## Feedback Plan

The purpose of this document is to breakdown and explain the processes that will be taking place to successfully collect feedback for the digital solution for GibJohn Tutoring. The use of this document is only to set out the planning of feedback and not dive into analysis or entry of it. The feedback which I plan on taking will be from a non-technical audience point of view.

## Gathering Feedback

After a good amount of consideration on the various types of ways in which feedback from users could be submitted, I decided on the method of using online survey systems. The reasoning behind this is that there is ease of access with the simplicity of being faced with questions to gain an understanding of the users’ thoughts and feeling of the web application. The online survey system that I will be using is Microsoft Forms due to its ability to be sent out to masses in an instance, this would improve the rate that feedback can be given leading to improvements and adjustments being made faster too.

The types of data entry that are prompted by the online survey is mainly a numerically based rating which is used to judge a multitude of aspects, the system that is used by this is the standard 5-star system as it is understandable by everyone and simplistic although highly effective. 1 star would resemble a poorer review on a specific section and 5 stars would represent a very good review. As most of the data entry is in the previously mentioned form of input, I also decided to have a section for each individual group of significant features or pages that allows the user to submit openly written feedback. This would allow a more concise idea of improvements as it allows freedom of speech and creativity.

## Resources For User Feedback

To help create a clearer understanding on wat the online form may consist of, I have stated a brief on the design and implementation of the form below.

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| --- | --- | --- |
| Questions: | Type of input: | Required? |
| What is the user’s full name? | Short Text | Yes |
| What is the users age? | Short Text | Yes |
| What is the date of completing the form? | Date in the form (mm/dd/yyyy) | Yes |
| How much experience have you had with similar websites? | Multiple choice | Yes |
| Did the home page load upon correctly upon starting? | Multiple choice | Yes |
| How would you rate the suitability of the colour scheme? | Rating out of 5 | Yes |
| How would you rate the suitability of the text size? | Rating out of 5 | Yes |
| How would you rate the suitability of the text font? | Rating out of 5 | Yes |
| How would you rate the sites accessibility features? | Rating out of 5 | Yes |
| How would you rate the sites layout? | Rating out of 5 | Yes |
| How would you rate the navigation of the site? | Rating out of 5 | Yes |
| How would you rate the overall design and implication of the website? | Rating out of 5 | Yes |
| What improvements do you think could be made based on the questions so far? | Short Text | No |
| Do you feel the content of the home page is accurate and helpful? | Multiple choice | Yes |
| Do you think the images are suitable for the home page? | Multiple Choice | Yes |
| How do you think the home page could be improved? | Short Text | No |
| How do you rate the home page overall? | Rating out of 5 | Yes |
| Do you think the content of the about us page is accurate and helpful? | Multiple choice | Yes |
| How do you think the about us page could be improved? | Short text | No |
| How do you rate the about us page overall? | Rating out of 5 | Yes |
| Do you feel the content of the booking page is accurate and helpful? | Multiple choice | Yes |
| Was you able to create a booking successfully? | Multiple Choice | Yes |
| How do you think the booking page could be improved? | Short text | No |
| How do you rate the booking page overall? | Rating out of 5 | Yes |
| Was you able to sign up successfully? | Multiple choice | Yes |
| If there were any issues, what were they? | Short text | No |
| What improvements could be made to the sign-up page? | Short text | No |
| How would you rate the sign-up page overall? | Rating out of 5 | Yes |
| Was you able to log in successfully? | Multiple choice | Yes |
| If there were any issues, what were they? | Short text | No |
| What improvements could be made to the login page? | Short text | No |
| How would you rate the login page overall? | Rating out of 5 | Yes |
| Do you feel access to pages was distributed correctly and maintained throughout your experience, if not why? | Short text | yes |
| How would you rate your overall experience with the website? | Rating out of 5 | Yes |