GetGamingOrlando.com Usability Survey

Thank you for agreeing to take this survey. The purpose of this survey is to simply see how easy or difficult you find the website to use.

The website is located here: http://kalebisrael.github.com/WSP/project/index.html

Only three of the six pages are currently completed: Home, Offers, and Contact. Also, the contact form will not actually send a service request to the company. So, feel free to practice entering text and/or pressing the submit button. By going about the site and completing actions as you normally would, you will be able to better complete the following questions.

There are no right or wrong answers. Please answer each question honestly and to the best of your ability. Thanks again for participating.
* Required

What strikes you first? *
What stands out?

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[                                                                    ]
[                                                                    ]
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Please give me your initial impressions about the layout and design of this page by choosing one of the following options: *

◯ There are some areas of the site that I feel might be visually incomplete or unfinished

◯ The site genuinely satisfies the site's intent and targeted audience

◯ Somewhere between the first and second options

What do you feel is the purpose of the site? *
What actions are you expected to take on the site? How is this site suppose to help the business?

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[                                                                    ]
[                                                                    ]
[                                                                    ]
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Who, specifically, do you think might visit the site regularity? *

How do you feel about the color scheme? *

◯ It is suitable and does not detract from the purpose of the site

◯ It is distracting and makes it difficult to focus on key elements of the site

Is the text easy to read? *

◯ Yes

◯ Not all of the text is legible

◯ The font makes everything hard to read

Was the site easy to navigate? *

◯ Very easy

◯ It took me awhile to find what I was looking for

◯ I was unable to find anything I was expecting to see

How easy was it to find the following information: *
1.) The store phone number & 2.) The $5 savings coupon

◯ Very Easy

◯ Difficult

◯ I did not find this information at all

Was the service request form easy to fill out? *

◯ Yes

◯ No

◯ It required too much information

◯ I was unable to locate the form

Do you have anything further you would like to add?
Feel free to leave any comments or suggestions

Submit

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Timestamp	What strikes you first?	Sample Question 2	Please give me your initial impressions about the layout and design of this page by choosing one of the following options:	What do you feel is the purpose of the site?	Who, specifically, do you think might visit the site regularity?	How do you feel about the color scheme?	Is the text easy to read?	Was the site easy to navigate?	How easy was it to find the following information:	Was the service request form easy to fill out?	Do you have anything further you would like to add?
11/11/2012 14:35:56	Very clean and organized.		Somewhere between the first and second options	When I come to the site I know that I am there for xbox repair which is a great thing.	I believe that people from probably 18-35 will come there. Teenagers/bachelor that are old enough to take care of their own game systems or parents that need to get their child's system fixed.	It is suitable and does not detract from the purpose of the site	Yes	Very easy	Very Easy	Yes	I feel that it needs an "alt" color just to add a little bit of pop to the look. Maybe the red from the logo. Other than that the site is great.
11/11/2012 14:41:01	It looks very neat and clean. It isn't cluttered with a bunch of irrelevant pictures or texts.		Somewhere between the first and second options	The purpose is to repair broken gaming systems. The site would help the business because it is a lot easier to fill out service requests online than it is to drive to the store's location.	Either teenagers with these types of gaming systems or the parents of those teenagers.	It is suitable and does not detract from the purpose of the site	Yes	Very easy	Very Easy	Yes	
11/11/2012 14:44:01	The web page is easy to navigate and manuver. It is very clear and focused.		The site genuinely satisfies the site's intent and targeted audience	It is clearly focused on repairing equipment for gaming.	I would say teenagers and adults that are in their early 20's.	It is suitable and does not detract from the purpose of the site	Yes	Very easy	Very Easy	Yes	I will be looking forward to seeing the completed site.
11/11/2012 15:20:20	The Call to Action is effective; it lets the user know exactly what the main intent of the page is. I like the vertical tab styling.		Somewhere between the first and second options	The site is meant to promote its main service offered: console/computer repair.	Gamers, generally males between 18 and 40.	It is suitable and does not detract from the purpose of the site	Yes	Very easy	Very Easy	Yes	I'm sure you're still tweaking the design elements (like me); it could use more color, like maybe a background color behind the header to separate it from the body. The global nav could be more eye-catching to encourage exploration. The "like" option for Facebook should be more prominent, as that's a great way to increase traffic to the site. I think it's going in the right direction. There's no needless content to distract the user.

Timestamp	What strikes you first?	Sample Question 2	Please give me your initial impressions about the layout and design of this page by choosing one of the following options:	What do you feel is the purpose of the site?	Who, specifically, do you think might visit the site regularity?	How do you feel about the color scheme?	Is the text easy to read?	Was the site easy to navigate?	How easy was it to find the following information:	Was the service request form easy to fill out?	Do you have anything further you would like to add?
11/11/2012 16:17:20	The image of the xbox console		Somewhere between the first and second options	As the name of the site says. It suppose to offer service for repairs and maintenance for video game consoles. I would expect for the site to at least give me the opportunity to start the appointment for my console check. Also tips and advice on how to take care of my console.	Gamers, people that are in the video games pretty much all the time. as well as repair technicians.	It is suitable and does not detract from the purpose of the site	Yes	Very easy	Very Easy	Yes	Maybe some advertisement from other game consoles.