Usability Report

Once I completed my EPOS program, I created a usability questionnaire comprised of 5 questions. I then had three classmates use my program, and observed any difficulties or uncertainty they experienced while using the program.

During the usability phase, I was able to discover a couple of bugs in my program. These were easy to fix and it shows that usability is useful in more than one way.

The questions which I asked my testers are the following:

* Is the colour scheme of the program appropriate?
* Is the program accessible enough to use easily?
* Is the use of graphics in the program a hindrance or a benefit?
* Is the program intuitive to use?
* If you could make any changes to the program, what would you do?

These are my findings.

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| **Tester One – Ellie Wilke** | |
| “Is the colour scheme of the program appropriate? | “Yes, I would say it is very satisfactory” |
| “Is the program accessible enough to use easily?” | “Yes, definitely. It’s very self-explanatory” |
| “Is the use of graphics in the program a hindrance or a benefit?” | “Definitely a benefit. They make it easy to pick out the products you want” |
| “Is the program intuitive to use?” | “Yes, absolutely. Everything is well explained, and the program is easy to navigate” |
| “If you could make any changes, what would you do?” | “I would add the user’s username to the sales record page, so they can be sure the records are theirs” |

While Ellie was using my program, she didn’t experience any difficulties with it. She commented that everything was well labelled, and she found it easy to navigate around the app. Everything was clear enough so that she knew what it was going to do.

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| **Tester Two – Andrew McQuillan** | |
| “Is the colour scheme of the program appropriate? | “Yes, of course it is” |
| “Is the program accessible enough to use easily?” | “Yes, I would say the program is very easy to use, and easy to read” |
| “Is the use of graphics in the program a hindrance or a benefit?” | “Yeah, they’re a benefit. It helps you see what you’ve chosen to add to the order” |
| “Is the program intuitive to use?” | “Yes. Very. The program can accommodate all sorts of users, from novice to experts” |
| “If you could make any changes, what would you do?” | “I would have a login status on the epos, to show the user they’re still logged in, and I would have the order list show the price based on the quantity, not the unit” |

When Andrew used my program, he found it mostly easy to use. He expressed confusion at the EPOS tab at first but quickly became acclimated to using it. He commented that the order list should show the price based on the quantity of the item chosen, rather than the unit price of the item chosen, as that would be clearer to the user.

At this point, both Andrew and Ellie have commented that the login status is somewhat ambiguous, and I am now considering a status indicator, to assure the user that they are still logged in.

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| **Tester Three – Pier Vettori** | |
| “Is the colour scheme of the program appropriate? | “It’s good. The buttons stand out and are easy to identify. It’s all good” |
| “Is the program accessible enough to use easily?” | “Yeah, I would say so. The buttons are nice. It makes it obvious” |
| “Is the use of graphics in the program a hindrance or a benefit?” | “They’re very effective. They look great” |
| “Is the program intuitive to use?” | “Yeah, I would say so. There’s no need for any training, as it’s clear enough to use” |
| “If you could make any changes, what would you do?” | “Not really. The app does everything it needs to” |

Pier didn’t show any difficulty with the app. He seemed mostly positive with the design of the UI. He did however express concern about the “Add Product” functionality, as you must specify a file name to add an image. This could cause difficulty for users if they don’t know the name of the image.

As a result of this, I could alter the program to include a “file explorer” style file browser. This would simplify the process greatly and thus make the program more usable.

In conclusion, from the data which I collected from my usability testers, I have determined that the usability of the app could be improved. The user’s status is too ambiguous, which causes confusion for the user. Adding an indicator to the app to display the user’s login status would improve the usability.

Another way which I could improve usability would be to display the cost of each item as the sum of the unit price multiplied by the quantity. So to buy two peppers at 0.50p would display ‘Peppers x2 £1.00’. This could help to display the true cost of the order, rather than the cost of each unit.