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Lab 9: Steve Krug Evaluation

Questions:

1. **What is E-Card?**

   User understood the purpose of an E-card and the goal of the site regarding MetroCard as it was the first thing she saw on the home page.

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

   User immediately noticed days in which the card was unlimited. Stated 7 days.

3. **When does MetroCard #123456789 expire?**

   User could accurately tell the card expiration date.

4. **How much money is on MetroCard #1234567890?**

   User could accurately tell the card balance and stated $10.50.

5. **How much do 10 rides cost?**

   User did not recognize how much 10 rides would cost until they understood selecting one of the price buttons would display the price.

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

   The user gave the correct price of $127.00 for a 30 day unlimited.

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

   The user correctly identified the order type as Cash Amount.

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

   The user read the label "Final Balance" and the amount of $30.50.

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

   The user suggested reentering the MetroCard info by pressing the My Card tab because the site lacked a back button.

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

The user understood what was required of each of the billing inputs.

11. What can you contact support about?

The user identified the input box and its label. They then accurately stated feedback and questions as the things you can contact support about.

12. Who are the developers of E-Card?

The user didn't understand the purpose of the developers and contact info and asked if a the input from the support page would go to a particular developer. Also asked which one would be suggested to contact.

The user seemed to navigate the site with ease and understood the information the site was providing. I believe this was due to the sites clarity and the users familiarity with certain with certain elements such a billing form fields. The user felt the site was slightly repetitive and inconvenient due to the need of them repeating a process that could've been handled with a button. User also seemed to find the developer info unnecessary for users who want to just submit support request.