



## **TutorsHub User Test Report**

### **Thank You Testers!**

Firstly, we want to thank all participants who were willing to spend their time and contribute feedback during the recent user test for TutorsHub. The input from all participants has helped us identify multiple things UI/UX-wise that could use some improvement. This is invaluable to us in helping create a good experience for all users.

#### **1. Keyboard Issue During Sign-Up**

When you open the TutorsHub client for the first time, the first thing you have to do to be able to access the application is sign up for an account and then proceed to sign in. Accordingly, this was the first task of the user test. When users attempted to enter the information for sign-up that was lower down on the screen, the keyboard blocked off the box so the user was unable to view what they were typing when entering their new account information. This will be something we will promptly adjust to ensure an easy sign up process for the user.

#### **2. Caching Challenges on Course and Tutors Pages**

Another insight gained from the tests involved the performance of the home screen and the tutors page. Participants noted delays in loading the content on the home screen and tutors page were unnecessary as they already had to wait for it to load when opening the app. This highlighted the need for us to create better manners to cache information after it is loaded in from our data service, therefore enhancing the overall performance of the platform.

#### **3. Load Speeds from the Data Service**

Similar to the above, we also identified a broader concern with the load speeds for information retrieved from our Azure data service. Taking steps towards overall service data retrieval will continue to further our application's performance.

#### **4. Summary and Next Steps**

As a whole, the user stories and components we had implemented into the application behaved as they should have, deeming some success! Before our upcoming final presentation we, Team H, are committed to addressing some of the issues above. Along with a couple of key additional features.

Once again, thank you for your participation and feedback. Your contributions are helping to push our team in the right direction.

Sincerely,  
The TutorsHub Team