

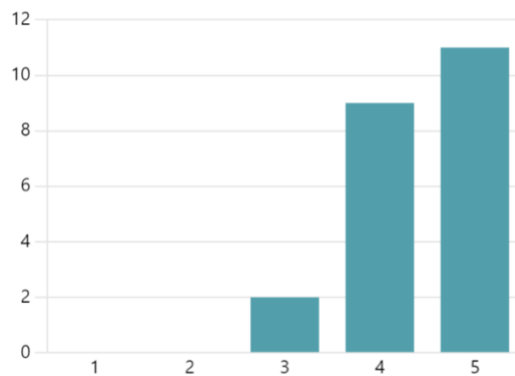
User Testing Feedback

During the Project Fair, we asked people to complete a questionnaire to gather feedback and suggestions. We used the System Usability Scale (SUS) framework to create the questionnaire and two additional questions to suggest in detail.

Below are the results from the 22 users who filled out our survey at the Project Fair. Questions 1-10, the user answered on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree). Questions 11 and 12 are the two additional questions to write in detail.

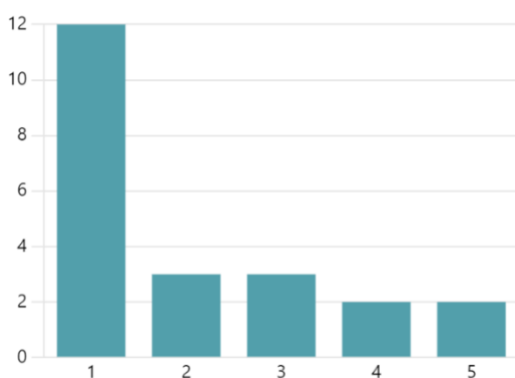
Q1. I think that I would like to use this website frequently.

4.41
Average Rating



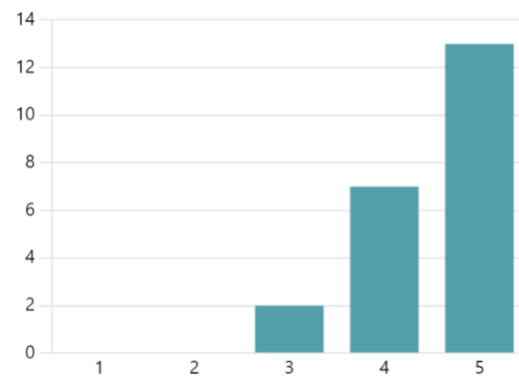
Q2. I found the website unnecessarily complex.

2.05
Average Rating



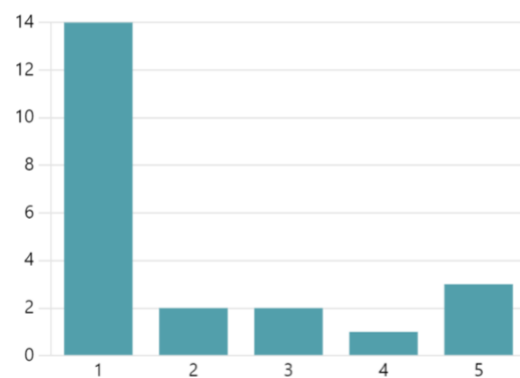
Q3. I thought the website was easy to use.

4.50
Average Rating



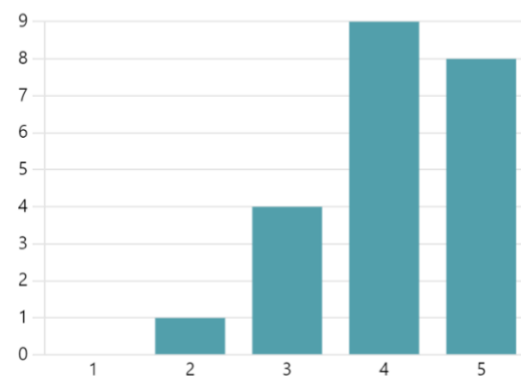
Q4. I think that I would need the support of a technical person to be able to use this website.

1.95
Average Rating



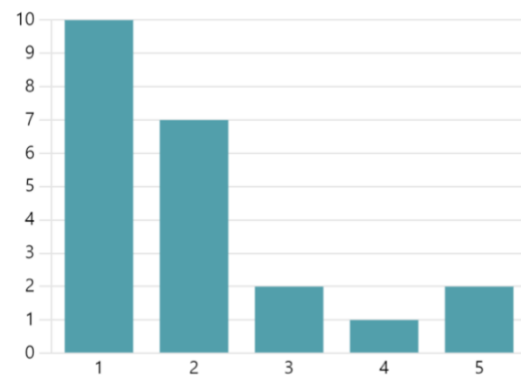
Q5. I found the various functions on this website were well integrated.

4.09
Average Rating



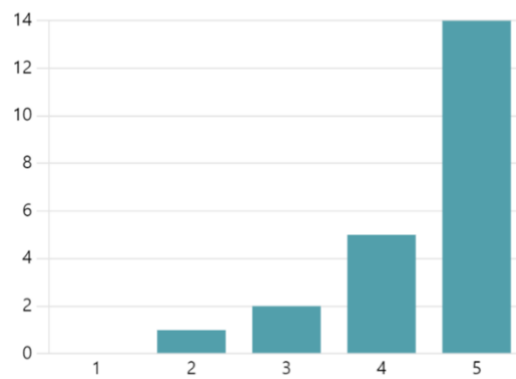
Q6. I thought there was too much inconsistency in this website.

2.00
Average Rating



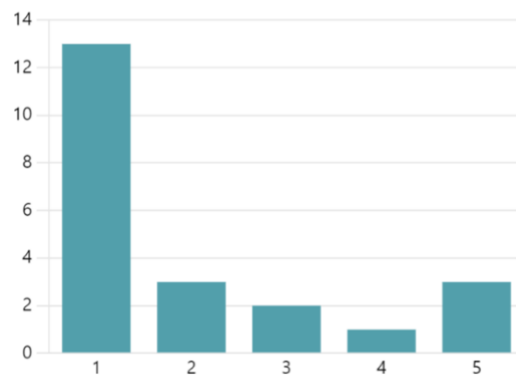
Q7. I would imagine that most people would learn to use this website very quickly.

4.45
Average Rating



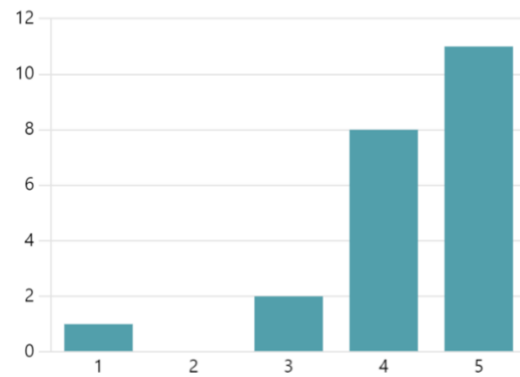
Q8. I found the website very cumbersome to use.

2.00
Average Rating



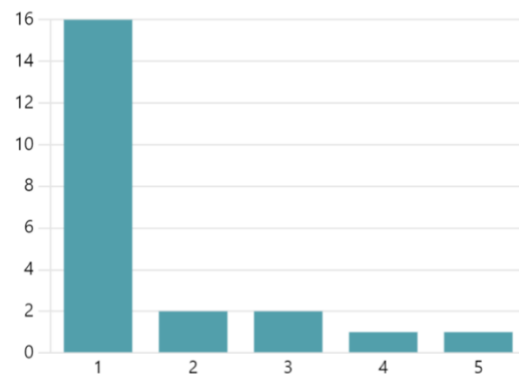
Q9. I felt very confident using the website.

4.27
Average Rating



Q10. I needed to learn a lot of things before I could get going with this website.

1.59
Average Rating

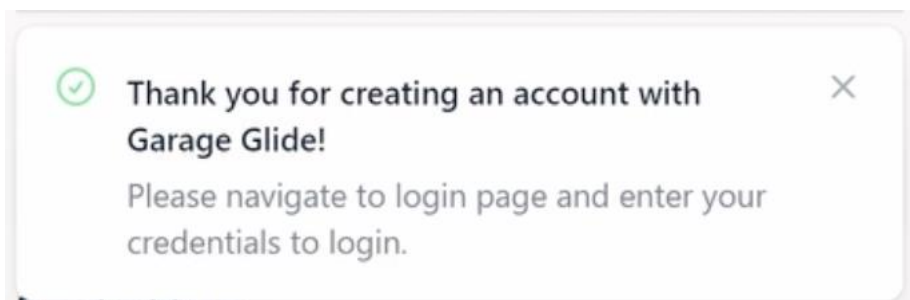


Q11. Can you describe any difficulties you experienced while using our website?

4 respondents (29%) answered **None** for this question.

Lovely
awesome
User should be made aware
Nil
None
Services
no difficulties
visual feedback

We asked people if they had experienced difficulties using our website, and most of the users faced no difficulties. However, some mentioned that we should include more 'visual feedback'. For example, when the user signed up for an account, there was no message that the account had been created or redirected to the login page. We've considered this feedback, and now users are shown a message that an account has been created.



Q12. What feature(s) would you like added or improved on our website?

2 respondents (13%) answered **user** for this question.

ok
Nil
email confirmation
peek
Integration
login prompt
feedback comment
services section
history of car
user
car history
comment system
multiple garages
MOT history
reg plate
view password
garages and companies
great
None
Amazing

Our website wasn't completed during the Project Fair, so many features weren't available to users. We've considered these suggestions and implemented them, most of which are already available on the website. For example, service history, email confirmation, registration plate, etc.