RentScout Usability Test Report

Overall, our users found RentScout’s UI to be streamlined and intuitive. However, we did see some commonalities with our usability tests that we can address.

**Test**

This test tasked the users to explore the app and test its usability using the following directions:

* Give their initial impressions of the homepage
* Save any houses found throughout the test to the Favorites page
* Sort by rating to find the highest-rated property
* Filter by cost to show all properties with rent below the given amount, then sort by distance from campus to find the furthest and closest properties below the given rent.
* Clear all filters to show all available properties
* Filter to find a ‘*Pet Friendly’* property that ‘*Has Contact*’ info for the landlord, sort by number of bedrooms to find one with enough beds for 5 housemates, then find the listed contact info for the landlord
* Find the favorites page to see all the properties they saved in the previous steps
* Give their overall impressions of the app

**User Feedback**

Our test subjects gave feedback that provided helpful insight into how *RentScout* could be improved to be more accessible and understandable for users. The main takeaways that we are actively improving include:

* Fixing the issue preventing users from “exiting” the keyboard when filling in a text box
* Addressing the issue preventing the app from clearing filters if the user pressed “close”
* Changing ‘# beds’ to ‘# bedrooms’ for clarity
* Moving the favorites button to prevent it from getting mixed up with a “help” button
* Making the *Sort* and *Filter* popups symmetric, so that both popups address the same parameters
* Separating *Sort* and *Filter* buttons so that they *look* more like different buttons and can be more easily distinguished
* Showing relevant details about houses (rating, distance, cost, etc.) along with (or instead of) the address on the property list page
* Including pictures of each house, both on the property details page and the property list page
* Putting the login page as the first screen and eliminating the splash screen

Other possible future improvements could include:

* Combining *Sort* and *Filter* buttons into one popup
* Including common *Filter* parameters into individual user profile settings to automatically filter and suggest similar properties
* Tailoring the details shown about each property on the list page to either filters used or other user-chosen settings