Usability Report

The initial reaction of the user to the website was that it was visually attractive and had a good design, while still being simple and tidy. However, after scanning through the homepage, the user was uncertain about what page they needed to navigate to. Even once they had navigated to the correct page, they were initially unsure of whether it was the right page to post results, as the icon for posting results was small, towards the bottom of the table, and close to the icon for editing.

Once they had finished posting a result successfully, the user tried posting for other levels and divisions. The user commented that the ability to change through levels and divisions was clear, intuitive, and simple. They also said that the overall look and feel was good, and the colour scheme was appealing, comfortable, and had good contrast.

The user did point out some improvements which would have made it easier for them to use, and some design inconsistencies. These were all corrected and listed below:

- Rearrange default order of table so that most recent games are at top
- Placeholder text for the form
- Menu icon should link to homepage
- Defaulting radio buttons should be checkboxes
- Dropdown links should have small down arrows
- Cursor changing to pointer on hovering over some arrows

In order to fix the larger issue of being difficult or confusing to find the correct page to post results, I implemented a few changes. Firstly, I put a larger gap between the edit icon and the post results icon so that they can easily be seen as separate. Also, on the home page I added a dismissible notification which directs the organiser to the correct post results page, which would be expected to be automatically toggled off once the organiser has experience with posting results.

The follow up testing showed that the improvements made it significantly more obvious to the user about how to post results, and the overall design was not only visually attractive but also the small details were correct and consistent. Changing the order to make the most recent games at the top also had the beneficial side effect of making it more obvious to the organiser how to post results, as the games where posting results were possible were placed at the top of the table.