**User Testing**

Protocol

I will be interviewing my dad and asking him to navigate through the redesigned website for Blue Monkey Tea Pittsburgh. In the process, I plan to ask that he narrate his thoughts as he completes the first five user stories as listed in the User Stories document. I will ask him to restart from the home page at the start of each user story. While he is navigating through the website, I will be taking notes on his thought process and any moments of hesitation. After all five user stories are complete, I will ask him the questions listed below.

1. What do you like about the design of the website?
2. What did you not like?
3. What did you struggle with while navigating?

Link to Interview Audio

<https://drive.google.com/file/d/1OEU7bZFLRcoV_zCS4Bfxpvivv382jH97/view?usp=sharing>

Notes

**User Story 1**: There was a bit of a long pause and hesitation to find the navigation buttons, easily located the Contact Us button afterwards, opened Contact Us, found the store address

**User Story 2**: Opened products, scrolled past tabs, scrolled back up, clicked the loose green tea tab, located the specified tea, saw prices

**User Story 3**: Opened stay connected and saw the form

**User Story 4**: Opened up the FAQ and saw the various questions pertaining to brewing tea

**User Story 5**: Opened products, hesitated a bit before clicking image, saw the description

**Feedback:** Easy to navigate around, buttons organized clearly and self-descriptive**,** maybe use a different font for richer styles

Analysis

Overall, the user testing went along quite smoothly. The user was able to locate everything without struggling too much and felt that the website layout was very simple and straightforward. The user gave feedback saying that the navigation buttons were descriptive so it was easy to understand what would be where. There was, however, a little bit of difficulty in noticing the different buttons and tabs. The text about clicking the thumbnails was also a little hard to read, as the user skipped past it. However, the user was still able to deduce that the images could be opened to view more information. In response to the testing, I made three changes. I increased the size of the buttons and the size of the text. I also increased the font-size of the instructions and other messages around the website. Per the feedback that the font could be more attractive, I switched from using Helvetica to using Oswald, a slightly more attractive but still accessible font. This has also been updated in the Design Guide.

Recommendations

If I had more time, I would go back and make the Home page of the website more interesting. Currently, there are a few pictures and some simple messages. I wanted to include a slideshow, but ran out of time to do so. Adding it would be make the website more appealing. Other improvements would include making the website mobile responsive and adding some interesting features like a search bar.