Lab 9: Steve Krug Evaluation – Individual Write Up by Katie Solokhina

Questions:

1. **What is E-Card?**
   User suggested an about us page to explain what e-card is because that is where she expected it to be but then read the home page and found a brief explanation there.

2. **For how many days is MetroCard#1234567890 unlimited?**
   User did not have a problem navigating to the "My Card" page and inputting the number and finding the answer to be 7 days.

3. **When does MetroCard #1234567890 expire?**
   May 10, 2020 user did not have problem finding this answer.

4. **How much money is on MetroCard #1234567890?**
   $10.50 user did not have problem finding this answer.

5. **How much do 10 rides cost?**
   User suggested to add a monetary value to the options that don't claim how much they cost until they are actually clicked, with an actual MetroCard refiller machine those options don't usually exist so it was a little confusing.

6. **How much is a 30 Day Unlimited MetroCard?**
   User did not have an issue telling me how much it costs since she was already on that page.

7. **Add $20 to MetroCard #1234567890, what is the order type?**
   User pressed add button to move onto the billing page, where they easily found the order type to be cash amount.

8. **What is the Final Balance of MetroCard #1234567890?**
   User did not have an issue finding the final balance

9. **What if you changed your mind, and you want to add 30-Day Unlimited to the same MetroCard, what should you do?**
   User said she has to start over by pressing the My Card menu option, would have been easier if there was a back button so that she doesn't have to completely start over.

10. **Fill out the billing form and submit it.**
    User did not have a problem filling it out. She said that she liked the feedback that her form went through, and that when filling out the numbers it prevented user error by having the input type length for specific fields.

11. **What can you contact support about?**
    User did not have an issue navigating to the support page, and finding the two options that she could contact support about.

12. **Who are the developers of E-Card?**
    User did not have problem finding the developers but asked if she could contact just one specific developer versus all of them.

Overall the user didn't have too many issues navigating through the website, since a lot was self-explanatory. However, there were certain things that the user noticed or had difficulty with finding (such as the about us page or certain prices of options that weren't specified) because she had a fresh perspective on the website, as opposed to us who created the website so we thought these things just made sense. She also found it very tedious having to restart the whole process when she already continued to the billing page and decided to change the MetroCard type or amount. This feedback was very helpful in improving our website usability.