Prototype Feedback

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# Type of form

I decided to do Microsoft form feedback so that I could gather as much feedback as necessary whilst being able to streamline the results. It will also mean that I can spot differences in results very easily. I will be mainly using ratings out of 10 to try make it easier to spot patterns in responses.

# Non-Technical Feedback Form

## Section 1 – Personal Details

I decided that I need to take the name, age and job title of all who are testing the website so that I can see the different trends in people of different ages and how people’s jobs will affect how easily they can use the system. This may also affect what they think about the website. As some people depending on what they do will be looking at the colour scheme being used, whilst others will be looking at how quick and easy they can use the website.

## Section 2 – General use

For this section I will have the website logged in on one of the general user accounts so that the user can have look around the website making sure that they understand the website. I focused on the look and availability of the website. I made sure that they had room for comments about the response. So that if they gave a score that was off trend I can see why. This section I will not be telling the user about how to use the website. I will just be asking them to use it so that the results are as genuine as possible. So that the results can be as genuine as possible.

## Section 3 – Scenario use

For this section I will be giving the user different scenarios to get them to test the system. So that the user can know what they need to do, and I specifically test and ask them questions that they will have been able to test and give feedback on. It includes basic things such as logging in, making appointments and registering a user. There will be multiple sets of questions as there are 3 user groups to get tested. So it also includes registering staff and finding appointments and logging in as staff.

# Technical Feedback Form

## Section 1 – Personal Details

I decided that I need to take the name, age and job title of all who are testing the website so that I can see the different trends in people of different ages and how people’s jobs will affect how easily they can use the system. This may also affect what they think about the website. As some people depending on what they do will be looking at the colour scheme being used, whilst others will be looking at how quick and easy they can use the website.

## Section 2 – Code review

There are 4 questions about the structure/quality of the code and programming principles. I have left room for comments as well. They have the same rating at the rest of them.

## Section 3 – Database review

This is very similar to section 2 as it is focussing on the structure of the database and the querying of the database.

# Non-technical feedback

Throughout the feedback I have collected using this for. I have realised that the questions needed to be more precise about what was being asked. So that I could get better feedback for the website. I left the questions too open for interpretation.

## Question 1-3

A lot of my feedback came from people who work in trades or hospitality. So, it was quite generic people who don’t use technology a lot and like websites to be simple so that it doesn’t take too long to use or do the specific task they need it to do. The age of these people ranged from 17-70 so there was a variety of people testing and giving feedback on this website. So that I can track the trends of the different age groups and different types of workers.

## Question 4-5

The vast majority of people said that they would describe the website as amazing and the rest of the results as average. When being asked to comment on the rating audience mostly commented on the clarity of the website and how easy that made it to navigate to where they wanted to go.

## Question 6-7

When being asked to comment on the appropriateness of the colour scheme I received an average rating of **[insert rating from question 6]** out of 10. I had pretty good feedback from the colour scheme of that I choose the colours well so that they weren’t too bright but also not too dull so that it was still fairly vibrant.

## Question 8-9

The audience mainly gave feedback about the clarity of the website that the content was really clear and they knew what the website was about and could understand it well. The votes ranged between very clear and somewhat clear with most of the votes lying on very clear.

## Question 10-11

My feedback about the flow of the pages was very good, I received an average rating of **[insert rating from question 10]** out of 10. The comments about the ratings included comments such as the buttons were clear and the loading times was quick. The menu buttons were informative and concise depending on what you needed.

## Question 12-13

When being asked about the clarity of the website/individual pages the responses gave me a rating of **[insert rating from question12]** out of 10. The feedback told me that the wording was clear and I didn’t use technical language that some people wouldn’t understand and that they were all wording that is peoples general language. I had really good feedback from people about the appointment page in particular saying it was correctly formatted and clear what it was.

## Question 14-15

I asked in particular about the navigation menu prompting the respondents to tell me if it was easy to use or not really or not at all. I received most votes for very easy followed by somewhat easy. I received no votes for not easy at all. I received comments saying that it was easy it use and the fact that they liked how it was all placed at the top of the page for the user.

## Question 16-17

When being asked to rate about the complexity of how easy it was to register a user I received a rating of **[insert rating from question 16]** out of 10. They said that it was easy to find the information and the display was nice.

## Question 18-19

The vast majority of people responding to the form when being asked about how easy it was to log into the website. they rated the experience **[insert rating from question 18]** out of 10. I received comments on the fact that they knew where the information was being put in and that it wasn’t hard to do.

## Question 20-21

When asked about how easily they could make an appointment I received a rating of **[insert rating from question 20]** out of 10. I received responses that the instructions were clear. They liked the fact that they could make an appoint using the calendar and the clock on the boxes.

## Question 22-23

The respondents replied that the staff login was easy to find and use and gave it a rating of **[insert rating from question 22]** out of 10.

## Question 24-25

The feedback for registering a staff member was very high, it was rated **[insert rating for question24]** out of 10. They commented that it was easy and simple to register a staff member.

## Question 26-27

I asked how easy it was to find an appointment on the staff page. I wasn’t expecting much feedback on this section as I have not implicated a search function. However, the respondents did still rate it and gave it a **[insert rating from question26]** out of10. Saying that it would be simple as they are all there when you open the screen.