

Usability & Satisfaction Feedback Analysis

Launch Speed

- All respondents expressed strong satisfaction with the application's launch speed.

General Usability

- Three out of four respondents were satisfied with using the application,
- while one was strongly satisfied.

Account Management

Registration, Login, and Logout: Three respondents found it extremely easy to register a new account, log in, and log out. They also found exiting the application very straightforward. However, one respondent was annoyed of username's size restriction.

Updating BMI: Three respondents were neutral about updating their account's BMI, while one was satisfied (but not strongly). This suggests room for improvement in the BMI update process.

User Records (Diary Notes) Management

Satisfaction with managing user records was neutral for three respondents. One was satisfied. However, the feedback form did not specify whether the feedback was about creating, reading, editing, or deleting records. Revising the form to capture these specifics could provide clearer insights.

Calorie Calculation

- Three respondents found it very easy to calculate the calories of available food options and were strongly satisfied.
- One respondent was just satisfied.

Additionally, one respondent provided interesting feedback in aim of improving the resultant display. They mentioned that it would be better to count varied in size products such as apples, in the following form: N of calories per 100g of product (apples).

This is a valid observation, as apples can vary greatly in size, significantly impacting calorie calculations. This variability becomes especially noticeable when dealing with large quantities, where even small differences in size can lead to substantial discrepancies in the total calorie count.

Unit Conversion

All respondents were strongly satisfied with the functionality of converting between metric and imperial measurements, prompting no need for improvement in such area.

Navigation

- Two respondents were strongly satisfied with navigating the application.
- One was satisfied, and one remained neutral, indicating some potential for improving navigation clarity.

Readability

- Three respondents were satisfied with the readability of the application's content,
- while one was strongly satisfied.

Since all respondents were Polish citizens and the application is primarily designed for British users, additional feedback from the target demographic may be needed to assess any required improvements accurately.

Screen Resolution

- Most respondents were just satisfied with the application's resolution.
- One was neutral, and another expressed strong satisfaction.

Currently, the application has a fixed resolution, and making it responsive could enhance user satisfaction in the future.

Error Clarity

- Two respondents were strongly satisfied with the clarity and helpfulness of error messages.
- Of the two who did not encounter errors, one was just satisfied, and the other was neutral regarding error clarity.

Overall Satisfaction

- Overall, 50% of respondents were strongly satisfied with the application, while the other 50% were just satisfied.
- 4/4 respondents did not signify any dissatisfaction at Satisfaction Rating Table.

First Impressions of the Application

The initial feedback from respondents indicates that the application is highly comprehensible. However, there is room for improvement. One respondent mentioned that the application gave the impression of a virus, which is concerning as it could deter users from engaging with the app.

This negative perception might be attributed to the absence of a professional icon. To enhance user trust, it would be beneficial to develop a more polished icon and provide clear assurance about the integrity of the download source.

Navigation and Layout Feedback

The majority of respondents agree that the main functionalities of the application are identifiable and easy to locate. This ease of use may be influenced by their prior experience with digital tools on mobile or PC, as highlighted in the Demographic and Contextual questionnaire.

The application does support some accessibility features, such as navigation through tabulation. However, more feedback is needed from users with disabilities, including those with color blindness or who are unable to use a computer mouse, to further enhance accessibility.

User Records (Diary Notes) Functionality

One respondent indicated that the functionality of managing notes (user records) is un-intuitive. This observation is reinforced by the neutral satisfaction feedback from the majority of respondents. It seems there may be a design flaw, as the interface can initially feel overwhelming due to the large number of options displayed at once. Simplifying the display and layout could make user records management more intuitive. Despite this, most respondents affirm the ease of utilisation of available functionalities.

Visual Design

All participants who used the application for the first time agreed that its design is appealing. This positive feedback is likely due to the minimalistic approach, where only essential features are prominently visible, keeping unused features out of focus. This design choice allows users to concentrate on the most relevant functions, enhancing their overall experience.

However, this feedback might be subjective, as we have not yet gathered insights from visually impaired individuals. Additionally, factors such as age may influence perceptions of the design's artistic appeal. We also lack specific satisfaction feedback on the design aspect. Therefore, to draw more comprehensive conclusions, we need further feedback. For now, there seems to be no immediate need to improve the application's visual design, unless we take into account one respondent, who mentioned that the design looks childish.

Additional Feature Request Feedback

One respondent suggested implementing ready-made diet templates. It's unclear if this feature is necessary or if other participants would find it beneficial. To gather more feedback on this suggestion, we should include it in a feature request survey. Nevertheless, this idea has inspired me to develop a template for BMI results, where users can easily see how their BMI aligns with a healthy range.

Additionally, one respondent suggested changing the unit from meters to centimeters for providing Weight and Height measures in the metric system. I like this idea because I personally had difficulties placing the decimal correctly when entering my height data, which can affect user experience. Using centimeters would reduce this issue. However, before making this change, I need more feedback from other respondents to see if they agree.

Performance

The majority of respondents agree that there is no lag in the application. However, one respondent noticed minimal delays when navigating through tabs. This observation may be valid, as such effects can occur on lower-performing devices. While I cannot confirm this definitively, in my testing on a virtual machine with 2 cores, Intel i5 processor, and 8 GB of RAM, I observed slight delays when navigating through the application's pages and options.

Interestingly, this effect was not noticeable in the application's development environment at Fife College computing facility. Therefore, it is crucial to gather more feedback by testing the application on various device models. Additionally, collecting data on respondents' devices used to run the app would provide essential information for optimising our application on different platforms.

Issues

Three out of four respondents had no issues while using the application. However, one respondent reported difficulties logging in after successfully registering and mentioned that their BMI resulted in 0. Based on our robust testing, I dismiss the possibility of such an outcome. However, additional testing could provide 100% certainty. Unfortunately, the respondent did not provide input data for the registration and login pages, nor for their height and weight inputs with the selected measurement type.

I believe the individual closed the application and attempted to log in to their newly created account without realising that user credentials are erased after the application is closed. If this is the case, it's not their fault as there was no clear indication provided. This lack of clarity can significantly reduce user satisfaction and overall experience. To address this issue, we should improve by informing users about how the application works through a tutorial and a warning popup before terminating the application. Alternatively, we could consider saving user data locally on their computer. Implementing these changes will require creating terms and policies to ensure compliance with local laws such as GDPR and Article 18 Data Protection Act. Additionally, we must secure this data to prevent fraud.