Powerpoint information

We really want to know how effective the HCI sessions were for you - **what feedback you got** and **how you used the feedback** you got

Your report should

Include feedback you received during your **cognitive walkthrough**

Include feedback you received from your **mock and live Ux session\*** *see next slide for more details*

Finish off with a **critical evaluation** of the **usability** of your product(s).

This report should **NOT** be long and wordy – it is not an essay!

It can contain snapshots (as appropriate to support the text).

This will be marked on **clarity**.

Include feedback you received from your **mock and live Ux session**

You will probably **receive a lot** of feedback during Ux testing (both Mock and Live).

After each of these sessions, your team should meet up to **synthesise** the data.

Data should be categorised into one of three categories

**Minor** changes - These are usually things like typos, moving a button etc. Just a list of quick fixes which will take very little time.

**Essential** changes – These are aspects of the product which affect the users ability to perform functionality.

**Desirable** changes – these are aspects of the product that could be improved to provide a better User Experience. They are optional extras which would improve the product.

This should be a progressive list (deriving from all user evaluations) of **prioritised** essential and desirable changes required as a result of the synthesis of data from your usability evaluations as well as your own knowledge of the weaknesses in your product.

The essential and desirable lists should be **prioritised** in order of importance.

**Rough notes here.** This will be marked on **clarity**.

**Cognitive walkthrough feedback**

Feedback we received from cognitive walkthrough with our client. To make better use of the feedback we took both audio and physical notes. We used two paper based prototypes to illustrate our current design ideas.

**Mobile**

The feedback we received from the mobile app was very positive. The client was happy with the overall design of the app with only one complaint. The complaint was that the login screen was not showing how many drivers were currently active and their stats not showing? (cant remember will check recording)

We had a chance to test a fault system with orders. For example if something was damaged or lost in transit the customer would be notified and an update would be sent to the store

**Website**

**Data we received from live usability testing**

No notification to indicate something was added to the basket

As we differed from the standard form of other pizza/shopping websites with our basket and user placement a few users experienced trouble locating the basket.

Users were not happy with the lack of categorization between the sides, mains and drinks. Therefore, we deemed it necessary to add a bar to separate the menu items.

On incorrect password entry, the user would have to retype their username

After creating an account the user would then have to sign in rather than signing them in automatically which would irritate the user. Therefore, we decided to add this feature and deemed it as a desirable change.

Also, if the user entered two different conflicting passwords when creating an account all the data they entered would be lost.

There were some issues when some users would press the back button on the website as no security or confirming of form re-submissions were implemented

Colour scheme and images were not set in place on time of the usability test which threw a fair number of users off.

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**Critical evaluation**