UX Document

Individual Track Assignment

University of Applied Sciences

13/06/2022 Eindhoven
Version: 0.2

Esther Wolfs: 3329984

Tutor:
Tim Kurvers
Márcio Paixão Dantas

Version history

Version	Date	Author(s)	Changes	State
0.1	13/06/2022	Esther Wolfs	Start UX feedback, add feedback from User 1	Started
0.2	16/06/2022	Esther Wolfs	Add feedback from User 2	Started

Contents:

1. Introduction

In this document you can find the feedback that was given by test users, after testing the app. They have tested all the functionalities of the application, made some comments on the design and buttons and tried to find some bugs. After this feedback was received some improvements have been made, however not everything has been fixed, due to a lack of time.

2. Design Principles

1. Visibility of system status

When the api is not connected or the rooms are not yet loaded on the homepage, a "loading rooms…" message is visible. This is the only loading message on the website. There are no other messages informing the users of data that is still loading or why the tables may be empty in the profile pages.

2. Match between system and real world

Real pictures of hotel rooms are added to the room, these pictures are displayed on the site. In the sidebar in the account, icons are used that should resemble the page they navigate to. For the account a single person is added, for the reservations a ticket icon, for rooms a hotel icon, for employees multiple people and for logout an exit icon. These should match real world items.

3. User control and freedom

There are no cancel or undo buttons, once the user has entered information like an address or username, or made a reservation, the information saved in the database is final and there is currently no possibility to fix, update or delete it.

4. Error prevention

Error prevention is only added to certain features, like giving certain input boxes the required attribute. This means users cannot submit the form without inputting at least something. However, there are still a lot of values that are not checked, so it is easy to still enter data that is not valid.

5. Help users recognise, diagnose and recover from errors

The error messages that are shown when a mistake is made are in plain language, so they should be understandable for users. However, error messages are not always shown, in fact sometimes a success message is shown when there was no success.

6. Consistency and standards

The account page looks pretty consistent, there is a sidebar, the add forms all look similar (except for the reservation, login and signup form), all data is shown in the same style tables.

7. Recognition rather than recall

There are no instructions for this website. Because some parts may be a bit confusing it would be a good idea to add a help button.

8. Flexibility and efficiency of use

The reservation form already has the current date for check in and the next date for check out, it also already has 2 guests selected. The only thing that the guest has to select is the correct room if they want to make a quick booking for today. If they want to make a booking for a different date or a different amount of guests they have to manually select it. The add employee and add room pages have no autofills, because all data is different. The data that is always the same is added in the service layer of the backend.

9. Aesthetic and minimalist design

There is not too much unnecessary information on the website. The homepage shows some featured rooms, a short about us section and depending on the login status either a banner telling the user to login or a reservation form. The all rooms page just shows an image of all the rooms, the name and the price. In the account section only relevant data is shown like user info, room info or reservation info.

10. Help and documentation

There is currently no help or documentation, however it would be useful to explain to users what kind of data is expected when filling in the forms.

3. User Feedback

User 1: Lars Kluijtmans - 9/6/2022

The first user to test this application was Lars Kluijtmans, he tested the application on 9/6/2022. The comments he gave are listed below, as well as the improvements that were made based on these comments. The improvements are only mentioned for the parts that were actually updated.

- The check in/check out dates on the reservation form don't show any default date, change this to make the default check in date to today and the default check out tomorrow.

This has been updated, you also can no longer select a date that's in the past.

- For the amount of guests use the value and set it to 2, instead of using a placeholder.

  This has been updated.

- Fix the search bars, they are not doing anything right now.

- In the account section, update the sidebar and make the entire link part clickable, not just the text.

- The homepage is still a mess, "Homepage is disgusting" were his exact words.

  The CSS and contents of the homepage have been updated, so it now looks a bit better and more relevant.

- The tables in the account section that show the data are a bit confusing to understand. Add some styling to this.

- When creating or updating a room for some numbers you can enter double values, so your room can have a capacity of 2,5 people. This should be fixed.

Overall rating: 7,5/10

User 2: Mohammad Nazibul Khan - 16/06/2022

The second user to test the application was Mohammad Nazibul Khan, he tested the application on 16/06/2022. Improvements have not yet been made.

- The update profile part is confusing. All user information is shown in textboxes, however you cannot type in them. You have to press a separate Update button to go to the page where you can actually update (limited) information.

- When trying to update employee information it shows the info is updated and sends it back to the profile page, even though the information is not updated because of constraints in the API. These errors should be fixed, add a notification in React to inform the user of the error.

- The account button in the sidebar and the button in the top navigation bar that shows the username have the same function, this can be confusing and the one in the sidebar is unnecessary. It would be better to remove one of them.

- In the sidebar in the account settings you have to specifically click the text to go to that page, instead of clicking on the entire section that changes colour. It would be better to be able to click on the entire part, instead of just on the text.

- The check in/out button for the employees on the reservations page doesn't actually work. It always updates the previously clicked reservation instead of the one you just selected.

- When adding a new room in the employees page the labels for the textboxes are confusing. It is not always fully clear what data you have to enter.

- There are no checks for the character length, however there are constraints in the database, which means that if a name has more than the allowed amount of characters a room will not be added. However the user is not notified of this, instead they are being told the reservation is actually added. An error message would be useful.

- The same thing happens in the adding and updating employee info page. It would also be useful to give more user feedback.

- There should be an error message when making a reservation and the same check in/out date is selected. It is the same as the points mentioned above.

Overall rating 7/10

4. Conclusion

It was very useful to get feedback from other users, because some features may look useful and clear to me, but other users may struggle to understand them. Because I made everything myself and thought of the features I wanted to add, it is easy for me to navigate the website and find everything. I also know what data I need to add and the constraints I have for them. By letting other users test my application I can get a fresh opinion on my design and UX choices. There is still a lot to improve, after comparing the 10 heuristic principles to my own website.