**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**

Respondens 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 thath. 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 i tor they were not alble to read it in 5 secs, because it is too long. Just 1 of 11 respondents wote 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 from 9 in this case. Main problem is design of this web site, people do not want to stay here and find out more, because i tis not visually well-arrange. 10 from 9 of them really did not want to stay on this page more than 5 secs.

**Heuristic Evaluation**

**Summary:** 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.

## **Visibility of system status**

The system should always keep users informed about what is going on, through appropriate feedback within reasonable time.

## **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.

## **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.

## **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.

(Read full article on [preventing user errors](https://www.nngroup.com/articles/slips/).)

## **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.

(Read full article on [recognition vs. recall in UX](https://www.nngroup.com/articles/recognition-and-recall/).)

## **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.

## **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.

## **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.

## **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 a the right effect?
2. Will the user notice that the correct action is avaliable?
3. Will the user asssociate the correct action with the effect to be achieved?
4. If the correct action is performed, will the user see that progres sis being made toward solution of the task?