**Test Report for the existing website**

**Truck test**

1. What site is this?

2. What page am I on? Is there a page name?

3. What are the main sections? Are there section names?

4. What navigation options do I have here? Is there local navigation?

5. Where am I in the scheme of things? Are there you are here indicators?

6. How can I search? Are the a search bar?

22 year old girl from Czech Republic

1. Site about family health Spa
2. Home page, yes
3. Yes, I can see them in navigation, there are section names
4. Yes, theres is navigation, but no local one
5. I do not know, no
6. No

22 year old girl from Spain

1. Site about Spa
2. Home, yes
3. Yes on the left side, home, accomodation etc.
4. Just this one on the left side, I don´t think so
5. I can see on what page I am, but I cannot oriantate in a scheme of things
6. No I cannot

27 year old man from Poland

1. Site about Spa and beauty
2. Home page, I think it is on the left side.
3. Yes on the left side, home, accomodation etc.
4. I think it is the same as those sections.
5. Yes, home, there is just text. I can see where I am, the text turns blue
6. No

**Truck test summary**

Respondents agreed on main things, they recognized that the web site is about Spa or probably has something to do with health and relaxation. They could oriantate amongs the navigation and pages, but not in the scheme of things, because there is a lot of information, so we are about to change that. And since there is no local navigation, it is harder to move from page to page for them.

**5 sec test**

Imagine that you want to spend weekend in Spa and this is the website you will find.

1. What was the company name?
2. What are your options on this page?
3. If you would like to book a room with some Spa procedures, would you know where to click?
4. Would you stay on this site and try to find out more information? If not, why?

**5 sec test summary**

Respondents- design students, 27 nationalities, age between 18-35

It was easy for respondents to see the name of the company, but they couldn´t remeber it or they were not able to read it in 5 secs, because it is too long. Just 1 of 14 respondents wrote down the right answer. It was easy for them to find a navigation bar and to oriantate in pages and options, but there would be a long way for them to find where they can book a room or procedures, so that is a important thing. In this case it was 7 people out of 14. Main problem is design of this web site, people do not want to stay here and find out more, because it is not visually well-arrange. 10 of them really did not want to stay on this page more than 5 secs.

**Heuristic Evaluation**

Jakob Nielsen's 10 general principles for interaction design. They are called "heuristics" because they are broad rules of thumb and not specific usability guidelines.

## **Match between system and the real world**

The system should speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms. Follow real-world conventions, making information appear in a natural and logical order.

Language of our website will be clear and we are not gonna use any technical terms.

## **User control and freedom**

Users often choose system functions by mistake and will need a clearly marked "emergency exit" to leave the unwanted state without having to go through an extended dialogue. Support undo and redo.

We gonna make a simple navigation using a logo on every page, by clicking on it you can come back to frontpage.

**Consistency and standards**

Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow [platform conventions](https://www.nngroup.com/articles/do-interface-standards-stifle-design-creativity/).

## **Error prevention**

Even better than good error messages is a careful design which prevents a problem from occurring in the first place. Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action.

Our design will be simple and clear to prevent errrors.

## **Recognition rather than recall**

Minimize the user's memory load by making objects, actions, and options visible. The user should not have to remember information from one part of the dialogue to another. Instructions for use of the system should be visible or easily retrievable whenever appropriate.

Every page is realted, but it will not require from user to remeber information from previous or any other page.

## **Flexibility and efficiency of use**

Accelerators — unseen by the novice user — may often speed up the interaction for the expert user such that the system can cater to both inexperienced and experienced users. Allow users to tailor frequent actions.

We gonna make our website more clear for unexperienced users and we will change navigation to make it easier.

## **Aesthetic and minimalist design**

Dialogues should not contain information which is irrelevant or rarely needed. Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.

We gonna make it more minimalistic and readable and we will reduce all information.

## **Help users recognize, diagnose, and recover from errors**

[Error messages](https://www.nngroup.com/articles/error-message-guidelines/) should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution.

As we already mention earlier, we will try to prevent errors with this really simple design and structure so this will not be needed.

## **Help and documentation**

Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation. Any such information should be easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large.

Our web site is not gonna have a help page.

**Cognitive Walkthroughs**

1. Will the user try to achieve a the right effect?

No, we have to change design and navigation so user will try. Results of our 5 secs test showed us, that design is not user friendly and content is not well-arranged so they do not want to stay for a longer time.

1. Will the user notice that the correct action is avaliable?

In this case yes, navigation is clea.

1. Will the user asssociate the correct action with the effect to be achieved?

Yes, when you click on particular page in navigation, this particular pages will shop up.

1. If the correct action is performed, will the user see that progres sis being made toward solution of the task?

Yes, but there is more information that is needed.

**Test Report for the new web site**

**Truck test**

1. What site is this?

2. What page am I on? Is there a page name?

3. What are the main sections? Are there section names?

4. What navigation options do I have here? Is there local navigation?

5. Where am I in the scheme of things? Are there you are here indicators?

6. How can I search? Are the a search bar?

22 year old girl from Czech Republic

1. Therapy and Spa
2. Home page, yes
3. Yes, on the top
4. Yes, theres is navigation, but no local one
5. Home I guess, but there are no you arre here indicators
6. No

23 year old girl from Finland

1. Site about Spa
2. Home, yes
3. Yes on the top – home and about us, contact
4. Yes, navigation on the top is there all the time
5. Yes I can, this page is really simple
6. No

23 year old man from Danmark

1. Therapy and accomodation
2. Home, yes
3. Yes on the top
4. Navigation on the top, I do not think so
5. I think there is not, but I can oriantate on what page I am.
6. No

**Truck test summary**

Again, respondets agreed on most of the things. They have no longer problém to read and to remember the name of the company. They still can guess, that it is a website about theraphy, health and spa. They can see the navigation easily and they know where they are in a scheme of things.

**5 sec test**

Imagine that you want to spend weekend in Spa and this is the website you will find.

1. What was the company name?
2. If you would like to book a room with some Spa procedures, would you know, where to click?
3. Is this web site visually well-arranged.
4. Would it be easy for you to navige through this web site?

Respondents- design students, 27 nationalities, age between 18-35

Since we have changed design of the website are two main problems got solved. It is easy for user to remember the name of the company (10/11) and they are no longer confused about booking the room or ordering a therapy (in this case 8/10). 11/11 consider new website as visually well-arranged and they would like to stay for longer time and that was our goal.

**Heuristic Evaluation**

Jakob Nielsen's 10 general principles for interaction design. They are called "heuristics" because they are broad rules of thumb and not specific usability guidelines.

## **Match between system and the real world**

The system should speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms. Follow real-world conventions, making information appear in a natural and logical order.

Our language is clear and simple.

## **User control and freedom**

Users often choose system functions by mistake and will need a clearly marked "emergency exit" to leave the unwanted state without having to go through an extended dialogue. Support undo and redo.

Our navigation is pretty clear and simple, it is visible all the time, so users will no where to click to come back

**Consistency and standards**

Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow [platform conventions](https://www.nngroup.com/articles/do-interface-standards-stifle-design-creativity/).

## **Error prevention**

Even better than good error messages is a careful design which prevents a problem from occurring in the first place. Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action.

Our design is very simple and clear to prevent errrors.

## **Recognition rather than recall**

Minimize the user's memory load by making objects, actions, and options visible. The user should not have to remember information from one part of the dialogue to another. Instructions for use of the system should be visible or easily retrievable whenever appropriate.

Every page is related, but it is not require from user to remeber information from previous or any other page.

## **Flexibility and efficiency of use**

Accelerators — unseen by the novice user — may often speed up the interaction for the expert user such that the system can cater to both inexperienced and experienced users. Allow users to tailor frequent actions.

As we alredy mentioned design of our site is simple even for unexpirienced users ( we tested this by using truck test)

## **Aesthetic and minimalist design**

Dialogues should not contain information which is irrelevant or rarely needed. Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.

We reduce information and we arranged it and ordered it.

## **Help and documentation**

Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation. Any such information should be easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large.

**Cognitive Walkthroughs**

1. Will the user try to achieve the right effect?

After we have redesigned our web site we figured out sing Truck test and 5 sec test, that users will try to achieve ther ight effect.

1. Will the user notice that the correct action is avaliable?

In this case yes, navigation is clear.

1. Will the user asssociate the correct action with the effect to be achieved?

Yes, when you click on particular page in navigation, this particular pages will shop up.

1. If the correct action is performed, will the user see that progres is being made toward solution of the task?

Yes and we reduced information and ordered it.