

## Lab Practical 08 – User Feedback for your Prototype

Complete task 01 based on the prototypes created in Lab Practical 07.

### User Feedback for your Prototype

Show your prototype (version 1.0) to users (use the same user selection) and get their feedback. You can improve your prototype and create a prototype (version 2.0) according to the user's feedback.

#### Task 01:

- Script to plan Donation System user testing.

#### Tasks:

Now that we have our goals, I would consult my prototype and figure out the ideal path and detail the steps needed to complete the user goal. Essentially, the tasks are the step-by-step directions of accomplishing the goal.

1. Login
2. Navigate to Donations Click the "Donations" button.
3. Click the "Request donation" button
4. Click the "School Donations" button
5. Fill Form and Upload Document.
6. Click the "Submit" button.

#### Script:

Hi A. Perera, thank you for taking the time to participate in this feedback session for our school donation system prototype. I'll give you a quick overview of how this session will work. I'll be guiding you through a few tasks related to the donation system, and I'll ask for your thoughts along the way. This is a test of the prototype, not of you, so there's no right or wrong way to complete the tasks. Your feedback will help us improve the system for schools like yours. Please feel free to speak aloud while using the system. It would be helpful if you could let me know what you're thinking as you go through the tasks. For example, if you're unsure about something or if you find something intuitive, let me know. Don't hesitate to mention anything you like, find confusing, or think could be improved. Your insights are invaluable. If you have any questions or need clarification at any point,

feel free to ask. Do you have any questions before we begin?

Okay, let's start with the first task.

**Login Task:**

- "First, please log in to the system using your credentials."
- **Follow-up Questions:**
  - "How easy or difficult was it to log in?"
  - "Was there anything you found unclear or would change about the login process?"

**Navigate to Donations:**

- "Now, please navigate to the 'Donations' section by clicking the 'Donations' button."
- **Follow-up Questions:**
  - "How did you find the navigation process?"
  - "Was it easy to locate the donations section?"

**Request Donation:**

- "Click the 'Request Donation' button to begin the process of submitting a request for donations."
- **Follow-up Questions:**
  - "Was the 'Request Donation' button easy to find?"
  - "Did the labeling make sense to you?"

**School Donations:**

- "Now, please click the 'School Donations' button to specify that the request is for school donations."
- **Follow-up Questions:**
  - "How did you feel about the placement and wording of this option?"
  - "Was it clear that this was the correct step to request a donation for your school?"

**Filling Out the Form and Uploading Documents:**

- "Next, please fill out the donation request form and upload the necessary documents."
- **Follow-up Questions:**
  - "Was the form straightforward to fill out?"
  - "Did you encounter any difficulties when uploading the document?"
  - "Is there anything you would change about this process?"

**Submit the Request:**

- "Finally, please click the 'Submit' button to send your request."
- **Follow-up Questions:**
  - "How confident did you feel about submitting the request?"
  - "Was the confirmation process clear? Did you receive any feedback after submission?"

Now that we've gone through the process, I'd like to ask for your general feedback.

- "What did you like most about the system?"

- “Was there anything that frustrated you or didn’t work as expected?”
- “Is there any feature or functionality you think would improve the donation request process for schools?”

Thank you so much for your time and feedback. Your insights are extremely valuable in helping us refine the system to better meet the needs of schools.

## **Record the testing session and upload video evidence**

YouTube Link:

[User Feedback Session](#)