C856 Task 2 Template

Your Prototype

Name:	Jeffrey Linn
ID:	4388148
Prototype Title:	
Jeffrey Linn C856 Prototype	
Prototype Link:	
https://linnj4.wixsite.com/website	
Five Objective Usability Tasks:	
1. Plan a different island activity for each day of a 4 days vacation 2. Send a message to the Taniti website 3. Determine what will be open during Holidays 4. Rent a private condo 5. Make a dinner reservation	

Your Completed Peer Reviews
Review 1

Name of the Prototype Owner and Title of Prototype:
Michael Gray C856 Prototype
Your Panopto Review Link:
https://wgu.hosted.panopto.com/Panopto/Pages/Viewer.aspx?id=27ca0c8b-717f-4c35-8d6b-adcc013396d6

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Review 2

Name of the Prototype Owner and Title of Prototype:
Christopher Rohr C856 Prototype

Your Panopto Review Link:
https://wgu.hosted.panopto.com/Panopto/Pages/Viewer.aspx?id=01a46a99-b6cc-4aee-b205-adcc0131a248

Review 3

Name of the Prototype Owner and Title of Prototype:
Mallory Lawvor C856 Prototype

Your Panopto Review Link:
https://wgu.hosted.panopto.com/Panopto/Pages/Viewer.aspx?id=3ab2c6bc-1e8e-4049-b650-adcc012e0492

Peer Reviews of Your Prototype

Review 1

Name of Peer Reviewer:
Abdulhakeem Dahir

Panopto Review Link:
https://wgu.hosted.panopto.com/Panopto/Pages/Viewer.aspx?id=73ce576a-7f26-4da0-ac34-adce003dc276
SUMMARY OF FEEDBACK: 1) Task was completed easily. 2) Task was completed and message was sent through, tabs were functional. 3) Went to "Home" first, then went to "Getting Around", the went to Island Tips. Window Window pop up worked. It was not as intuitive to find this task solution. 4) Went to "Staying Here", clicked Learn more, went to AirBnb. Link was functional. 5) Went to "Eating Here", clicked learn more and link functioned. 6) Feedback is "not much to add, really good."
IN/ACTIONABLE: 1) No actionable feedback suggested for this task. 2) No actionable feedback suggested for this task. 3) The pop-up should be more readily accessible after going away. The link did not work so it should be fixed. 4) No actionable feedback suggested for this task. 5) No actionable feedback suggested for this task.

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Review 2

Name of Peer Reviewer:
Matthew A McQuillan

Panopto Review Link:
https://wgu.hosted.panopto.com/Panopto/Pages/Viewer.aspx?id=fce4ce2c-ea22-40d6-9f81-adcf01696092

SUMMARY OF FEEDBACK:
1) Was not intuitive as to where to click. Clicked the "Play" picture at bottom of home page instead of link at top navigation. Then went to "Playing Here Tab" and found the activities. Attempted to click the activities.
2) Attempted the "Lets Chat" button in bottom right and it functions. "Very good. Also a contact us section which is similar. Straight forward form."
3) Looked for a calendar and clicked the home page, scrolled down. Then went to Island Tips page. Pop up of holidays worked. Likes that the information is right up front. After closing the pop-up, confused by the task and looked for individual business information. Found it in the paragraphs. "Was a little tricky to find at first, link doesn't work." Tried looking for business links or closures, no other links to access.
4) Clicked the "Staying Here tab" and link functions to link to AirBnB. Wondered if maybe additional details about what to search for, tips to help the search in Airbnb would be good next to the link in the website.
5) Clicked on Home, then went to Eating here tab, clicked the Restaurants link and taken to a dining section and making reservations, "this one was a little more intuitive and easy to find."
6) "Tasks were easy to reference, small changes to be made Great job."

IN/ACTIONABLE FEEDBACK:
1) User attempted to click a picture rather than the navigation tabs at top. I will add functionality to the pictures so they link to other pages in the website.
2) No actionable feedback suggested for this task.
3) Add a section for business information, or make the business information more visible. I will make the holiday schedule link larger, move it to the top of the page, and make the link function properly.
4) Add tips next to the "Learn More" link to help users with their search. I'll add some brief information and keywords about what to search within the rental website.
5) No actionable feedback suggested for this task.

Review 3

Name of Peer Reviewer:
Paige Wilson

Panopto Review Link:
https://wgu.hosted.panopto.com/Panopto/Pages/Viewer.aspx?id=5876910b-3572-4797-b2de-add201019a3d

SUMMARY OF FEEDBACK: 1) "Looks very nice." Clicked the "playing here" tab at top navigation. Scrolled down, easily completed task. "Easy to find." 2) Clicked the "Let's Chat" button at bottom right. That worked. "Thats cool and easy to use. Nice job." 3) Clicked the Home tab, "Where would that info be?", Tried each tab, by process of elimination. Then clicked "island tips" and the pop up provided info. But was"good pop up" 4) Clicked "Staying Here." Clicked "Learn More" and went to AirBnB. "Easy enough." 5) Clicked on "Eating Here." Clicked "Restaurants" link and went to reservation link 6) "Able to do everything, liked categories being creative., good job."
IN/ACTIONABLE FEEDBACK: 1) No actionable feedback provided for this task. 2) No actionable feedback provided for this task. 3) The schedule of holiday closures was not intuitive to find. I'll make the navigation bar larger so it's easier to read and users can more quickly determine the right page. 4) No actionable feedback provided for this task. 5) No actionable feedback provided for this task.

E. UX DESIGN CHANGES SUMMARY:

The UX design of the Taniti website for this project went through two primary stages and changes, which were implemented after two user tests.

The first stage included the initial wireframe design. It showed a very basic layout with large buttons for navigating and simple hierarchy. This design was adapted to an interactive website page and functionality was added to the content. Then the first user test was completed. With the user test feedback, the following updates were made:

- Improved readability and navigation by relaxing the language of the content and adding tabs and headings. For example, the navigation tab name "Activities" was changed to "Playing Here." Also, to help navigation, content headers were added where there weren't any previously on the page above the content blocks.

- Created interactive content features that link directly to the attractions, such as restaurant reservations, activities and amenities, and renting rooms/homes. Initially, the content was static and did not take the user anywhere else. Links were added to items, such as "Rent a house," so users are directed to a rental website.

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- Added a "Let's Chat" feature to improve users' experience in finding info. This was not originally in the design but was an actionable feedback item from the user test and is on each page.

The second stage included the updated interactive website. It showed the improved design, links, navigation, readability, and content from the first stage. The second user test was completed. With the new feedback, the following is proposed to be made to the design:

- Make the pictures also interactive rather than static. The pictures originally were decorative and non-functional, but the user-interaction showed that they should link to something.

- The link on the "Island Tips" page needs to function and show the holiday schedule again after the pop-up is exited. As it was tested, users couldn't easily find that particular information. A more robust business information section will be added to help users identify scheduling needs.

- Observing the user tests, it seemed that the navigation bar was small for some users and the size should be increased to improve accessibility. Larger font size for navigation links may also help users make more intuitive decisions on how to navigate. So the font size started small, and it will change to be made larger.

- The feedback on the reservations pages/links proved functional. However, users wanted more information about what they were about to click. So instead of providing simple, lonely links, changes will be made to provide more content about the links and how to use them.

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