Phase 3 User Testing: Questionnaire

VisuSpeak

Tester Information:

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Introduction:

Thank you for participating in the user testing of our application, VisuSpeak. Your feedback is invaluable in helping us enhance the functionality and user experience. Please take your time to go through the following questions and provide honest and detailed responses.

General Feedback:

1. What are your overall impressions of VisuSpeak the application?

   Very impressed, and Team VisuSpeak has done a really good job.

2. How would you describe your initial experience with the application?

   This application is really needed within the community for accessibility.

3. Is there anything that stood out to you as particularly positive or negative about the application?

   Team VisuSpeak's collaboration with the community especially with Saskatchewan Deaf and Hard of Hearing Services.

User Interface and Navigation:

1. How intuitive and user-friendly did you find the interface of the application?

   Very user-friendly and easy to navigate.

2. Were you able to navigate through different sections of the application easily?

   Yes

3. Did you encounter any difficulties in finding specific features or information within the application?

   Not really, the navigation and features are easy to find.

Feature Testing:

1. Were you able to view previous chats easily in the transcript history?

   Yes, the archive feature is good, make it less overwhelming in the actual chat.

2. How would you rate the usability of the different views (Admin vs User)?

   Pretty good

Performance and Responsiveness:

1. How responsive was the application overall, especially when interacting with different features?

   The application was vey responsive and smooth.

2. Did you experience any delays or lags during your usage of the application?

   Opening the camera was delayed due to Internet Issues.

3. Were there any instances where the application froze or became unresponsive?

   No

4. How satisfied are you with the loading times of the application, particularly when accessing different pages and features?

   Very Satisfied

Compatibility:

1. Did you test the application across different devices and browsers? If yes, did you encounter any compatibility issues?

   N/A

2. How would you rate the compatibility of the application with various devices and screen sizes?

   N/A

3. Were there any specific challenges in accessing certain features of the application on different devices or browsers?

   N/A

Usability and Accessibility:

1. Did you find the application accessible and easy to use for individuals with varying levels of familiarity with technology?

   Yes, very accessible and user-friendly. It is straightforward to use. The colors chosen for the application were good as well.

2. Were there any features or functionalities that you found difficult to use or understand?

   No

3. How would you rate the overall usability of the application on a scale of 1 to 10?

   9.5

Suggestions and Improvements:

1. Do you have any suggestions for improving the functionality, usability, or performance of the application?

   Consider having French sign language in future, the application will become more diverse and will reach to more audience.