**MODERATED USABILITY TEST - REPORT**

**User profiles**

<write down the names of the users tested here, and what their affinity with the topic and the tested device is (computer savvy people tend to deliver different results than non-techies)>

**Tested scenarios**

<provide the scenarios here, according to the given template. Copy the template below for each tested scenario

Try **not** to be too descriptive with the task. Try to recreate a realistic scenario as much as possible.

Bad example: go to the homepage, look for shoes, click on the filter for green shoes, click the add to cart button, go to the cart and add the discount code, …

Good example: You want to buy some size 8 shoes, but only if they come in green. Make sure you apply the discount code I>3MARS before completing your purchase

Use the user paths to take notes on which actions the users took and perhaps where they missed stuff. **Only assist** when absolutely necessary

>

|  |  |
| --- | --- |
| Research question: | Can users find products on our application? |
| Scenario: | You want to change your garbage subscription |
| Inputs/data: |  |
| **User paths dashboard -> subscription page -> change subscription** | |
| User #1 (Alexander Bouckaert) | Looks intuitive. Add tooltips to icons left of the dashboard, also make sure the dashboard fits the screen |
| User #2 (Jorn Blaton) | good color design on the high fidelity wireframes  Separate regular client and business |
| User #3 (Sebastiaan Sillis) | Make sure the pages are filled in, maybe put some things in the dashboard.  Account on the right side to change subscription.  Dashboard just a little icon instead of a tab. |
| **General conclusions after testing:** | |
| Keep it, this works! | Modifications |
|  | Add tooltips on dashboard.  Separate customer and business pages.  Think about icons instead of tabs in the navbar |

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| --- | --- |
| Research question: | Can users find products on our application? |
| Scenario: | Purchase some molecules from the molecules page |
| Inputs/data: | Molecule type, order datetime, pipe number, company name |
| **User paths dashboard -> buy molecules page -> select molecule -> purchase -> history** | |
| User #1 (Sebastiaan Sillis) | Don’t tuck away the search bar. Its one of the most important things on the page.  Focus on the order page, what does a customer need to do? Make it more intuitive  Let molecule purchasing customers set a home pipe address. |
| User #2 (Nick Fockenier) | Separate the client and normal customer pages |
| User #3 (Jorn Blaton) | don`t leave elements floating in the void (no container) |
| **General conclusions after testing:** | |
| Keep it, this works! | Modifications |
|  | Don’t tuck away the search bar. Its one of the most important things on the page.  Separate the client and normal customer pages  don`t leave elements floating in the void (no container)  make the order page more intuitive. |

|  |  |
| --- | --- |
| Research question: | Can users find products on our application? |
| Scenario: | Order a garbage pickup at a specific place and time |
| Inputs/data: | Date, place, time |
| **User paths dashboard -> garbage pickup -> confirm -> pickup history** | |
| User #1 (Sebastiaan Sillis) | How will a user know if a timeslot has been taken (edge cases) maybe just select a day instead and put the garbage in front of your house so they can pick it up |
| User #2 (Nick Fockenier) | maybe just select a day instead and put the garbage in front of your house so they can pick it up |
| User #3 (Alexander Bouckaert) | Think of a better way to select day and time. So that the user knows which are available. |
| **General conclusions after testing:** | |
| Keep it, this works! | Modifications |
|  | Other way of selecting a date and time.  Is it even needed to select a time? Just pick a date |