

# ON THE SPOT – USER TESTING

## VERSION 1

Name:	<input type="text" value="George"/>
Age:	<input type="text" value="21"/>
Profession:	<input type="text" value="Student ( Law)"/>
I was given the role of :	<input type="text" value="Customer"/>

### Scenario:

On the Spot is a package delivery company. Recently the owner Bill decided to invest in the creation of a web application to better manage his service. We would like you to test and review some of the following features.

### Create an Account

Were you able to create An Account? (YES OR NO)

Did you have any comments about the account creation? Was it easy to do?

<input type="text" value="Not really"/>
---

### Place an Order

Were you able to place and order? (YES OR NO)

Could you find the Express Shipping Option? (YES OR NO)

Could you specify anything about your parcel? (YES OR NO)

Did this function work how you thought it would?

<input type="text" value="Yes, I would have liked a confirmation message"/>
---

Did you have any comments to add about this feature?

<input type="text" value="Would be nice if it prefilled my addresses in some way."/>
--

### Access an Order

Were you able to see created orders or jobs? (YES OR NO)

yes

Could you change or see the current parcel state? (YES OR NO)

yes

Could you alter the parcel in any way? (YES OR NO)

no

Did this function work how you thought it would?

Yeah I could see the orders I'd placed

Did you have any comments to add about this feature?

A way to filter the orders would be good cause if they're were a lot of them then you probably wouldn't be able to see things easily.

### Could you find the ...

Help Section?

No

Billing Section?

No

User Profile?

Yes

Were these where you thought they would be?

The use profile was (was I meant to be able to find the other stuff?)

Did you have any comments to add about these pages?

The user profile seems a little plain

### Final Impressions

On a Scale of 1-10 please rate the application (1 – Unsatisfactory, 10 – Wonderful)

Design:   6   / 10

Quality:   5   / 10

Functionality:   7   / 10

### Final Comments

nope

# ON THE SPOT – USER TESTING

## VERSION 2

Name:	<input type="text" value="Alice"/>
Age:	<input type="text" value="17"/>
Profession:	<input type="text" value="Student (IT)"/>
I was given the role of :	<input type="text" value="customer"/>

### Scenario:

On the Spot is a package delivery company. Recently the owner Bill decided to invest in the creation of a web application to better manage his service. We would like you to test and review some of the following features.

### Create an Account

Were you able to create An Account? (YES OR NO)

Did you have any comments about the account creation? Was it easy to do?

Its cool that It logs you in after you create an account

### Place an Order

Were you able to place and order? (YES OR NO)

Could you find the Express Shipping Option? (YES OR NO)

Could you specify anything about your parcel? (YES OR NO)

Did this function work how you thought it would?

Pretty much

Did you have any comments to add about this feature?

The order page it takes you to looks like it takes up a lot of space

### Access an Order

Were you able to see created orders or jobs? (YES OR NO)

yes

Could you change or see the current parcel state? (YES OR NO)

yes

Could you alter the parcel in any way? (YES OR NO)

no

Did this function work how you thought it would?

I thought I might have the option to edit an order?

Did you have any comments to add about this feature?

Maybe a grid would be more effective with showing jobs

### Could you find the ...

Help Section?

no

Billing Section?

no

User Profile?

yes

Were these where you thought they would be?

The user section was.

Did you have any comments to add about these pages?

The user page was nice, and the other stuff needs to be implemented (or removed from the survey)

### Final Impressions

On a Scale of 1-10 please rate the application (1 – Unsatisfactory, 10 – Wonderful)

Design: 7 / 10

Quality: 6 / 10

Functionality: 8 / 10

### Final Comments

What I saw looked good, needs a couple additional pages but I can see this being effective

# ON THE SPOT – USER TESTING

## VERSION 2

Name:	<input type="text" value="Nick"/>
Age:	<input type="text" value="20"/>
Profession:	<input type="text" value="Pharmacy Student"/>
I was given the role of :	<input type="text" value="Customer"/>

### Scenario:

On the Spot is a package delivery company. Recently the owner Bill decided to invest in the creation of a web application to better manage his service. We would like you to test and review some of the following features.

### Create an Account

Were you able to create An Account? (YES OR NO)

Did you have any comments about the account creation? Was it easy to do?

<input type="text" value="It was self-explanatory"/>
--

### Place an Order

Were you able to place and order? (YES OR NO)

Could you find the Express Shipping Option? (YES OR NO)

Could you specify anything about your parcel? (YES OR NO)

Did this function work how you thought it would?

<input type="text" value="Yes"/>
----------------------------------

Did you have any comments to add about this feature?

<input type="text" value="Less clutter in the specific order panel"/>
---

### Access an Order

Were you able to see created orders or jobs? (YES OR NO)

y

Could you change or see the current parcel state? (YES OR NO)

y

Could you alter the parcel in any way? (YES OR NO)

n

Did this function work how you thought it would?

Deleting Order Requests would be nice

Did you have any comments to add about this feature?

Those tip question mark things are kinda pointless

### Could you find the ...

Help Section?

n

Billing Section?

n

User Profile?

y

Were these where you thought they would be?

Yeah but the design is a bit inconsistent

Did you have any comments to add about these pages?

The profile page is off centre on my screen

### Final Impressions

On a Scale of 1-10 please rate the application (1 – Unsatisfactory, 10 – Wonderful)

Design: \_\_6\_\_ / 10

Quality: \_\_6\_\_ / 10

Functionality: \_\_6\_\_ / 10

### Final Comments

Needs some tweaking, missing key pages.

# ON THE SPOT – USER TESTING

## VERSION 2

Name:	<input type="text" value="Kayla"/>
Age:	<input type="text" value="20"/>
Profession:	<input type="text" value="IT student"/>
I was given the role of :	<input type="text" value="Customer"/>

### Scenario:

On the Spot is a package delivery company. Recently the owner Bill decided to invest in the creation of a web application to better manage his service. We would like you to test and review some of the following features.

### Create an Account

Were you able to create An Account? (YES OR NO)

Did you have any comments about the account creation? Was it easy to do?

<input type="text" value="It was normal"/>
--

### Place an Order

Were you able to place and order? (YES OR NO)

Could you find the Express Shipping Option? (YES OR NO)

Could you specify anything about your parcel? (YES OR NO)

Did this function work how you thought it would?

<input type="text" value="Yeah."/>
------------------------------------

Did you have any comments to add about this feature?

<input type="text" value="Would it be possible to pay at this stage by any chance?"/>
---

### Access an Order

Were you able to see created orders or jobs? (YES OR NO)

yah

Could you change or see the current parcel state? (YES OR NO)

yah

Could you alter the parcel in any way? (YES OR NO)

nope

Did this function work how you thought it would?

Sorta

Did you have any comments to add about this feature?

I don't know what I would do if I wanted to cancel my order. Also timestamps would be nice or a better tracking system maybe to see where my parcel currently is?

### Could you find the ...

Help Section?

nope

Billing Section?

nope

User Profile?

yah

Were these where you thought they would be?

The user page was the only thing I could find so no

Did you have any comments to add about these pages?

It should be more difficult to change your password for security reasons, also you should have probably done some security check before it let me change it.

### Final Impressions

On a Scale of 1-10 please rate the application (1 – Unsatisfactory, 10 – Wonderful)

Design: 8 / 10

Quality: 6 / 10

Functionality: 6 / 10

### Final Comments

I really like the simple design but its missing features and certain things feel like they're not really getting confirmed.



# ON THE SPOT – USER TESTING

## VERSION 2

Name:	Jessie
Age:	20
Profession:	Uni Student
I was given the role of :	Customer

### Scenario:

On the Spot is a package delivery company. Recently the owner Bill decided to invest in the creation of a web application to better manage his service. We would like you to test and review some of the following features.

### Create an Account

Were you able to create An Account? (YES OR NO)

Did you have any comments about the account creation? Was it easy to do?

No Email confirmation?
------------------------

### Place an Order

Were you able to place and order? (YES OR NO)

Could you find the Express Shipping Option? (YES OR NO)

Could you specify anything about your parcel? (YES OR NO)

Did this function work how you thought it would?

Yes
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Did you have any comments to add about this feature?

You can put fake addresses in.
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### Access an Order

Were you able to see created orders or jobs? (YES OR NO)

YES

Could you change or see the current parcel state? (YES OR NO)

YES

Could you alter the parcel in any way? (YES OR NO)

NO

Did this function work how you thought it would?

I thought it did until you asked me if I could edit it

Did you have any comments to add about this feature?

I'd like to see more orders in my orders section. Also not sure if because there wasn't enough orders but your search bar appears to not be working.

### Could you find the ...

Help Section?

NO

Billing Section?

NO

User Profile?

YES

Were these where you thought they would be?

User section was under My Profile

Did you have any comments to add about these pages?

Can you make them please

### Final Impressions

On a Scale of 1-10 please rate the application (1 – Unsatisfactory, 10 – Wonderful)

Design: 7 / 10

Quality: 5 / 10

Functionality: 5 / 10

### Final Comments

You can tell its not finished