible do you find the page, especially the contact form, for users with disabilities? | Didn't notice any accessibility features. | Seems basic, not sure about screen readers. | No issues, but I'm not using assistive tech. | Lack of awareness or mention of accessibility features for users with disabilities. | Highlight accessibility features; ensure form is accessible with screen readers and keyboard navigation. |
| Visual Design | How do you rate the visual design of the page? | Clean and professional. | Functional but lacks personality. | It's okay, could be more engaging. | Visual design might be too basic or lacking in elements that engage users. | Incorporate brand elements and more engaging visuals. |
| Response Time Expectation | Is it clear when you can expect a response after submitting the form? | No, didn't see any mention of response time. | I hope soon, but no indication. | Not specified, would be nice to know. | Users are left unsure of when to expect a response, which can affect their satisfaction and trust. | Clearly state expected response times after form submission. |
| Testimonials Presence | Did the customer testimonials impact your trust in contacting us? | Yes, positive feedback made me feel more confident. | Nice touch, adds credibility. | Good to see, but I focus on my own issues. | While testimonials add credibility, they might not significantly impact all users' decision to reach out. | Consider balancing testimonials with direct assurances of quality customer service. |
| FAQ Utility | How useful did you find the FAQ section in addressing your concerns before contacting us? | Very helpful, answered my main questions. | Useful, prevented a potential email. | Skimmed through, my question wasn't listed. | Some users may not find answers to their specific questions in the FAQ. | Regularly update the FAQ based on common inquiries. |
| Navigation to Contact Page | How easy was it to navigate to the "Contact Us" page from the homepage? | Very easy, found it in the main menu. | No problems, straightforward. | Easy, but could be highlighted more. | The path to the "Contact Us" page is clear but could be made more prominent for better visibility. | Make the "Contact Us" link more prominent on the homepage and footer. |
| Overall Satisfaction | Based on your experience, how likely are you to recommend our site for inquiries or purchases? | Likely, if the response is as good as the site. | Yes, seems reliable and user-friendly. | Yes, assuming I get a timely response. | Satisfaction contingent on response quality and timeliness, indicating the critical role of follow-up. | Ensure prompt, helpful responses to inquiries to boost recommendations. |

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| User Test | Question | User A Answer | User B Answer | User C Answer | Difficulties Identified | Suggestions for Improvement |
| Navigation and Visibility | How easy was it to find the contact form on the website? | Took a few clicks to get there, not very direct. | I found it easily, it's right in the menu. | Had to scroll down a bit, but it was fine. | Some users experienced challenges in directly navigating to the contact form. | Improve direct navigation to the form from the homepage and main menu. |
| Form Clarity | Were the instructions and required fields in the form clear? | Mostly, but some fields were confusing. | Clear enough, but could use hints. | Yes, but a confirmation step would help. | Lack of guidance or confirmation on successful submission can confuse users. | Add tooltips for each field and a confirmation message or page. |
| Design and Layout | What are your thoughts on the visual design and layout of the contact page? | Plain and a bit outdated. | Functional, but not very engaging. | Simple, could use more colour or graphics. | The older page version's design might lack visual appeal or modern aesthetics. | Update the design to be more visually appealing and align with current web standards. |
| Feedback Opportunity | How likely are you to provide feedback about your experience using the contact form? | If I had a good or bad experience, I might. | Likely, especially if I don't hear back soon. | Maybe, if it's easy to do. | Users may be more motivated to provide feedback based on their experience's quality. | Encourage feedback submission through a simple and accessible form or survey. |
| Overall Experience | Based on this page alone, how likely are you to recommend our website to others for contact or inquiries? | Maybe, depends on the response quality. | Yes, if the service is good overall. | Likely, assuming the rest of the site matches this page's simplicity. | Recommendation likelihood is closely tied to the response quality and overall site experience. | Enhance the contact page and ensure consistency in quality and service across the site. |

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| User Test | Question | User A Answer | User B Answer | User C Answer | Difficulties Identified | Improvement |
| Navigation and Access | How straightforward was it to locate the "Contact Us" section from the homepage? | Had to look through several pages to find it. | Found it in the footer | It was a bit hidden, but manageable. | Users find it challenging to locate the contact section, indicating navigation and access issues. | Place direct links to the contact page in more visible areas, such as the main navigation bar and the homepage. |
| Form Usability | Was the contact form easy to use and understand? | Good | Simple, but I was unsure about some fields. | Straightforward, but very minimal. | The form's usability could be hindered by a lack of field descriptions and clarity. | Enhance form descriptions, and use placeholder text to guide users. |
| Design and Aesthetics | How do you rate the aesthetic appeal and layout of the contact page? | Very outdated and plain. | good | Needs a design update to feel engaging. | Update design | Update the page design to be more modern, incorporating current web trends and responsive layouts. |
| Feedback Mechanism | Was there an opportunity to provide feedback on the page or the process? | No, I didn't see any option for feedback. | Not that I noticed. | No feedback option was available. | The absence of a feedback mechanism can limit improvements and user satisfaction. | Introduce a feedback form or section to gather user insights on their experience. |
| Accessibility Features | Did the page include features that make it accessible to people with disabilities? | No specific features noted. | Doesn't seem to have any accessibility features. | Not really tailored for accessibility. | Older versions may not prioritize accessibility, which can exclude a significant user base. | Implement accessibility standards, such as keyboard navigation, alt text for images, and contrast adjustments. |
| Technical Performance | How was the loading speed and responsiveness of the contact form? | Slow to load and submit. | Acceptable, but could be faster. | A bit sluggish on mobile. | Performance issues, especially on mobile devices, could deter users from completing the contact form. | Optimize the website's code and server response time to improve loading and interaction speeds. |
| Response Clarity | Was it clear that your message was successfully sent? How could this clarity be improved? | No confirmation message; I wasn't sure it worked. | Just a basic "Thank you" page, could be more detailed. | It sent, but no indication of when to expect a reply. | Users are left uncertain if their message was sent or when they might receive a response, leading to frustration. | Provide a clear confirmation message and include information on expected response timeframes. |

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| User Test | Question | User A Answer | User B Answer | User C Answer | Difficulties Identified | Suggestions for Improvement |
| Navigation Clarity | How easy was it to navigate to the "Contact Us" section? | Quite hard; it was at the bottom of the page. | Needed to scroll a lot, not in the main menu. | Found it accidentally. | Users struggle to find the contact section due to its placement and lack of visibility. | Improve site navigation by adding a direct link to the "Contact Us" page in the top menu. |
| User Assistance | Was there any guidance or help available for filling out the contact form? | No help or instructions provided. | Just a simple form without guidance. | Very straightforward, no assistance needed. | The absence of guidance might confuse users unfamiliar with web forms. | Add instructions or tooltips for filling out the form fields correctly. |
| Accessibility Considerations | Did the page seem to be accessible for users with disabilities? | Didn't notice any accessibility features. | No accessibility options were apparent. | Seems like basic accessibility is missing. | The website likely does not meet accessibility standards, excluding some users. | Incorporate basic web accessibility standards to accommodate all users. |

# Items

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| User Test | Question | User A Answer | User B Answer | User C Answer | Difficulties Identified | Suggestions for Improvement |
| Ease of Use | How easy was it to browse through the items? | good | Hard to compare items without switching tabs. | Simple layout but very basic. | Users found the layout basic and lacking in features that aid comparison. | Implement a grid layout with filters for easier browsing and comparison. |
| Search Functionality | Was the search function easy to find and use? | Search was basic and lacked advanced options. | Found it, but results weren't always relevant. | No problems with searching. | Search functionality may not be optimized for user needs. | Enhance search with filters and auto-suggestions for better accuracy. |
| Product Information | Did you find the product information sufficient? | Basic details provided; wanted more specs. | Information was there, but had to dig for it. | Descriptions were clear but minimal. | Product information might be too minimal for an informed decision. | Add more detailed product descriptions and specifications. |
| Navigation and Layout | Was the website layout intuitive and navigation straightforward? | good | Easy to navigate but lacks modern features. | No issues with navigation. |  | Update the website layout to be more engaging and intuitive with modern standards. |
| Responsiveness | How well did the website adapt to different screen sizes? | good | Had to zoom in and out on my phone. | Not responsive, used desktop mainly. | The website likely does not have a responsive design. | Implement responsive design to ensure accessibility on all devices. |
| Image Quality | Were the product images clear and helpful? | Images were small and of low quality. | Clear enough but could be better. | Images helped but wanted more angles. | The product images may not be sufficient to give a good understanding of the products. |  |
| Loading Speed | How was the overall speed of the website? | Slow, especially when loading images. | Acceptable but could be faster. | No significant issues with speed. | Loading speed might be an issue, possibly due to unoptimized images or coding. | Optimize the website for faster loading times. |
| Customer Feedback | Was it easy to find and read customer reviews? | Reviews were not available for most products. | Found a few reviews, but not for all items. |  | Lack of customer reviews might affect trust and decision-making. | Incorporate a section for customer reviews and ratings. |

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| User Test | Question | User A Answer | User B Answer | User C Answer | Difficulties Identified | Suggestions for Improvement |
| Ease of Navigation | How straightforward was it to navigate through the site and find specific items? | Easy to get lost without clear menus. | Navigation was simple but very rudimentary. | Needed a site map to navigate. | The site lacks intuitive navigation aids and clear categorization. | Implement a more intuitive navigation structure with dropdown menus and a site map. |
| Item Presentation | How were the items presented on the page? | All items in a long list, hard to browse. | Very basic, no images, just text links. | Text descriptions only, no visuals. | The presentation does not engage the user or provide enough information at a glance. | Introduce images and categorize items for better visual presentation and organization. |
| Contact Information | How easy was it to find contact information for inquiries? | Had to scroll to the bottom for contact info. | Not prominently displayed; found in footer. | Searched but eventually found it. | Contact information is not easily accessible, potentially hindering communication. | Place contact information more prominently, such as in the header or a sidebar. |
| Visual Design | Was the visual design of the site appealing and did it facilitate item browsing? | Design was plain and outdated. | Functional but not visually appealing. | Very basic, could use an update. | The visual design does not meet current web aesthetics or user expectations. | Update the visual design to be more engaging and modern while improving usability. |
| Technical Issues | Did you encounter any technical issues or broken links while using the site? | Some links didn't work. | No major issues, but some images didn't load. | Encountered a few 404 errors. | Technical issues and broken links disrupt the browsing experience and trust in the site. | Conduct thorough testing and maintenance to ensure all site elements function correctly. |

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| User Test | Question | User A Answer | User B Answer | User C Answer | Difficulties Identified | Suggestions for Improvement |
| Website Layout | How do you find the overall layout of the website? | good | Text-heavy and difficult to navigate. | Simple and straightforward. | The layout is not user-friendly, with a lack of visual hierarchy and clarity. | Introduce basic styling to organize content and improve readability. |
| Content Readability | Was the text easy to read and understand? | Hard to read; font size too small. | Plain text without clear sections. | Readable but unengaging. | Text is difficult to digest due to poor formatting and lack of visual separation. |  |
| Navigation | How did you find navigating through the website? | No navigation bar; had to scroll a lot. | good | Basic navigation but functional. | Navigation is minimal and not intuitive, making it hard to find specific sections or items. | Implement a simple navigation bar or menu with clear links to major sections. |
| Image Quality | What do you think about the quality and relevance of images on the site? | Few or no images present. | Low-quality images that took long to load. | Images were basic but relevant. |  | Add relevant, optimized images to complement the text and attract users. |
| Overall Satisfaction | How satisfied are you with the information and presentation of the items page? | Lacking depth and visual appeal. | Informational but not satisfying. | It serves the purpose, but barely. | Users are not satisfied due to the lack of comprehensive content and poor presentation. | Enhance content quality and introduce basic layout improvements for a better experience. |

# Basket

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| User Test | Question | User A Answer | User B Answer | User C Answer | Difficulties Identified | Suggestions for Improvement |
| Finding the Basket | Was locating the Basket page straightforward from anywhere on the site? | Found with minimal effort | Intuitively located | Easily found | A required some effort | Enhance signposting to Basket page for immediate access |
| Item Listing | How clear was the listing of items in your basket? | Generally clear | Very clear | Extremely clear | A slight confusion for A | Refine item display for clarity |
| Price Visibility | Were the prices and totals immediately visible and understandable? | Noticed after a short while | Instantly visible | Required a second glance | Initial visibility issue for A and C | Make price details more prominent on first look |
| Checkout Button Location | How easy was it to find the checkout button? | Noticed after searching | Prominently placed | Found with a quick scan | A and C needed to search | Increase visibility and prominence of the checkout button |
| Promo Code Functionality | Did you try to use a promo code? Was the process clear? | Succeeded with effort | Did not use | Straightforward success | A faced slight difficulty | Streamline and clarify the promo code process |
| Responsiveness | How did the Basket page perform on different devices (desktop, tablet, mobile)? | Good on desktop | Seamless on all devices | Fine on desktop | Mobile and tablet performance for A and C | Optimize page for consistent performance across all devices |
| Payment Security | Were there any concerns about payment information security? | Minor concern | Felt secure | Some concerns | Security assurance needed for A and C | Display prominent security certifications and features |
| Error Feedback | How were errors handled (e.g., out-of-stock items, payment issues)? | Acceptable | Handled well | Could improve | A and C noted room for improvement | Implement more informative and constructive error feedback |
| Overall Experience | Rate your overall satisfaction with the Basket page. | Satisfactory | Good | Fair | Opportunity for enhanced satisfaction | Focus on ease of use and clear communication to boost satisfaction |

# Notifications

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| User Test | Question | User A Answer | User B Answer | User C Answer | Difficulties Identified | Suggestions for Improvement |
| Notification Clarity | How clear are the notifications in conveying their purpose? | Clear | Mostly clear | Clear | None | Maintain current clarity levels |
| Navigation & Access | How easy is it to navigate to and within the notifications section? | Easy | Somewhat easy | Easy | Minor confusion for User B | Possibly simplify navigation further for new users |
| Interaction Design | Are the notifications interactive? Can you easily act on them? | Yes, but limited | Yes | Yes | User A found the options limited | Expand interactive options where possible |
| Personalization | Do the notifications feel relevant to your interests? | Mostly | Yes | Yes | Some irrelevant notifications for User A | Improve personalization algorithms |
| Frequency & Management | How do you find the frequency of notifications? Can you manage them easily? | Good | Too frequent | Just right | User B found the frequency too high | Introduce frequency settings for users |
| Visual & Aesthetic Design | How appealing is the visual design of the notifications section? | Good | Acceptable | Very appealing | User B found it just acceptable | Enhance visual appeal based on feedback |

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| --- | --- | --- | --- | --- | --- | --- |
| User Test | Question | User A Answer | User B Answer | User C Answer | Difficulties Identified | Suggestions for Improvement |
| Notification Clarity | Were the notifications easy to understand? | Yes | Mostly | No | User C found some notifications confusing | Clarify message content and ensure clarity of communication |
| Navigation & Access | Was it easy to find and access the notifications section? | Moderate | Difficult | Moderate | Users found navigation to be less intuitive | Improve navigation cues and accessibility |
| Interaction Design | Could you easily interact with the notifications (e.g., dismiss, follow-up)? | Limited | Very limited | Limited | Limited interaction options | Introduce more interactive features |
| Personalization | Did the notifications seem tailored to your interests? | No | No | Slightly | Lack of personalization | Implement personalization based on user activity |
| Frequency & Management | Was the frequency of notifications appropriate? Could you manage them easily? | Too many | Too many | Too many | Overwhelming frequency without easy management | Introduce frequency settings and management options |
| Visual & Aesthetic Design | How did you find the visual presentation of the notifications section? | Basic | Basic | Basic | Design was too basic and unappealing | Enhance the visual design for better engagement |
| Feedback Mechanism | Was there a way to provide feedback on the notifications? | No | No | No | Absence of a feedback mechanism | Introduce feedback options for user-driven improvements |
| Historical Notifications | Could you view past notifications without difficulty? | No | No | Yes, but hard | Difficulty in accessing past notifications | Make historical notifications easily accessible |
| Alert Types | Was there a good variety of notification types? | No | No | No | Limited variety in notification types | Diversify the types of notifications sent |
| Dismissal & Snoozing | How easy was it to dismiss or snooze notifications? | Not easy | Not easy | Not easy | Users found it challenging to manage unwanted notifications | Simplify the process for dismissing or snoozing alerts |

# Settings

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| --- | --- | --- | --- | --- | --- | --- |
| User Test | Question | User A Answer | User B Answer | User C Answer | Difficulties Identified | Suggestions for Improvement |
| Notifications Settings | How intuitive are the notifications settings for electronics, clothing, etc.? | Straightforward | Confusing | Easy | B found the categorization confusing | Improve categorization clarity |
| Preferred Categories | Was selecting preferred categories user-friendly? | Yes | Yes | Yes | None | N/A |
| Accessibility Features | How effective are the accessibility settings? | Very effective | Somewhat effective | Effective | B struggled with finding the settings | Add a tutorial or guide for first-time users |
| Text-to-Speech | Did the text-to-speech option improve your browsing experience? | Yes | No | Yes | B did not find it helpful | Offer customization options for text-to-speech |
| High Contrast Mode | Was the high contrast mode beneficial for you? | No | Yes | No | A and C did not see a need for it | Make high contrast mode more customizable |
| Dark Mode | How was your experience using the dark mode? | Good | Excellent | Good | None | Allow users to schedule dark mode |
| Save Changes Button | How easy was it to find and use the save changes button? | Easy | Easy | Easy | None | N/A |
| General Usability | Overall, how would you rate the usability of the settings page? | 8/10 | 7/10 | 9/10 | Varied preferences on accessibility options | Regularly update and improve based on user feedback |
| Customization Options | Were you satisfied with the level of customization available? | Yes | Yes | Yes | None | Consider adding more personalization options |
| Feedback Mechanism | Is there an easy way to provide feedback on settings? | No | No | No | Lack of a direct feedback mechanism | Introduce a feedback option in settings |

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| --- | --- | --- | --- | --- | --- | --- |
| User Test | Question | User A Answer | User B Answer | User C Answer | Difficulties Identified | Suggestions for Improvement |
| Notifications Settings | How easy was it to configure notification settings? | Confusing | Simple | Moderate | A found it confusing | Simplify the interface for setting notifications |
| Accessibility Features | Were you able to find and use accessibility features? | No | No | Some difficulty | A and B could not find accessibility options | Introduce basic accessibility features |
| Dark Mode | Was dark mode available and easy to activate? | Not available | Not available | Not available | All users noted the absence of dark mode | Add a dark mode feature for better usability at night |
| Text Size Adjustment | Could you easily adjust the text size for better readability? | Yes | No | Yes | B struggled with finding the option | Make text size adjustment more prominent |
| Feedback Mechanism | Was there a straightforward way to provide feedback on the settings? | No | No | No | No direct method to provide feedback | Implement a feedback feature in the settings page |
| General Navigation | How intuitive was the navigation within the settings page? | Good | Fair | Poor | C found navigation to be poor | Improve navigation and layout |
| Customization Options | Were the customization options sufficient for your needs? | Sufficient | Insufficient | Sufficient | B found the options insufficient | Increase the range of customization options |
| Saving Changes | How effective was the process for saving changes? | Easy | Confusing | Easy | B found the save process confusing | Clarify how to save changes with better UI cues |

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| --- | --- | --- | --- | --- | --- | --- |
| User Test | Question | User A Answer | User B Answer | User C Answer | Difficulties Identified | Suggestions for Improvement |
| Basic Customization | How effective were the available customization options? | Barely adequate | Not enough | Limited | All users found the options too limited | Introduce more customization options |
| User Interface Design | What was your overall impression of the user interface? | Basic | Too simple | Clunky | Users found the interface lacking and not user-friendly | Update the UI to be more modern and intuitive |
| Accessibility Features | Were there any accessibility features available? | None | None | None | Absence of accessibility features | Add essential accessibility features such as text-to-speech |
| Profile Management | How easy was it to manage your profile settings? | Easy | Simple | Straightforward | No significant issues noted | Maintain simplicity but add more features |
| Feedback Mechanism | Could you provide feedback on the settings easily? | No way to provide | Not available | No method found | No method for users to give feedback | Implement a simple feedback form within the settings |
| Notification Settings | How straightforward was it to adjust notification settings? | Straightforward | Confusing | Easy | B found it confusing due to lack of descriptions | Provide clearer instructions and descriptions |
| Saving and Applying Changes | Was it clear when your changes were saved and applied? | Uncertain | Yes, but no confirmation | Yes, but no feedback | A was unsure if changes were saved | Add confirmation messages or indicators |
| Navigation and Layout | How did you find navigating through the settings? | Confusing | Okay | Manageable | A found navigation confusing | Improve navigation and organize settings more logically |

# Single Item

26/03/24

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| --- | --- | --- | --- | --- | --- | --- |
| User Test | Question | User A Answer | User B Answer | User C Answer | Difficulties Identified | Suggestions for Improvement |
| Item Information Clarity | How clear and helpful did you find the item information provided? | Very clear | Clear enough | Somewhat clear | C wanted more detailed product specifications | Add more detailed specifications and product videos |
| Image Quality | Was the product image quality satisfactory? | Yes | Yes | Yes | No difficulties identified | Maintain high-quality images and add more views |
| Price Visibility | How easy was it to find and understand the pricing information? | Easy | Very easy | Easy | No difficulties identified | Highlight pricing information with larger text |
| Add to Cart Function | How intuitive was the process of adding an item to the shopping cart? | Straightforward | A bit confusing | Simple | B found the process slightly confusing | Simplify the process and add a confirmation message |
| Navigation to Cart | After adding an item to the cart, was it clear how to navigate to the cart? | Yes | Not really | Yes | B was unsure where to find the cart | Add a direct link to the cart after adding an item |
| Related Products | Were the related product suggestions relevant and helpful? | Yes | Yes | Mostly | C found some suggestions not relevant | Improve recommendation algorithms |
| Site Navigation | How easy was it to navigate to other sections/pages of the site? | Very easy | Easy | Easy | No difficulties identified | Ensure clear and intuitive navigation throughout |
| Checkout Process | Did the progress bar help in understanding the checkout process? | Helpful | Somewhat | Not noticed | B found it somewhat unclear, C didn't notice it at first | Make the progress bar more prominent and descriptive |

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| --- | --- | --- | --- | --- | --- | --- |
| User Test | Question | User A Answer | User B Answer | User C Answer | Difficulties Identified | Suggestions for Improvement |
| Item Description Clarity | How easy was it to understand the item description? | Mostly clear | A bit vague | Confusing | Users B and C wanted more clarity and detail | Include more detailed descriptions and bullet points |
| Image Clarity | Were you satisfied with the number and quality of product images? | Yes | No | No | B and C found the images insufficient to make a decision | Increase the number of images and improve quality |
| Pricing Information | How straightforward was it to find the item's price? | Easy | Somewhat easy | Difficult | C struggled to locate the pricing information | Make pricing more prominent and add sale indicators |
| Adding to Cart | Did you find the process of adding items to the cart straightforward? | Yes | Yes | No | C experienced confusion over how to proceed after adding | Introduce a clearer call-to-action after item is added |
| Cart Navigation | Was it clear how to view your shopping cart after adding an item? | Yes | No | No | B and C were unsure of how to navigate to the cart | Provide an immediate option to view the cart |
| Related Product Relevance | How relevant did you find the related product suggestions? | Somewhat | Not at all | Varied | B found suggestions irrelevant | Improve algorithms for better accuracy in recommendations |
| Site Usability | How would you rate the overall usability of the site? | Good | Average | Poor | C found navigation challenging | Enhance site layout and navigational cues |
| Progress Bar Awareness | Were you aware of the progress bar during the shopping process? | No | No | No | All users were unaware of its presence | Introduce and highlight the progress bar more effectively |

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| --- | --- | --- | --- | --- | --- | --- |
| User Test | Question | User A Answer | User B Answer | User C Answer | Difficulties Identified | Suggestions for Improvement |
| Product Information | Was the product information comprehensive and helpful? | No, very basic | Lacking details | Insufficient | All users found product information inadequate | Provide detailed descriptions, specifications, and images |
| Image Quality | How do you rate the quality and variety of images provided? | Low | Very low | Low | Poor image quality and lack of variety noted by all users | Increase image resolution and provide multiple views |
| Navigation to Cart | How intuitive was the navigation to the shopping cart? | Confusing | Very confusing | Confusing | Confusion around navigating to cart after adding items | Introduce a direct link to the cart after item addition |
| Checkout Process | How straightforward was the checkout process? | Didn't reach | Didn't reach | Difficult to find | B and C had trouble locating the checkout process | Simplify and clearly signpost the checkout process |
| Item Addition Feedback | Was it clear that an item had been successfully added to your cart? | No | No | No | Lack of confirmation or feedback on item addition | Implement visual/audio confirmation on item addition |
| Page Layout and Design | How would you rate the overall layout and design of the page? | Poor | Very poor | Poor | Layout and design were not user-friendly | Improve layout, design, and user interface |
| Performance and Speed | How was the site's performance and loading speed? | Slow | Very slow | Slow | Slow loading times experienced by all users | Optimize website for better performance and speed |
| User Assistance | Was there adequate assistance or guidance for new users? | No | No | No | Lack of help or guidance for navigating the site | Introduce help sections, FAQs, and tutorials |

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| --- | --- | --- | --- | --- | --- | --- |
| User Test | Question | User A Answer | User B Answer | User C Answer | Difficulties Identified | Suggestions for Improvement |
| Add-to-Cart Functionality | How intuitive was the add-to-cart process? | Straightforward | Confusing | Straightforward | B found the process confusing due to lack of feedback | Provide visual or textual confirmation when an item is added to the cart |
| Navigation to Cart | How easy was it to navigate to your cart after adding an item? | Difficult | Difficult | Moderate | All found it difficult to find or access the cart | Introduce a more visible and accessible cart icon with item count |
| Site Design and Layout | How do you rate the overall design and layout of the page? | Basic | Too basic | Cluttered | B and C found the layout either too sparse or too cluttered | Optimize layout for easier navigation and better visual appeal |
| Checkout Process | How straightforward was initiating the checkout process? | Not clear | Not clear | Somewhat clear | A and B were unsure how to proceed to checkout | Add a clear 'Proceed to Checkout' button after item addition |
| User Engagement | Were there any elements on the page that engaged you? | No | No | No | Lack of engaging elements like reviews or Q&A | Introduce interactive elements like customer reviews, Q&A, and related products |
| Visual Appeal | What was your impression of the page's visual appeal? | Poor | Very poor | Acceptable | A and B found the page unattractive | Improve visual design with better images, fonts, and colour schemes |
| Product Recommendations | Were you presented with any product recommendations? | No | No | No | Absence of recommendations | Implement a section for related product recommendations |

User testing plan for database interface:

# Cover Page

26/03/24

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| --- | --- | --- | --- | --- | --- | --- |
| User Test | Question | User A | User B | User C | Difficulties | Suggestions |
| Navigation and Clarity | Was it easy to find the login and account creation options | Yes, the login and create account buttons were the first things I noticed. Very straightforward. | Definitely. The buttons were clearly labeled and prominently placed. | Yes, but took a moment to notice the help button. | Locating the help button. | Consider highlighting or positioning the help button more prominently. |
| Did the help button and modal provide useful information | I clicked on the help button by accident but was pleasantly surprised by the tips provided. It’s a nice touch. | Useful, yes. I like having immediate access to help without navigating away from the page. | Found it informative, but a bit overwhelming. | Information overload in the modal. | Simplify modal content or organize into sections for quicker understanding. |
|  |  |  |  |  |  |  |
| Content and Usability | Were the features of the DBMS Inventory Management system clearly outlined | Absolutely. The features like real-time data, security, and scalability were clearly explained. Makes me confident in the system’s capabilities. | Yes, the descriptions were concise and to the point. It’s clear what the system offers. | Yes, but some jargon could be simplified for non-technical users. | Technical jargon. | Use simpler language or include a glossary for technical terms. |
| How did you find the overall aesthetic and usability of the page? | The design is clean, and navigation feels intuitive. The dark navbar contrasts well with the content. | The page looks professional. Usability is high; I had no trouble understanding what to do. | Aesthetically pleasing, but some text was hard to read over the background image. | Text legibility over background image. | Improve contrast or consider text shadow to enhance readability. |
|  |  |  |  |  |  |  |
| Engagement and Interaction | How likely are you to interact with the contact form at the bottom of the page? | Quite likely. If I need more information or have a specific question, it’s good to know where I can reach out. | Maybe in a real scenario. For testing, I filled it out and found it straightforward. | Likely, clear call to action. | None mentioned. | Ensure form is always visible or easily accessible as users scroll. |
| Did the testimonials add value to your impression of the system? | Yes, reading about others’ positive experiences makes me more interested in trying it out for myself. | Somewhat. It’s always good to see endorsements, but I focus more on features. | Very much, it adds a human touch. | None mentioned. | Include a variety of testimonials to cater to different user interests. |
|  |  |  |  |  |  |  |
| Accessibility and Feedback | Was any part of the page difficult to read or navigate | Not at all. Everything from the navbar to the footer is accessible and easy to read. | Everything was clear. The modal's close button was responsive, and modal content was helpful without being overwhelming. | Had difficulty with the modal on a mobile device. | Modal usability on mobile. | Optimize modal for mobile use, ensuring buttons and links are easily clickable. |
| How would you improve the page based on your experience | Maybe add a quick tour or video overview of the system. The text is great, but a visual could enhance understanding. | Integrating more interactive elements or live demos could be beneficial for first-time visitors | More visuals to break up the text. | Text-heavy sections. | Integrate more visual content (e.g., infographics, videos) to complement text and enhance engagement. |

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| --- | --- | --- | --- | --- | --- | --- |
| User Test | Question | User A | User B | User C | Difficulties | Suggestions |
| Navigation and Clarity  Did the help button and modal provide useful information? | Was it easy to find the login and account creation options? | The buttons were there, but blended too much with the background. | Took me a moment; they weren't immediately noticeable. | I missed the create account option initially. | Button visibility and differentiation from the background. | Use more contrasting colors for buttons or place them in a more prominent position. |
| I didn't notice a help button. | Found the button, but the modal was too cluttered. | Modal popped up unexpectedly, was confusing. | Modal clarity and user initiation. | Introduce a clearer help section with a less intrusive modal trigger. |  |
| Content and Usability | Were the features of the DBMS Inventory Management system clearly outlined? | Features were listed, but lacked detailed explanations. | Bullet points were too technical. | Hard to understand how features benefit me. | Lack of feature details and user-centric language. | Provide brief, clear descriptions of features with emphasis on user benefits. |
| How did you find the overall aesthetic and usability of the page?  Engagement and Interaction | Too many colors and fonts made it hard to focus. | The design felt outdated and cluttered. | Overwhelming at first glance. | Visual clutter and outdated design elements. | Simplify color scheme and font usage; modernize UI design for clarity. |  |
| How likely are you to interact with the contact form at the bottom of the page? | If I could find it easily, maybe. | The form was too far down; almost missed it. | Seemed like an afterthought. | Form placement and visibility. | Place the contact form in a more accessible location; consider a sticky or floating action button. |
| Did the testimonials add value to your impression of the system? | They felt generic and unconvincing. | More detailed success stories would help. | Testimonials? I didn’t see any on my first visit. | Testimonial visibility and authenticity. | Include diverse, authentic testimonials prominently on the page. |  |
| Accessibility and Feedback  How would you improve the page based on your experience? | Was any part of the page difficult to read or navigate? | Text over the busy background image was hard to read. | Scrolling was a bit laggy on my device. | Too much scrolling to get to important parts. | Text legibility and page performance. | Improve text-background contrast; optimize for performance and streamline content. |
| Simplify the layout and make action buttons more obvious. | Make it mobile-friendly and speed up loading times. | Introduce section shortcuts or a navigation bar for quicker access. | Page layout, mobile responsiveness, and navigation. | Focus on mobile optimization, enhance loading times, and introduce navigational aids. |  |
| User Test | Question | User A (Warehouse Manager) | User B (IT Director) | User C (New User) | Difficulties | Suggestions |
| Navigation and Clarity  Did the help button and modal provide useful information? | Was it easy to find the login and account creation options? | The buttons were there, but blended too much with the background. | Took me a moment; they weren't immediately noticeable. | I missed the create account option initially. | Button visibility and differentiation from the background. | Use more contrasting colors for buttons or place them in a more prominent position. |
| I didn't notice a help button. | Found the button, but the modal was too cluttered. | Modal popped up unexpectedly, was confusing. | Modal clarity and user initiation. | Introduce a clearer help section with a less intrusive modal trigger. |  |

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| --- | --- | --- | --- | --- | --- | --- |
| User Test | Question | User A | User B | User C | Difficulties | Suggestions |
| Navigation and Clarity  Did the help button and modal provide useful information? | Was it easy to find the login and account creation options? | Yes, but they looked outdated. | Login was clear, account creation less so. | Initially confusing, but found eventually. | Distinctiveness of account creation option. | Modernize button designs and ensure both options are equally prominent. |
| Info was good, but modal design was rudimentary. | Useful information, but the modal opened too abruptly. | Found the help content useful. | Modal design and interaction. | Refine modal aesthetics and introduce smoother transitions. |  |
| Content and Usability | Were the features of the DBMS Inventory Management system clearly outlined? | Features listed clearly, though a bit dry. | Good overview, but lacks depth in descriptions. | Easy to skim through, appreciated the straightforward list. | Depth of feature descriptions. | Add more detailed explanations with examples of real-world applications. |
| How did you find the overall aesthetic and usability of the page?  Engagement and Interaction | Functional, though it feels a bit dated. | Aesthetic is simple, could use a visual update. | Usable but lacks a modern touch. | Outdated aesthetics. | Update the UI to be more visually appealing while maintaining simplicity and functionality. |  |
| How likely are you to interact with the contact form at the bottom of the page? | If needed, though it's quite basic. | Likely, straightforward and to the point. | Would use it for queries, seemed approachable. | Form design simplicity. | Enhance the design of the contact form to make it more engaging without compromising on simplicity. |
| Did the testimonials add value to your impression of the system? | Yes, they felt genuine. | Impactful, but could be presented better. | Testimonials were reassuring. | Presentation of testimonials. | Improve the layout and visual presentation of testimonials to highlight user satisfaction more effectively. |  |
| Accessibility and Feedback  How would you improve the page based on your experience? | Was any part of the page difficult to read or navigate? | All good on desktop, mobile version needs work. | Fine on my end, but heard mobile users struggle. | Desktop experience was okay; mobile was challenging. | Mobile usability and responsiveness. | Prioritize mobile optimization to ensure a consistent user experience across all devices. |
| Update the design to be more contemporary. | Speed up load times and improve mobile experience. | More visuals to break up text and highlight key features. | Balance between text and visual content. | Integrate modern design elements, improve performance, and use visuals to complement textual information. |  |
| User Test | Question | User A (Warehouse Manager) | User B (IT Director) | User C (New User) | Difficulties | Suggestions |
| Navigation and Clarity  Did the help button and modal provide useful information? | Was it easy to find the login and account creation options? | Yes, but they looked outdated. | Login was clear, account creation less so. | Initially confusing, but found eventually. | Distinctiveness of account creation option. | Modernize button designs and ensure both options are equally prominent. |
| Info was good, but modal design was rudimentary. | Useful information, but the modal opened too abruptly. | Found the help content useful. | Modal design and interaction. | Refine modal aesthetics and introduce smoother transitions. |  |

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| --- | --- | --- | --- | --- | --- | --- |
| User Test | Question | User A | User B | User C | Difficulties | Suggestions |
| Navigation and Clarity  Did the help button and modal provide useful information? | Was it easy to find the login and account creation options? | Straightforward but unattractive. | Functional but not immediately obvious due to bland design. | Had to look around; not very intuitive. | Design and placement of login/account creation options. | Improve visibility and attractiveness of login/account creation buttons with vibrant colors and clear labels. |
| Didn't notice a help option initially. | Modal was basic and lacked engaging design. | Help option was hard to find but useful once discovered. | Visibility and design of help modal. | Make the help feature more prominent and improve the modal design for a better user experience. |  |
| Content and Usability | Were the features of the DBMS Inventory Management system clearly outlined? | Listed, but very technical and hard to digest. | Adequately described but could use simplification. | Features were clear, but too technical for a layperson. | Technical jargon and presentation of features. | Use layman's terms to describe features and add icons or images for visual support. |
| How did you find the overall aesthetic and usability of the page?  Engagement and Interaction | Very basic. Lacks modern touch. | Simple to a fault; could be more engaging. | Plain and somewhat outdated, but manageable. | Outdated UI design. | Refresh the UI with a modern design that maintains simplicity and enhances user engagement. |  |
| How likely are you to interact with the contact form at the bottom of the page? | Would use it if I couldn't find answers elsewhere. | It's there, but not very inviting. | Functional, yet lacks appeal. | Design and positioning of the contact form. | Design a more inviting contact form and place it more strategically to encourage interaction. |
| Did the testimonials add value to your impression of the system? | Hard to believe; seem too generic. | Testimonials felt out of place and not very convincing. | Appreciated the attempt, but lacked authenticity. | Authenticity and placement of testimonials. | Feature real, diverse testimonials in a more compelling format and integrate them better into the layout. |  |
| Accessibility and Feedback  How would you improve the page based on your experience? | Was any part of the page difficult to read or navigate? | No major issues on desktop, but not optimized for mobile. | Text-heavy and cumbersome on mobile devices. | Readable on desktop, mobile was a struggle. | Mobile navigation and text readability. | Focus on mobile optimization, especially improving navigation and making text more readable on smaller screens. |
| Modernize the look and make it mobile-friendly. | Improve load times, especially for mobile, and update design. | Introduce more interactive elements and simplify text. | Outdated design and performance issues. | Undertake a comprehensive design overhaul with a focus on performance, mobile experience, and interactivity. |  |
| User Test | Question | User A (Warehouse Manager) | User B (IT Director) | User C (New User) | Difficulties | Suggestions |
| Navigation and Clarity  Did the help button and modal provide useful information? | Was it easy to find the login and account creation options? | Straightforward but unattractive. | Functional but not immediately obvious due to bland design. | Had to look around; not very intuitive. | Design and placement of login/account creation options. | Improve visibility and attractiveness of login/account creation buttons with vibrant colors and clear labels. |
| Didn't notice a help option initially. | Modal was basic and lacked engaging design. | Help option was hard to find but useful once discovered. | Visibility and design of help modal. | Make the help feature more prominent and improve the modal design for a better user experience. |  |

# Dashboard

27/03/24

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| User Test | Question | User A | User B | User C | Difficulties | Suggestions |
| Overall Usability  Charts and Data Display | How intuitive did you find the dashboard navigation and functionality? | Straightforward and intuitive. | Mostly intuitive, but some icons were confusing. | A bit overwhelmed by all the features at first. | Icon clarity and initial feature overload. | Use tooltips for icons and a quick start guide for new users to improve initial usability. |
| Were the sales and inventory charts informative and easy to understand? | Very informative and clear. | Helpful, but the color scheme could be better. | Charts were good, but took some time to interpret. | Color scheme and data presentation. | Optimize color contrasts and include legend/explanations for chart data. |
| Notifications and Updates | How useful did you find the notifications and updates section? | Useful for keeping track of things. | Notifications are good but can be missed easily. | Liked the updates, but it felt cluttered. | Visibility and organization of notifications. | Introduce a more prominent notification area with options to filter or dismiss updates. |
| Task List  Design and Aesthetics | Was the task list feature easy to use and helpful for your daily operations? | Very helpful and easy to use. | Handy feature, but adding tasks felt clunky. | Useful, but I forgot about it sometimes. | Task addition process and feature visibility. | Streamline the task addition process and make the task list more visible or persistent. |
| What are your thoughts on the dashboard’s design and aesthetic appeal? | Functional but lacks a bit of modern flair. | Clean design, but could use some visual updates. | Looks okay, but a bit plain for my taste. | Modernity and visual appeal of the dashboard. | Refresh the design with modern UI trends without compromising the dashboard's functionality. |
| Mobile Experience | How does the dashboard perform on mobile devices? | Didn’t try it on mobile. | Not very mobile-friendly. | Difficult to navigate on a small screen. | Mobile usability and responsiveness. | Prioritize mobile optimization to ensure a seamless experience across devices. |
| Feedback Mechanisms  Improvement Suggestions | How effective are the feedback mechanisms (e.g., after adding a task)? | Immediate feedback is clear and reassuring. | Feedback is good but could be more noticeable. | Feedback was okay but sometimes missed. | Noticeability and impact of feedback mechanisms. | Make feedback notifications more prominent and possibly include animation for key actions. |
| Based on your experience, what improvements would you suggest for the dashboard? | Add more interactive elements. | Improve mobile experience and update visuals. | Simplify for new users and improve mobile use. | Specific user needs for interaction, visuals, and mobile optimization. | Integrate interactive tutorials, refresh UI elements for a modern look, and enhance the mobile dashboard. |

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| --- | --- | --- | --- | --- | --- | --- |
| User Test | Question | User A (Warehouse Manager) | User B (IT Director) | User C (New User) | Difficulties | Suggestions |
| Overall Usability  Charts and Data Display | How intuitive did you find the dashboard navigation and functionality? | Fairly intuitive but lacked some guidance on certain features. | Intuitive, but some sections were hard to find. | A bit confusing at first. Needed more cues. | Lack of guidance and discoverability of features. | Implement onboarding tooltips and improve layout for easier navigation and feature discovery. |
| Were the sales and inventory charts informative and easy to understand? | Yes, but the designs felt outdated. | Informative, yet the visuals didn’t pop as much as they could. | Charts were clear but seemed too simplistic. | Visual appeal and engagement of chart designs. | Update chart aesthetics to be more visually engaging while maintaining clarity. |
| Notifications and Updates | How useful did you find the notifications and updates section? | It was useful but got overwhelming with too many alerts. | Good concept, but cluttered. | Liked the idea, but it was too much to keep up with. | Clutter and information overload in notifications. | Introduce filtering options and prioritization for notifications to manage information flow better. |
| Task List  Design and Aesthetics | Was the task list feature easy to use and helpful for your daily operations? | Yes, but it was too basic and lacked features. | Functional but could be more dynamic. | Useful, felt a bit hidden though. | Feature richness and visibility of the task list. | Enhance the task list with more functionalities and make it more prominent on the dashboard. |
| What are your thoughts on the dashboard’s design and aesthetic appeal? | Functional but definitely needs a visual update. | Too bland for today’s standards. | Workable but not very appealing. | Outdated design and lack of visual appeal. | Modernize the UI with updated colors, fonts, and layout to increase aesthetic appeal. |
| Mobile Experience | How does the dashboard perform on mobile devices? | Not great. Elements overlap and navigation is tough. | Barely usable on mobile, needs improvement. | Frustrating experience, very cramped. | Usability and layout on mobile devices. | Focus on redesigning the dashboard for optimal mobile performance and usability. |
| Feedback Mechanisms  Improvement Suggestions | How effective are the feedback mechanisms (e.g., after adding a task)? | Feedback was minimal, could use more interaction. | Somewhat effective, but lacks immediacy. | Needed clearer confirmation on actions taken. | Promptness and clarity of feedback after actions. | Introduce more immediate and clear feedback mechanisms for user actions. |
| Based on your experience, what improvements would you suggest for the dashboard? | More guidance for new users, update visuals, and mobile optimization. | Enhance mobile experience, declutter, and modernize UI. | Simplify UI, make it more engaging, and improve mobile use. | Addressing specific user experience issues across devices. | General overhaul focusing on user guidance, UI modernization, and a comprehensive mobile strategy. |

19/11/23

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| User Test | Question | User A (Warehouse Manager) | User B (IT Director) | User C (New User) | Difficulties | Suggestions |
| Overall Usability | How intuitive did you find the dashboard navigation and functionality? | Not very intuitive; took time to get used to. | Some features were hard to locate. | Confusing layout, hard to navigate. | Intuitive navigation and functionality. | Redesign the dashboard layout for better intuitiveness and ease of use. |
| Charts and Data Display | Were the sales and inventory charts informative and easy to understand? | Charts provided basic information but lacked detail. | Could use more comprehensive data representation. | Found them too simplistic and not very informative. | Detail and comprehensiveness of data charts. | Enhance charts with more detailed data and interactive elements for better analysis. |
| Notifications and Updates | How useful did you find the notifications and updates section? | Useful but easily missed due to poor placement. | Overlooked them often; not prominent enough. | Notifications were cluttered and overwhelming. | Visibility and organization of notifications and updates. | Improve the visibility and organization of the notifications section to ensure important updates are seen. |
| Task List | Was the task list feature easy to use and helpful for your daily operations? | Basic functionality was there, but very limited. | It was okay for simple tasks but lacked features. | Hard to find and too rudimentary. | Functionality and visibility of the task list. | Expand task list features and make it more accessible and user-friendly. |
| Design and Aesthetics | What are your thoughts on the dashboard’s design and aesthetic appeal? | Very basic and outdated. Needs a visual overhaul. | Design is too simplistic and not engaging. | Aesthetic was lacking and not appealing. | Modernity and visual appeal of the design. | Completely update the dashboard’s design to be more modern and visually appealing. |
| Mobile Experience | How does the dashboard perform on mobile devices? | Poor performance and layout issues on mobile. | Not usable on mobile, needs significant improvement. | Terrible experience, everything was cramped. | Performance and usability on mobile devices. | Prioritize mobile optimization for a better cross-device experience. |
| Feedback Mechanisms | How effective are the feedback mechanisms (e.g., after adding a task)? | Barely noticeable feedback. Needs to be more pronounced. | Feedback was minimal and not helpful. | Feedback mechanisms were almost non-existent. | Effectiveness and clarity of feedback mechanisms. | Implement more obvious and immediate feedback mechanisms for user actions. |
| Improvement Suggestions | Based on your experience, what improvements would you suggest for the dashboard? | Needs a complete UI/UX redesign for modernization. | Make it more interactive, especially on mobile. | Simplify and make navigation more intuitive. | Overall improvement in UI/UX, especially for mobile usability. | Undertake a comprehensive redesign focusing on modernization, interactivity, and simplification of use. |

# Home

27/03/24

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| User Test | Question | User A (Warehouse Manager) | User B (IT Director) | User C (New User) | Difficulties | Suggestions |
| Overall Layout | How did you find the overall layout and organization of the home page? | Clear layout, but it feels a bit cluttered with all items. | Layout is straightforward, but the design is too simplistic. | Easy to navigate but lacks visual appeal. | Cluttered appearance and simplistic design. | Simplify the layout and introduce more sophisticated design elements for a cleaner look. |
| Inventory Display | Were the inventory items displayed in a user-friendly manner? | Yes, but more details on hover would be helpful. | Display is functional, but lacks interactivity. | Display is good, but could use images for better recognition. | Lack of interactivity and detailed visual representation. | Enhance inventory items with hover details and images for better identification and engagement. |
| Item Addition | How intuitive and convenient was the process of adding new inventory items? | Adding items is easy, but confirmation feedback is missing. | Simple to add, but I'd prefer a more detailed form. | Straightforward, but worried about making mistakes. | Lack of detailed forms and feedback on addition. | Implement detailed item addition forms with immediate feedback to reassure users of successful addition. |
| Responsiveness | How does the home page perform on different devices (e.g., desktop, tablet, mobile)? | Works well on desktop, issues on mobile. | Desktop is fine; mobile layout breaks. | Desktop experience is okay; mobile is not user-friendly. | Poor responsiveness and layout on mobile devices. | Ensure the home page is fully responsive and layouts are optimized for all screen sizes. |
| User Interaction | Was interacting with inventory items (e.g., viewing, editing) intuitive? | Viewing is fine, editing could be more accessible. | Direct interaction is minimal; would like more options. | Interactions are basic; I expected more features. | Limited interaction capabilities with inventory items. | Enhance the interaction options for inventory items, including easy access to editing and more features. |
| Aesthetic Appeal | What are your thoughts on the aesthetic appeal of the home page? | Functional but not very attractive. | Needs a modern update; it's too plain. | It's okay but could be more visually engaging. | Outdated aesthetics and lack of engaging visuals. | Update the visual design to be more contemporary and engaging while maintaining clarity. |
| Improvement Suggestions | Based on your experience, what improvements would you suggest for the home page? | Modernize the design and improve mobile responsiveness. | More dynamic item interaction and better mobile experience. | Visual enhancements and clearer feedback mechanisms. | General design modernization and specific feature enhancements. | Overall design overhaul with a focus on aesthetics, responsiveness, and enhanced user interactions. |

03/01/24

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| User Test | Question | User A (Warehouse Manager) | User B (IT Director) | User C (New User) | Difficulties | Suggestions |
| Overall Layout | How did you find the overall layout and organization of the home page? | Layout is straightforward but very basic and uninviting. | Functional layout, but lacks any engaging elements. | Layout is too simple; it’s hard to be interested or engaged. | General appeal and engagement of the layout. | Introduce dynamic elements such as sliders or interactive cards to make the layout more engaging and visually appealing. |
| Inventory Display | Were the inventory items displayed in a user-friendly manner? | Items are listed, but it feels like a spreadsheet. | Basic display; lacks visual cues for easier navigation. | All items look the same; difficult to distinguish at a glance. | Visual differentiation and navigation of inventory items. | Use icons or images to represent inventory items for better differentiation and navigation. |
| Item Addition | How intuitive and convenient was the process of adding new inventory items? | Adding items is straightforward but feels disconnected. | Functional but not intuitive; lacks guidance. | Easy to add but I’m never sure it worked without checking. | Lack of confirmation and guidance in adding items. | Implement a step-by-step guide with confirmation feedback for adding inventory items. |
| Responsiveness | How does the home page perform on different devices (e.g., desktop, tablet, mobile)? | Desktop only; does not work well on other devices. | Non-responsive design; breaks outside desktop. | Couldn’t really use it on my phone; everything was too small. | Device compatibility and responsiveness. | Redesign the home page to be responsive across all devices, ensuring usability and accessibility. |
| User Interaction | Was interacting with inventory items (e.g., viewing, editing) intuitive? | Limited interaction capabilities; mostly viewing. | Can view but not much else; editing is cumbersome. | Only basic interactions available; expected more functionality. | Limited functionality for item interaction and editing. | Expand functionality to allow for more direct and intuitive interactions with inventory items. |
| Aesthetic Appeal | What are your thoughts on the aesthetic appeal of the home page? | Very minimalistic to the point of being dull. | Needs significant visual updates; too plain. | Bland and uninteresting; doesn’t catch the eye. | Aesthetic modernity and visual stimulation. | Undertake a visual redesign focusing on modern aesthetics to make the home page visually stimulating and appealing. |
| Improvement Suggestions | Based on your experience, what improvements would you suggest for the home page? | Visual overhaul and responsive design improvements. | Introduce better item management and update the UI. | Make it mobile-friendly and add more engaging elements. | Comprehensive improvements on design, responsiveness, and functionality. | Conduct a thorough redesign with an emphasis on responsiveness, visual appeal, and enhanced item management features. |

19/11/23

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| User Test | Question | User A (Warehouse Manager) | User B (IT Director) | User C (New User) | Difficulties | Suggestions |
| Overall Layout | How did you find the overall layout and organization of the home page? | Barely functional; everything is too compact. | It's a start but very rudimentary. | Confusing and not welcoming at all. | Clarity and organization of layout. | Completely rethink the layout to make it more user-friendly and organized. |
| Inventory Display | Were the inventory items displayed in a user-friendly manner? | Just a list; very hard to navigate. | More like a database view than a user interface. | Difficult to differentiate items; very basic. | Usability and presentation of inventory items. | Implement a more structured and visually appealing way to display inventory items. |
| Item Addition | How intuitive and convenient was the process of adding new inventory items? | Cumbersome and not intuitive. | Function exists, but it's barebones and lacks feedback. | Unclear process with no guidance. | Simplicity and feedback when adding items. | Introduce a guided process with clear steps and feedback for adding new inventory items. |
| Responsiveness | How does the home page perform on different devices (e.g., desktop, tablet, mobile)? | Not designed for anything but desktop. | Non-existent mobile experience. | Didn’t even try on mobile, given the desktop experience. | Device compatibility and layout responsiveness. | Design the interface with responsiveness in mind to accommodate various devices. |
| User Interaction | Was interacting with inventory items (e.g., viewing, editing) intuitive? | Viewing is all you can do; editing isn’t an option. | Minimal interaction possible; very basic functionality. | What interaction? It’s just a static list. | Interaction capabilities with inventory items. | Develop and integrate interactive features for viewing and editing inventory items. |
| Aesthetic Appeal | What are your thoughts on the aesthetic appeal of the home page? | Non-existent. It's purely functional with no design. | Aesthetic appeal? It’s like stepping back a decade. | It’s as basic as it gets; needs a lot of work. | Visual design and aesthetic appeal. | Start from scratch with the design to incorporate modern UI/UX principles and aesthetics. |
| Improvement Suggestions | Based on your experience, what improvements would you suggest for the home page? | Needs a complete overhaul in design and functionality. | Start with making it user-friendly, then focus on aesthetics. | Anything would be an improvement at this point. | Overall user experience and visual design improvements. | Initiate a comprehensive redesign focusing on modernizing the interface, improving usability, and enhancing functionality. |

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| User Test | Question | User A (Warehouse Manager) | User B (IT Director) | User C (New User) | Difficulties | Suggestions |
| Overall Layout | How did you find the overall layout and organization of the home page? | Everything is on one page; overwhelming and unorganized. | Extremely basic; difficult to use for any practical purpose. | It’s like a text document; no layout to speak of. | Organization and division of information. | Develop a structured layout with clearly defined sections for improved navigation and organization. |
| Inventory Display | Were the inventory items displayed in a user-friendly manner? | Just a text list; very primitive. | It's a simple list; very hard to manage or view details. | Items are listed with minimal details; not user-friendly. | Presentation and accessibility of inventory items. | Implement an inventory item display with basic details and categorization for easier access. |
| Item Addition | How intuitive and convenient was the process of adding new inventory items? | Manual entry with no form; prone to errors. | There’s barely a process; just append to the list. | Confusing; no clear way to add items properly. | Clarity and ease of adding new inventory items. | Create a basic form for item addition to standardize entry and reduce errors. |
| Responsiveness | How does the home page perform on different devices (e.g., desktop, tablet, mobile)? | Desktop only; doesn’t scale or adapt at all. | Not usable on anything but a desktop. | Didn’t bother trying on mobile; looked bad on desktop. | Compatibility with anything other than desktop. | Introduce fundamental responsiveness to make the homepage usable across different devices. |
| User Interaction | Was interacting with inventory items (e.g., viewing, editing) intuitive? | No interaction; static display only. | Interaction is non-existent; can’t edit or manage items. | There’s no interaction to speak of. | Interaction with and management of inventory items. | Add minimal interactive capabilities, such as basic item viewing and editing. |
| Aesthetic Appeal | What are your thoughts on the aesthetic appeal of the home page? | There is no design; it’s just text on a page. | Aesthetic appeal is not a term I would use here. | It looks like it was made without any thought to design. | Visual appeal and engagement. | Begin to incorporate basic design elements to improve visual appeal and user engagement. |
| Improvement Suggestions | Based on your experience, what improvements would you suggest for the home page? | Start from the beginning; it needs everything. | Focus on usability and basic functionality improvements. | Any improvement in design and functionality would help. | Comprehensive improvements to both functionality and design. | Embark on a fundamental redesign to introduce basic usability, functionality, and design principles. |

# Sale data

27/03/24

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| User Test | Question | User A (Sales Manager) | User B (Data Analyst) | User C (Business Owner) | Difficulties | Suggestions |
| Data Visualization Clarity | How clear and understandable were the charts and tables? | Clear but could use more distinction between data points. | Very intuitive, though some charts felt cramped. | Charts are understandable, but I needed time to interpret them. | Clarity in data presentation. | Simplify and space out data points for easier reading. |
| Usability | Was it easy to navigate and interpret the sales data? | Yes, but switching between charts could be smoother. | Navigating was straightforward; however, filters for data would help. | Mostly easy, but I was looking for a summary view. | Navigation and data filtration. | Introduce data filters and a summary overview feature. |
| Engagement | Did the visual presentation engage you to explore more? | Somewhat, though more dynamic elements could boost engagement. | Yes, the visuals were engaging, but interactive elements were lacking. | Engagement level was moderate; it needs more interactivity. | Engagement and interactivity. | Add interactive elements like tooltips and clickable legends. |
| Aesthetic Appeal | What are your thoughts on the aesthetic design of the charts? | Functional, but it lacks a bit of modern flair. | Design is clean but could be more vibrant to highlight key data. | The design is too plain; it needs more colour or style. | Visual appeal of the charts. | Enhance the colour scheme and style for a modern look. |
| Accessibility | Were there any accessibility issues you noticed? | None that stood out, but colour contrast could be improved. | No major issues, but text size on some charts was small. | Accessibility is fine, though some elements blend into the background. | Accessibility, particularly contrast and text size. | Improve contrast and increase text size for better accessibility. |
| Improvement Suggestions | Based on your experience, how would you improve this page? | More vibrant colours and smoother transitions between data views. | Add interactive filters and possibly predictive analytics features. | Make the overall design more modern and interactive. | Overall usability and aesthetic improvements. | Incorporate modern design elements and enhance interactivity. |

03/01/24

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| User Test | Question | User A (Sales Manager) | User B (Data Analyst) | User C (Business Owner) | Difficulties | Suggestions |
| Data Visualization Clarity | How did you find the clarity of the charts and tables? | The charts were basic and somewhat hard to interpret. | Clarity was an issue; the data seemed jumbled. | It took effort to understand what the charts were displaying. | Interpretation and clarity of data. | Redesign charts for clearer presentation and interpretation. |
| Usability | Was navigating and interpreting the sales data straightforward? | Navigation was clunky, and interpreting data wasn't easy. | Difficult to navigate; lacks intuitive design cues. | Usability needs improvement; not very intuitive. | Ease of navigation and data interpretation. | Improve navigation and add explanatory tooltips or legends. |
| Engagement | Did the component engage you to explore the data? | Not really; the static presentation was underwhelming. | Minimal engagement; the static nature didn’t invite exploration. | Engagement was low due to the lack of dynamic elements. | Engagement and motivation to explore data. | Incorporate dynamic elements to stimulate user engagement. |
| Aesthetic Appeal | What are your thoughts on the design and aesthetic of the data presentation? | It's too simplistic and lacks visual appeal. | The design feels outdated and not very appealing. | Design is basic and unattractive; needs a modern touch. | Aesthetic appeal of data presentation. | Update the design with modern aesthetics and clearer visuals. |
| Accessibility | Were there any notable accessibility issues? | High contrast needed; small text was hard to read. | Accessibility could be better, especially with colour use. | Some charts were difficult to read; needs better contrast. | Visual accessibility issues. | Address accessibility by improving contrast and enlarging text. |
| Improvement Suggestions | How would you suggest improving this version of the page? | Make it more interactive and visually appealing. | Introduce clearer charts and interactive elements. | Overhaul the design for better usability and aesthetics. | General usability, interactivity, and design. | Overhaul data presentation with a focus on clarity, interactivity, and modern design. |

19/11/23

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| User Test | Question | User A (Sales Manager) | User B (Data Analyst) | User C (Business Owner) | Difficulties | Suggestions |
| Data Visualization Clarity | How did you interpret the clarity of charts and data representation? | Difficult to decipher; the charts were too basic and lacked labels. | Data was all over the place; very hard to make any insights. | The presentation was too simplistic to be of any real use. | Lack of clear data representation and labelling. | Introduce basic labelling and organization to charts for clarity. |
| Usability | How did you find the usability of the data presentation? | Very basic functionality; felt like a step back in time. | Usability was almost non-existent; felt more like a static image. | Frustrating; couldn’t interact with the data at all. | Overall usability and interaction with data. | Basic improvements to usability; perhaps start with hover details. |
| Engagement | Were you engaged by the data presentation? | Not at all; it was too static and uninformative. | No engagement; the data presentation did not invite exploration. | It was more a chore to look at than engaging. | Creating an engaging user experience. | Add minimal interactivity or dynamic elements to foster engagement. |
| Aesthetic Appeal | Your thoughts on the aesthetic design of the component? | Non-existent; looked like a placeholder rather than a finished product. | The design was lacking, to put it mildly; needs a lot of work. | It had the charm of a spreadsheet without the functionality. | Aesthetic design and visual appeal. | Start with a visual redesign focusing on simplicity and clarity. |
| Accessibility | Did you encounter any accessibility concerns? | Yes, everything blended together; poor contrast and small fonts. | Accessibility seems to have been an afterthought. | Hard to read and navigate; not accessible. | Accessibility, especially for those with visual impairments. | Address accessibility by improving font size and contrast. |
| Improvement Suggestions | What improvements do you suggest for this version? | Start from scratch; focus on clarity, usability, and engagement. | Rethink the presentation; even basic improvements would help. | Any form of visualization improvement would be welcome. | Enhancements in clarity, engagement, and design. | Begin with foundational improvements in design, clarity, and minimal interactivity. |

Notes application user tests:

1/04/24

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| User Test | Question | User A Answer | User B Answer | User C Answer | Difficulties Identified | Suggestions for Improvement |
| Navigation | How intuitive is the navigation? | Intuitive | Fairly easy | Somewhat confusing | User C found navigation confusing | Add tooltips or a quick tutorial on first use |
| Adding a Note | Is adding a note straightforward? | Yes | Yes | No | User C had difficulty finding the add button | Make the 'Add Note' button more prominent |
| Font Size Adjustment | Is adjusting the font size easy? | Somewhat | No | Yes | User B couldn’t find the option | Move font size adjustment to a more visible location |
| Autosave Feature | Did you notice the autosave feature? | Yes | No | Yes | User B was not aware of autosave | Provide a visual indicator for autosave status |
| Undo/Redo | Are the undo/redo actions discoverable? | No | Yes | No | Users A and C didn’t use undo/redo | Introduce undo/redo icons in the toolbar |
| List Notes | Can you easily list and select your notes? | Yes | Yes | No | User C found it hard to list notes | Implement a better list view for notes |
| General Aesthetics | What do you think about the UI design? | Clean | Too sparse | Modern | User B wants more visual elements | Add subtle colours or icons to improve aesthetics |
| Feature Discovery | Were you able to discover all features easily? | No | Yes | No | Some users missed features | Use onboarding screens to highlight features |

# Fitts law testing

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| User Test | Question | User A Answer | User B Answer | User C Answer | Difficulties Identified | Suggestions for Improvement |
| Fitts' Law Test | Ease of locating key features (e.g., Add Note button, notebooks) | Found quickly | Required some searching | Easily located | Some users took longer to find essential features | Improve visibility and positioning of key features |
|  | Efficiency of using the text area (font size adjustments, etc.) | Efficient, no issues | Some difficulty with small default font size | No problems noted | Difficulty with font size adjustments for some users | Implement responsive font size or easier adjustment tools |
|  | Accessibility of the 'Exit Touch Screen Mode' button | Did not use | Hard to find when needed | Accessed with ease | Button not easily found when needed by some users | Make the button more prominent or easier to locate |
|  | Overall responsiveness of the application | Smooth performance | Lag when opening notebooks | Responsive | Lag in certain features noted by one user | Optimize performance to ensure smooth operation for all users |
|  | Confidence in application's auto-save feature | Trusted completely | Slightly unsure | Confident in feature | One user slightly unsure of reliability | Provide clear indication of auto-save in action |

17/01/24

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| --- | --- | --- | --- | --- | --- | --- |
| User Test | Question | User A Answer | User B Answer | User C Answer | Difficulties Identified | Suggestions for Improvement |
| Full-Screen Mode | Was the full-screen feature intuitive to use? | No | Yes | No | Users A and C had difficulty finding the toggle | Add an icon to indicate full-screen functionality |
| Touch Screen Mode | How was the touch screen mode experience? | Good | Confusing | Didn't work | User B confused by layout change | Offer a tutorial for first-time touch screen mode users |
| On-Screen Keyboard | Did you find the on-screen keyboard useful? | Yes | No | Didn't appear | User C could not access the on-screen keyboard | Ensure visibility and accessibility of the keyboard |
| Theme Customization | How was your experience changing the theme? | Easy | Didn't work | Satisfying | User B couldn't apply a new theme | Simplify theme application process |
| Predictive Text | Was predictive text helpful for notetaking? | No | Yes | Non-existent | User A did not find it helpful, User C couldn't find it | Improve predictive text accuracy and visibility |
| Notes Listing | How easy was it to list all notes? | Very easy | Worked well | No list option | User C could not find how to list notes | Add a prominent 'List All Notes' button or section |
| Menu Customizability | Did you customize the menu? How was it? | Didn't try | Customized easily | Confusing | User C found the process confusing | Streamline menu customization options |
| Notes Sync | Was the note syncing feature clear and functional? | Yes | Yes | What syncing? | User C unaware of syncing capabilities | Highlight syncing options and provide clear instructions |
| Accessibility Features | How effective were accessibility options? | Very helpful | Didn't use | Non-existent | User C did not notice any accessibility features | Increase visibility and awareness of accessibility features |
| Toolbar Interaction | How intuitive was the toolbar interaction? | Easy to use | Complex | No toolbar found | User C could not find the toolbar | Make the toolbar more prominent and intuitive |
| Text Area Feedback | Was the text area responsive and comfortable? | Good | Laggy | Good | User B experienced performance issues | Optimize text area performance |

21/11/23

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| --- | --- | --- | --- | --- | --- | --- |
| User Test | Question | User A Answer | User B Answer | User C Answer | Difficulties Identified | Suggestions for Improvement |
| Layout | How do you find the layout of the app? | Confusing | Clear enough | Overwhelming | User A and C struggled with layout | Simplify the interface; create a more logical flow |
| Note Creation | Is the process to create a note clear? | No | Yes | Yes | User A couldn’t find the create option | Add a more visible “New Note” button |
| Font Options | Are font options adequate? | Limited | Sufficient | Too few | Users A and C wanted more options | Expand font choices; add bold and italics |
| Autosave Clarity | Is the autosave function noticeable? | Not at all | Barely | Yes | User A and B were not aware of autosave | Highlight autosave feature with a status message |
| Undo/Redo | How effective are undo/redo functions? | Non-existent | Works well | Couldn't find | User A and C did not find or use undo/redo | Add undo/redo buttons to the main interface |
| Organizing Notes | Can you easily organize your notes? | No | Yes | No | Users A and C had organizational issues | Introduce categories or tags for better organization |
| UI Design | What are your thoughts on the UI design? | Plain | Functional | Dull | Users A and C found design unappealing | Enhance UI with colours and modern design elements |
| Feature Access | Were all features readily accessible? | No | Yes | No | Users A and C missed several features | Implement a tutorial or guide for first-time users |
| Feedback Mechanism | How easy was it to provide feedback? | Difficult | Easy | Didn't try | User A found it difficult to provide feedback | Include a clear and accessible feedback option in the app |

01/10/23

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| --- | --- | --- | --- | --- | --- | --- |
| User Test | Question | User A Answer | User B Answer | User C Answer | Difficulties Identified | Suggestions for Improvement |
| Note Creation | How did you find the process of creating a note? | Easy | A bit confusing | Difficult | User C couldn't locate the creation button | Include a clearer "New Note" button |
| Feature Accessibility | Were all features readily accessible? | Mostly | No | Yes | User B had trouble accessing features | Introduce a more structured menu layout |
| Search Functionality | How effective was the search function? | Non-existent | Slow | Worked well | User A missed a search function | Add a search bar for note content |
| Syncing Options | Was it clear how to sync notes? | Yes | I didn't see this | No idea | Lack of visibility for syncing options | Clearly display sync status and options |
| Note Management | Could you easily manage and organize notes? | No | Somewhat | Yes | User A found management clunky | Implement drag-and-drop for note organization |
| UI Clarity | Was the purpose of each UI element clear? | Yes | Not really | No | Users B and C found the UI ambiguous | Provide labels or tooltips for UI elements |
| Customization | How was the experience customizing settings? | Non-intuitive | Easy | Couldn't find settings | Difficulty finding settings | Make settings more prominent and intuitive to use |
| Overall Satisfaction | How satisfied were you with the application? | Satisfied | Neutral | Not satisfied | User C was not satisfied with the experience | Gather more detailed feedback to drive improvements |