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Group 3
Lab 9 – Steve Krug Evaluation

Questions:

1. What is E-Card?

Answer: *E-Card is a service that allows you to check on your MetroCard balance online and avoid the hassle of waiting in line.*

The user had no issues completing the task.

2. For how many days is MetroCard#1234567890 unlimited?

Answer: *7 Day Unlimited*

The user had no issues completing the task.

3. When does MetroCard #1234567890 expire?

Answer: *Expires 5/1/2020*

The user had no issues completing the task.

4. How much money is on MetroCard #1234567890?

Answer: *\$10.50 is on the card*

The user had no issues completing the task.

5. How much do 10 rides cost?

Answer: *10 rides are \$27.50*

The user had no issues completing the task.

6. How much is a 30-Day Unlimited MetroCard?

Answer: *30 Day Unlimited card is \$127*

The user had no issues completing the task.

7. Add \$20 to MetroCard #1234567890, what is the order type?

Answer: *Order type is cash amount*

The user had no issues completing the task.

8. What is the Final Balance of MetroCard #1234567890?

Answer: *Final balance is \$30.50*

The user had no issues completing the task

9. What if you changed your mind, and you want to add \$10 to the same MetroCard, what should you do?

Answer: *Click on "My Card" and go through adding funds again*

The user was able to complete the task, but complained that he would have preferred to be able to go to the previous screen rather than restarting, even if the hassle was minimal.

10. Fill out the billing form and submit it, did you have any issues?

Answer: *No issues, pop-up says success*

The user had no issues completing the task

11. What can you contact support about?

Answer: *Feedback and Questions*

The user had no issues completing the task.

12. Who are the developers of E-Card?

Answer: *Michael Levinson, Gregory Ross, Katie Solokhina, Corey Zoubkov*

The user had no issues completing the task.

Overall, the user was pleased with the experience. He remarked that the site layout was clear and that it works smoothly. His only complaint was that it would be better if he could go back a step in the transaction process instead of having to start over. That would make it easier to undo errors and would give the user more flexibility. From this exercise, I discovered that usability issues are not always apparent, and that it's very unlikely to catch them all. Even though my test partner did not feel inconvenienced, he thought it was odd that this functionality was forgotten, and suggested it may be an obstacle for most users.