



# Home Together Canada

## Peer Testing #2 Report

Client: Twila Dainard, President, Home Together Canada

Group C

**Group Members:**

Rachelle Gelden

Jeff Hatton

Alex Qin

Parsa Rajabi

# Table of Content

<b>1 Introduction</b>	<b>4</b>
1.1 Project Information	4
1.2 Project Terminology	4
<b>2 User Groups</b>	<b>5</b>
2.1 Administrators	5
2.2 Unregistered Users	5
2.3 Members	6
2.4 Businesses & Services	6
<b>3 Features to Date</b>	<b>7</b>
3.1 Milestone 1	7
<b>3.2 Milestone 2</b>	<b>8</b>
<b>4 Peer Testing</b>	<b>10</b>
4.1 User Tasks / Cases	10
4.1.1 Task Summaries:	10
4.1.2 Task Details:	11
4.1.3 Hosted Sessions	15
4.2 Sessions Notes	16
4.2.1 Session 1: Rachelle - Remote	16
4.2.2 Session 2: Rachelle - Thinkaloud	17
4.2.3 Session 3: Jeff - Remote	18
4.2.4 Session 4: Jeff - Thinkaloud	19
4.2.5 Session 5: Alex - Remote	20
4.2.6 Session 6: Alex - Thinkaloud	21
4.2.7 Session 7: Parsa - Remote	22
<b>5 Results</b>	<b>24</b>
5.1 List of Issue Discovered	24
5.1.1 Registration	24
5.1.2 Create Listings	25
5.1.3 Search Listings	25
5.1.4 Account Summary	26
5.2 Prioritization of Issues	26
5.2.1 Will Fix Right Away	26
5.2.2 Will Fix for Final Product	26
5.2.3 Will Fix If Time Allows	26
	2

5.3 List of Compliments	27
<b>6 Heuristic Evaluation Scores</b>	<b>27</b>
6.1 Results	27
6.2 Explanation	28
<b>7 Conclusion + Future Work</b>	<b>29</b>

# 1 Introduction

## 1.1 Project Information

Home sharing refers to an arrangement where two or more unrelated individuals occupy a home together. Home Together Canada is a non-profit organization that aims to connect individuals who are looking to home share as well as connect individuals to home sharing services and local businesses.

There are three main user groups: website admins, members (individuals looking to home share) and businesses (home sharing services and local businesses). The website aims to involve and connect many different stakeholders in the home sharing industry and ensure that they each benefit through using the Home Together Canada website. The website will be available for free to all users. Businesses directly related to home sharing can create free listings to promote their services. In addition, local businesses (that are not associated with home sharing) can post listings for a small fee in the classifieds section of the website. Lastly, the website will be simple and have an intuitive design in order to maximize usability across diverse demographics.

## 1.2 Project Terminology

In this document we will be using the following terminology to refer to the different users and components of our project. Please note the following list of terms were compiled in collaboration with Home Together Canada Groups A and B, in addition the client also provided some definitions.

Profile: restricted to use for personal accounts

Listing: Any posting made by a business or advertiser in any category

- Classified Listing: A paid listing posted by a business that is not related to home sharing
- Service Listing: A free listing posted by a business that is directly related to home sharing

User: Anyone who uses the website

- Non-registered User: Someone who uses the website but who is not registered
- Registered User: Someone who uses the website and has made an account
  - Member: A personal account with a profile
  - Business: A business account that can post classified and service listings
  - Admin: A HomeTogether volunteer who is managing the site

## 2 User Groups

This website will be for individuals of all ages, all incomes, and all demographics that wish to pursue any type of shared living experience in Canada. In addition, all providers of sharing services and shared housing opportunities in Canada (whether they are for profit or not-for-profit) are also welcome to join [HomeTogetherCanada.ca](http://HomeTogetherCanada.ca)

### 2.1 Administrators

**Milestone #1 + 2** This user group was out of scope for milestones #1 + 2.

**Milestone #3:**

In order to moderate the website, there will be at least one admin. This will likely be a Home Together Canada employee. They will have the ability to interact with the website as a regular member and they also have additional admin capabilities. These capabilities include the ability to approve business accounts and their listings, export user data, and ban nefarious users.

### 2.2 Unregistered Users

**About:**

Unregistered users or "visitors" are users who visit the website without having a registered account.

**Milestone #1:**

To create a member or business account, unregistered users must go through the registration process associated with each account. As an unregistered user, they can navigate around the website using the links within the Header and Footer.

**Milestone #2:**

Visitors have the ability to search services and classified listings via their designated tabs. In addition, they have the ability to view information based pages such as FAQ, Terms of Service and Privacy Policy.

## 2.3 Members

### **About:**

The member account is targeted towards the general population that would like to connect with other people to find a home to share together.

### **Milestone #1:**

If an unregistered user creates a member account, they will then have the ability to login using their unique username and password. In addition, they will have the ability to log out of their account using the logout button in the Header.

### **Milestone #2:**

These users now have the ability to search for other members and view other members' profiles via the Search for Members tabs. In addition, these users can also create a service listing within the "Home to Share" category. Lastly, members can use their account settings tab to modify their registration information, change their password, deactivate and delete their account.

## 2.4 Businesses & Services

### **About:**

The business account is targeted towards local businesses, groups, services and organizations that would like to advertise their businesses in the community.

### **Milestone #1:**

If an unregistered user creates a business account, they will then have the ability to login using their unique username and password. In addition, they will have the ability to log out of their account using the logout button in the Header.

### **Milestone #2:**

Businesses, groups and services that are directly related to home sharing will have the ability to create listings in the appropriate service category for free. Businesses, groups and services that are not related to home sharing will be able to create a listing in the appropriate classified category for a small fee payable through PayPal. Lastly, these users can use their account settings tab to modify their registration information, change their password and delete their account.

## 3 Features to Date

### 3.1 Milestone 1

Page	Features
Home	<ul style="list-style-type: none"> <li>- When first entering the site, all users are welcomed with the home page that has a greeting message</li> <li>- From the home page, users can navigate to the login page using a login button</li> <li>- From the home page, users can navigate to the registration landing page using a registration button</li> <li>- A styled and functioning Header that will redirect users to different pages based on what option they select</li> <li>- A styled and functioning Footer that will redirect users to different pages based on what option they select</li> </ul>
User Registration	<ul style="list-style-type: none"> <li>- Unregistered users are directed to a registration landing page that outlines each account in detail</li> <li>- Unregistered users can register as a member. This process involves: <ul style="list-style-type: none"> <li>- Completing a basic registration form that includes a profile section</li> </ul> </li> <li>- Unregistered users can register as a business (without admin verification) by completing the business basic registration information form</li> <li>- Both Member and Business registration forms include validations that alert the user if their input was incorrect</li> </ul>
User Login	<ul style="list-style-type: none"> <li>- Members can login through the login portal using their username and password</li> <li>- Businesses can login through the login portal using their username and password</li> <li>- Login form include validations that alert the user if their input was incorrect</li> <li>- The system shows an alert to user once they have successfully logged in and redirects them to the Home Page</li> </ul>
Database	<ul style="list-style-type: none"> <li>- Members and Business can log out of their account</li> <li>- Members can add a roommate / partner during their account registration and a database record will be made</li> </ul>
Other	<ul style="list-style-type: none"> <li>- All pages have custom and consistent CSS</li> <li>- Project has CI/CD with TravisCI and Heroku</li> <li>- We have implemented Snapshot testing for all components</li> </ul>

## 3.2 Milestone 2

Page	Features
Home Page + About Us + FAQ	<ul style="list-style-type: none"> <li>- From the home page, users can navigate to the the FAQ and About Us pages to read about Home Together Canada and common questions about home sharing</li> <li>- Admins can navigate to the admin portal by clicking on the admin button in the header</li> </ul>
User Registration	<ul style="list-style-type: none"> <li>- During the member registration process, members must complete the housemate search criteria form which gathers search criteria for other members they would like to live. These fields will be saved to their account</li> </ul>
Search	<ul style="list-style-type: none"> <li>- Members can search for other members using the search filters outlined in             <ul style="list-style-type: none"> <li>- The search filters set by the member in their housemates search criteria form in their account summary will be the default search filters when searching for other members</li> <li>- On the search page, members can modify their housemates search criteria that is populated from their account summary. Any changes to the filters made from the search page will not be persisted and not saved to their account</li> </ul> </li> <li>- When members search for other members, they can only view other members profile pages and they will not be able to see the information collected in the basic registration form</li> <li>- Unregistered users that attempt to navigate to the Member Search page will be not be able to view any members and will be prompted to register or login</li> <li>- All users (registered and unregistered) can search for service listings and classifieds on the Search Services page and Search Classifieds pages respectively. On both of these pages, users can search by specifying a location using a map and by selecting the predefined categories and subcategories for which they would like to see listings             <ul style="list-style-type: none"> <li>- Businesses that do not have a location (ie. offer nationwide services) will always be shown regardless of location</li> </ul> </li> </ul>



Listings	<ul style="list-style-type: none"> <li>- Businesses can create a service listing and classified listing. When creating the service or classified listing, the business will select which category the listing belongs to and which subcategories are relevant. Additionally the business will fill out the fields that are required to post a listing in their selected category</li> <li>- Members can only create a service listing in the <i>Members with Homes to Share</i> category. They will select the relevant subcategories for the listing and fill out the required fields. These fields can be found in Appendix F</li> </ul>
Account Summary	<ul style="list-style-type: none"> <li>- Members can view and edit their information account summary page. They can edit the fields</li> <li>- Members can edit their housemate search criteria form. All edits will be persisted to their account</li> <li>- Members can deactivate their account from their profile page. When deactivating their account they must select a reason why from options listed in Appendix I</li> <li>- Members can delete their account from their profile page</li> <li>- Businesses can view and edit their basic registration information from their account summary page</li> <li>- Businesses can delete their account from their account summary page</li> </ul>

## 4 Peer Testing

### 4.1 User Tasks / Cases

#### 4.1.1 Task Summaries:

##### **Navigating to the Website** [Testing CI/CD - Heroku]

- User will be given the following link and asked to navigate to the website:
  - <http://home-together-canada.herokuapp.com/>

##### **Member User Tasks** [Testing Member Registration Page / Logout / Login / Account Summary / Create Listing / Search Member Profiles]

- Create Member Account
- Update Account Information
- Update Profile
- Update Search Criteria
- Change Password
- Deactivate Account
- Reactivate Account
- Delete Account
- Create Member with Home to Share Listing
- Search Member Profiles

##### **Business User Tasks** [Testing Business Registration Page / Logout / Login / Account Summary / Create Listing / Search Services / Search Classifieds]

- Create Member Account
- Update Account Information
- Create Listing (Services / Classifieds
- Search Service Listings
- Search Classifieds Listings

## 4.1.2 Task Details:

### Blue: Developer Checklist During Session

#### Member User Tasks

- **Member registration**
  - **Create a Member Account**
    - Note that if they ask about their prior account info (peer testing 1), we have dropped tables since then.
    - Note any mistakes they make while filling out the form
  - After they have completed registration, ask the user if they feel like it is clear that they are registered
- **Member Account summary**
  - **Account Info**
    - Make changes to account info
      - *Ensure use can submit the changes after they click save*
  - **Profile**
    - Make changes to profile
      - *Ensure use can submit the changes after they click save*
  - **Search Criteria**
    - Make changes to search criteria
      - *Ensure use can submit the changes after they click save*
  - **Change Password**
    - Change password
      - *Ensure user can submit the changes after they click save*
  - **Confirm Changes After Re-login**
    - Logout, Login, than navigate to account summary
- **Member Search**
  - Prompt the user to Search for Other Member Profiles
    - *Ensure user goes to Search Member Profiles*
  - Once they're on the page ask the user to Search for Members that:
    - Here is a set of search filters that will return some members

- Note: Do not let user submit a photo

- **Deactivate Account**
  - Ask user to deactivate their account
    - Ensure user goes to top right dropdown and selects deactivate account using the subpages on the left
  - Ask users if they know their account is active or not
    - Record any suggestions they may have
  - Prompt the user to reactivate their account
    - Ensure user goes to top right dropdown and selects reactivate account using the subpages on the left
- **Delete Account**
  - Ask user to delete their account
    - Ensure selects delete account using the subpages on the left
    - After they have delete their account, they should taken to home page AND logged out
  - Now your account has been deleted, if you would like to regain access to the website, what would you do?
    - Record any suggestions they may have

## Business User Tasks

- **Business registration**
  - **Create a Business Account**
    - Note that if they ask about their prior account info (peer testing 1), we have dropped tables since then.
    - Note any mistakes they make while filling out the form
  - After they have completed registration, ask the user if they feel like it is clear that they are registered
- **Business Account summary**
  - **Account Info**
    - Make changes to account info
      - Ensure use can not submit the changes after they click save
  - **Confirm Changes After Re-login**
    - Logout, Login, than navigate to account summary
- **Search Services**
  - Prompt the user to Search for **Home Sharing Service** Listings
    - Ensure user goes to Services tab
  - Once they're on the page ask the user to Search for Service Listings:
    - Any category in BC, Kelowna, 75 km
      - Ensure user is shown business cards when search request is valid (and users exist within that search parameter)

- Once they searched, ask the user to find out more about a listing
  - *Ensure user is shown a listing page when they click on a card*
- **Search Classifieds**
  - Prompt the user to Search for **Local Classifieds** Listings
    - *Ensure user goes to Classifieds tab*
  - Once they're on the page ask the user to Search for Classifieds Listings:
    - Any category in BC, Kelowna, 75 km
      - *Ensure user is shown business cards when search request is valid (and users exist within that search parameter)*
  - Once they searched, ask the user to find out more about a listing
    - *Ensure user is shown a listing page when they click on a card*
- **Create Business Listing**

Alex -- <b>Cohousing + Home Share Facilitation (Home Sharing Services)</b>
Jeff -- <b>Business Share Facilitation + Government (Home Sharing Services)</b>
Rachelle -- <b>Rentals + House &amp; Yard (Classifieds)</b>
Parsa - <b>Legal + Event (Classifieds)</b>

Note: Create 1 Listing per each peer test session -- each person covers 2 forms

- Ask user to Create a Listing [SAY TYPE + CATEGORY -- LOOK ABOVE]
  - *Ensure form displays and subcategories are accurate*
- Ask user to submit the listing
  - **Note: Do not let user submit a photo**
  - IF (SERVICES)
    - *After form is submitted, user should see a confirmation box*
  - IF (CLASSIFIEDS)
    - *After form is submitted, user's page should scroll down to Paypal, after payment is received AND approved, user should see a confirmation box*
  - (ALL LISTINGS)
    - *After user click on "OK" from confirmation box, they should be taken to Home Page (they should still be logged in)*

### 4.1.3 Hosted Sessions

<u>Number</u>	<u>Host</u>	<u>Type</u>	<u>Participant</u>	<u>Date</u>	<u>Time</u>	<u>Link</u>	<u>Status</u>
1	Rachelle	Remote	Rohan Chauhan	Feb 24	7:00 PM	<a href="#">Youtube</a>	Complete
2	Rachelle	Thinkaloud	Jaden Balogh	Feb 26	10:30 AM	<a href="#">Youtube</a>	Complete
3	Jeff	Remote	Matthew Currie	Feb 24	8:30 AM	<a href="#">Youtube</a>	Complete
4	Jeff	Thinkaloud	Katrina Martel	Feb 26	9:30 AM	<a href="#">Youtube</a>	Complete
5	Alex	Remote	Yue Cao	Feb 24	6:30 PM	<a href="#">Youtube</a>	Complete
6	Alex	Thinkaloud	Ben Tisserand	Feb 26	7:00 PM	<a href="#">Youtube</a>	Complete
7	Parsa	Remote	Griffin Brome	Feb 26	10:30 AM	<a href="#">Youtube</a>	Complete
8	Parsa	Thinkaloud	Barret Jackson	Feb 26	3:00 PM	<a href="#">Youtube</a>	Complete

#### **Legend**

Number:

- The session ID, used later in the note section for reference

Host:

- The group member who hosted the session

Type:

- Remote or Thinkaloud

Participant:

- A COSC 499 student who participated in the session

Date / Time:

- When the session took place

Link:

- Link to video recording on Youtube

Status:

- The status of the session

## 4.2 Sessions Notes

### 4.2.1 Session 1: Rachelle - Remote

#### **Details:**

Name of the Tester: Rohan

Name of the Host: Rachelle

Date: Feb 24, 2021

#### **What went well:**

- Looked great
- Was a smooth process from start to finish for all tasks
- Number of features was impressive

#### **What challenges did they have?**

- Front image was deterring (as a young person)
- Home Together .ca title was rough to look at and deterring
- Wording for budget preference took a while to understand
- Grey text on grey background for TOS and Privacy was a bit tough to read in registration
- It wasn't clear if there was an error when clicking "Create Account", maybe add a message
- Sometimes on hover, button goes lighter and sometimes it goes darker
- Expected to have search button at bottom
- Change successful listing creation to have !
- Weird message for deactivate account (1st option in dropdown)
- Double alert on reactivate account (**BUG**)
- Symbol for dropdown

#### **Overall:**

- Overall everything worked as expected, great UI

#### **Possible changes required:**

- Re-activation bug fix
- Make the text for TOS and Privacy in registration
- Changes to the front page that are more appealing to younger users



## 4.2.2 Session 2: Rachelle - Thinkaloud

### **Details:**

Name of the Tester: Jaden Balough

Name of the Host: Rachelle

Date: Feb 26, 2021

### **What went well:**

- Great UI
- Great workflow process

### **What challenges did they have?**

- Diet of others was confusing
- No panel for member listings
- Text under purchase is confusing (specify how long listing is live)
- Clicking submit then the form getting longer was confusing in create listing classifieds
  - It was unclear that when submitting paypal that you were actually submitting the form

### **Overall:**

- Great number of changes
- Everything worked as expected

### **Possible changes required:**

- Add more concise language for payment description when creating a classified listing
- Add more concise language for diet of others

### 4.2.3 Session 3: Jeff - Remote

**Details:**

Name of the Tester: Matthew Currie

Name of the Host: Jeff

Date: Feb 24, 2021

**What went well:**

- Validation was intuitive
- Forms were intuitive
- Visual and performance felt professional
- Things worked as expected (his words)

**What challenges did they have?**

- DB was not populated. I signed up myself so that he could search me for member profiles, and the listings were populated mid test by Rachelle

**Overall:**

- Shocked at how good this project looks

**Possible changes required:**

- Deactivate account needs more feedback - like a notice if you are in account summary that the account is deactivated
- Sidebar CSS sometimes stretches to bottom of page
- Username could be visible when signed in for better feedback
- service/classified containers look very similar. CSS highlighting which page you are on would help
- Back button search listing history saved

#### 4.2.4 Session 4: Jeff - Thinkaloud

**Details:**

Name of the Tester: Katrina Martel

Name of the Host: Jeff

Date: Feb 26, 2021

**What went well:**

- Member listing section was working for this section
- Database was populated for search tasks
- Website was described as looking great
- Validation was said to look much better overall
- Website design was said to be consistent with other websites

**What challenges did they have?**

- Too many tasks
- Registration form took too long
- Ran out of time and had to prioritize - host filled in business form to speed things up
- Page refresh logged user out and loaded error 404 page

**Overall:**

- Was described as a really good project that feels intuitive and task steps make sense

**Possible changes required:**

- Add max age limit validation on MemberRegForm?
- Search criteria change onSubmit had some significant delay
- Fix how refresh is handled
- Photo tooltips could have text elaborating what kind of pictures are expected
- Member registration form needs an alert or display message for if fields are missing

## 4.2.5 Session 5: Alex - Remote

### **Details:**

Name of the Tester: Yue cao

Name of the Host: Alex Qin

Date: Feb 23, 2021

### **What went well:**

- The website looks professional
- Loading icon is well designed
- Features worked well as its described
- Lots of features are implemented compares to Peer Testing 1

### **What challenges did they have?**

- Users do not know the difference between “Home-Sharing-Services” and “Local Classifieds” since their design and outlooks are the same
- In classifieds rental listing profile cards, it should keep the consistency like the member profile card (icons for pet-friendly, religion-is-import and utilities-include is not shown)
- There is no utilities-include icon for member profile cards.
- The meaning behind color icons for pet-friendly, religion-is-import and utilities-include are confused.
- The search inputs are not saved once user clicks back button for both “Home-Sharing-Services” and “Local Classifieds”
- Why can “Home-Sharing-Services” create their rental listing for free, but “Local Classifieds” has to be charged if they create their rental listing?

### **Overall:**

- It is a well developed website, features are great with professional outlooks. Should give more straight-forward information about the differences between “Home-Sharing-Services” and “Local Classifieds”. And ask the client what if a Rental business user creates member accounts to make his Rental listings for free?

### **Possible changes required:**

- Add the briefly explanations for telling users the differences between “Home-Sharing-Services” and “Local Classifieds”
- Add the little icons for pet-friendly, religion-is-import and utilities-include in classifieds rental listing profile cards
- Add utilities-include icon

- In member profile card: If is pet-friendly gives a green little icon, otherwise gives a red little icon
- Saved the user input value if user clicks back for both “Home-Sharing-Services” and “Local Classifieds” section

#### 4.2.6 Session 6: Alex - Thinkaloud

##### **Details:**

Name of the Tester: Ben Tisserand

Name of the Host: Alex Qin

Date: Feb 26, 2021

##### **What went well:**

- It is a simple and good looking website
- The website design keeps its own consistency
- Features are working properly

##### **What challenges did they have?**

- When it has invalid input for sign up, no error message shown
- Sign in form it's too long
- Users do not know the difference between “Home-Sharing-Services” and “Local Classifieds” since their design and outlooks are the same
- After the user clicks a member profile card, they would like to know more information about the user (ex. Why religion is important)
- What about if a user want to delete their posts

##### **Overall:**

- It is a well designed website, the most of the concerns will be implemented in milestone 3. Just briefly explain the differences between “Home-Sharing-Services” and “Local Classifieds”

##### **Possible changes required:**

- Add error message if there is a invalid input field for sign up page.
- Add the briefly explanations for telling users the differences between “Home-Sharing-Services” and “Local Classifieds”
- Add the detail information about their preference information in profile card

## 4.2.7 Session 7: Parsa - Remote

### **Details:**

Name of the Tester: Griffin Brome

Name of the Host: Parsa Rajabi

Date: Feb 26, 2021

### **What went well:**

- Updating account information was flawless
- Account deactivation / reactivation went smoothly
- Navigating and creating listings went as planned

### **What challenges did they have?**

- They were unable to register a member due to an invalid address error, host provided a member account to resume
- Griffin was wondering why the member registration form was not submitting ie. there was no status of errors
- During business registration, Griffin wished there was a button that said "Same address as above" for searchable address so he doesn't have to retype it
- During member registration, the interested area (city/radius) was missed initially due to the city and radius conditionally showing after the province was select
  - It was assumed that they only had to provide a province and they didn't catch that until there was an error preventing the form being submitted

### **Overall:**

- Griffin loved the overall theme of the website

### **Possible changes required:**

- Look into member registration invalid map address error and ensure it was due to user error and not code error
- Implement an error status at the bottom of registration pages
- Possibly add a "Same Address as Above" for Searchable address
- Possibly remove the condition to show city/radius after province is selected and show all 3 dropdowns at once

#### 4.2.8 Session 8: Parsa - Thinkaloud

##### **Details:**

Name of the Tester: Barrett Jackson

Name of the Host: Parsa Rajabi

Date: Feb 26, 2021

##### **What went well:**

- Barrett was able to finish all the user tasks with no challenges
- The flow of the website is intuitive and straightforward
- No issues with finding where to go to do their tasks

##### **What challenges did they have?**

- We accidentally forgot the business login information after we logged out so we had to create another business account
  - This could be solved with a "forgot my username or password" feature
- During registration, Barrett left min budget blank however there was no message at the bottom saying that it was preventing him from creating his member
  - There should be a message that says there is an error in your form and fix before processing
- During member registration, the interested area (city/radius) was missed initially due to the city and radius conditionally showing after the province was select
  - It was assumed that they only had to provide a province and they didn't catch that until there was an error preventing the form being submitted

##### **Overall:**

- Barrett found the website to be very professional and intuitive

##### **Possible changes required:**

- A feature for forgot my username or password
- There should be a message during registration that says there is an error in your form and fix before processing
- Possibly remove the condition to show city/radius after province is selected and show all 3 dropdowns at once

## 5 Results

### 5.1 List of Issue Discovered

#### Severity Legend

**Low** - User Preference (ex. Colour preference)

**Medium** - User was confused but eventually figured it out

**High** - It was blocking the user from completing a user task

#### 5.1.1 Registration

1. **Issue:** It was difficult to read the Terms & Conditions and the Privacy text  
[1/8] **Medium**
  - a. **Description:** It was difficult to read the text for Terms & Conditions and Privacy due to the grey text on the grey background. This would likely not pass accessibility standards either
  - b. **Usability heuristic:** Visibility of system status
  - c. **Feasible solution:** Change the font to black and/or change the background of the boxes containing the text to white
2. **Issue:** Difficulty diagnosing errors when clicking submit  
[3/8] **High**
  - a. **Description:** When a user completes registration form, but has an error in the form, they have to scroll to see the red error box around the invalid field. If the invalid field isn't in view when the user clicks submit, it is difficult for the user to figure out what went wrong
  - b. **Usability heuristic:** Help users recognize, diagnose, and recover from errors
  - c. **Feasible solution:** Add a generic error message telling the user to review their form if there is an invalid field
3. **Issue:** Unable to register as a business with certain addresses as the searchable address  
[1/8] **High**
  - a. **Description:** When using certain addresses for the searchable address, the address is "invalid" and alerts the user and does not let them signup. This is due to the limited database of locations of the free maps API that we are using
  - b. **Usability heuristic:** User control and freedom
  - c. **Feasible solution:** Upgrade to a better maps API



## 5.1.2 Create Listings

4. **Issue:** Description for paying for listings in confusing  
[1/8] [Medium]
  - a. **Description:** It is unclear what the user is paying for
  - b. **Usability heuristic:** Error prevention
  - c. **Feasible solution:** Update the text to tell the user that they are purchasing a certain amount of months that the listing will be live and visible to users on the site

## 5.1.3 Search Listings

5. **Issue:** Listing results not saved when the user clicks the back button on a listing page  
[2/8] [Medium]
  - a. **Description:** When the user clicks on a listing, then clicks the back button, the listings are not persisted
  - b. **Usability heuristic:** Flexibility and efficiency of use
  - c. **Feasible solution:** Store the search filters for services and classifieds in the front-end state (the redux store) and these can be used to persist search results
6. **Issue:** Users cannot easily tell whether they are on classifieds or services  
[3/8] [High]
  - a. **Description:** When searching service or classified listings, users cannot easily identify which type of listings they are looking at
  - b. **Usability heuristic:** Visibility of system status
  - c. **Feasible solution:** Add CSS to the header that boldens the tab that the user is currently on
7. **Issue:** Business Listing card for rentals should be consistent Member Listing card  
[1/8] [Low]
  - a. **Description:** Listing cards for rentals should have the icons for pet friendly, smoke friendly etc.
  - b. **Usability heuristic:** Consistency and standards
  - c. **Feasible solution:** Reuse the Member Listing card component for rental listings
8. **Issue:** Member listing cards should have icons that denotes if a person is not pet friendly, smoke friendly etc.  
[1/8] [Low]
  - a. **Description:** If a member is pet friendly their profile card would have a green pet icon and if they are not pet friendly their profile card would have a red pet icon

- b. **Usability heuristic:** Consistency and standards
- c. **Feasible solution:** Add the missing icons

#### 5.1.4 Account Summary

- 9. **Issue:** Long wait for updating search criteria

[1/8] [Low]

- a. **Description:** After a user updates their search criteria and clicks “Save” it takes a while for the success confirmation message to show up
- b. **Usability heuristic:** Match between system and real world
- c. **Feasible solution:** Update only the fields that have been changed when the user clicks “Save”

### 5.2 Prioritization of Issues

Total Number of Issues Identified: 9

#### **Legend**

[Section ID on Document] [What Page the Issue is on] [Issue #]

Example: 5.1.2 Header, Issue #1

This means, to learn more about the issue, go to section 5.1.2 of the document. The issue is associated with the header Header and it's the first issue in that section.

#### 5.2.1 Will Fix Right Away

- 5.1.1, Issue #2
- 5.1.3, Issue #6

#### 5.2.2 Will Fix for Final Product

- 5.1.1, Issue #1
- 5.1.2, Issue #4
- 5.1.3, Issue #5

#### 5.2.3 Will Fix If Time Allows

- 5.1.1, Issue #3
- 5.1.3, Issue #7
- 5.1.3, Issue #8
- 5.1.4, Issue #9

## 5.3 List of Compliments

- Tester was shocked at how good this project looks
- Was a smooth process from start to finish for all tasks
- Number of features was impressive
- Visual and performance felt professional
- Was described as a really good project that feels intuitive and task steps make sense
- Barrett found the website to be very professional and intuitive

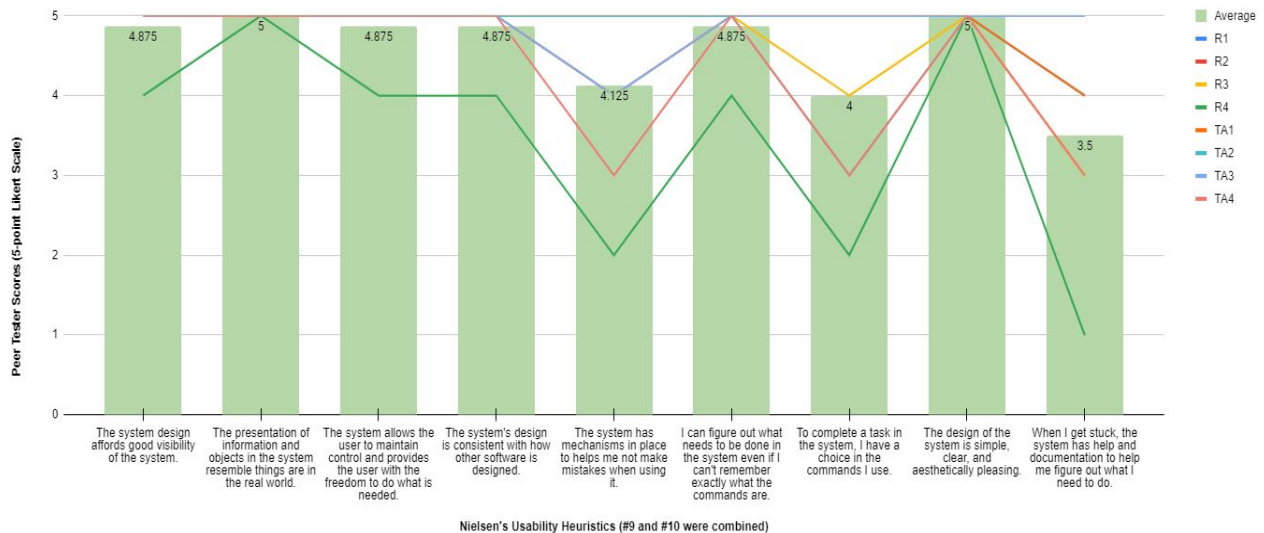
## 6 Heuristic Evaluation Scores

Link to Heuristic Evaluation form: <https://forms.gle/Zx3bTJUPSv3y9fq5A>

### 6.1 Results

Home Together Canada Group C

Peer Testing Milestone 2 Usability Heuristics Results and Averages (8 data points/heuristic)



Legend:

- **Green box w/ score:** Average out of 5
- **R#:** Remote Session #
- **TA#:** Thinkaloud Session #
- Each session is colour coded and shown on the right section.

\* You can find a full page version of the graph on the last page of this document

## 6.2 Explanation

Based on the values obtained in our heuristics questionnaire, we can identify the heuristics in need of improvement. Six of the nine questions were scored no lower than a single four, resulting in averages of **4.875/5** or above (with two heuristics receiving perfect scores. The remaining questions should be looked at individually and independently.

- “The system has mechanisms in place to help me not make mistakes when using it” **4.125/5**:
  - While generally strongly agreed with, we did have one “disagrees (%)”, one neutral response, and two weak “agrees.” Compared to prior testing, this is more polarized than before, with a similar average score, yet more variance to the responses. This likely reflects that while we had added styling to highlight required fields (raising the mark for some testers who remembered that it was previously missing), some fields still resulted in being filled out incorrectly. Feedback from users rarely emphasized the error prevention, instead focusing on how to handle an error after the fact. The primary comments given to this effect were:
    - “Clarity on which screen you are on for Home Sharing Services and Local Classifieds” - Matt
    - “The sharing service and local classified page makes some confusion, I don't understand the functional difference between these two pages. Also, they have identical designs, maybe add some title or highlight the button in the navigation bar?” - Yue
- “To complete a task in the system, I have a choice in the commands I use” **4/5**:
  - As our next highest ‘low’ average, While generally strongly agreed with, we did have one “disagrees (%)”, two neutral responses, and one weak “agree.” While a similar score to prior testing, it has fallen marginally. Part of this may be attributed to our tasks being slightly more deterministic, potentially appearing less flexible, however, a few comments support the contrary.
    - Given the 3 address locations in our business registration form - Griffin wished there was a button that said “Same address as above” for searchable address so he doesn't have to retype it

- When searching services and classifieds - *“Ben mentioned that the navigating to a different page and then back could have input search criteria saved”*
- “When I get stuck, the system has help and documentation to help me figure out what I need to do.” **3.5/5**:
  - This was our lowest score, and the only heuristic under a 4 average. Unlike prior peer testing, where the separation between error prevention and correction was ambiguous, there were more discrete issues found for this heuristic. While the error prevention styling exists and properly submitted forms receive feedback, forms feedback was less clear when an error had occurred.
    - *“I would like more specific and responsive feedback when I do something wrong (i.e. show me a notification or toast, when I incorrectly fill out a form, telling me what's wrong, instead of just doing nothing and requiring me to scroll up to check)”* - Griffen
    - *“If I forget a field or fill it out wrong when signing up, clicking the submit button should tell me which field I need to change.”* - Barret
  - Additionally, at least one peer tester forgot their login information, and thought that having a username/password retrieval method would eliminate the need to sign up multiple times.

Beyond these issues which reflect the most in the heuristics questionnaire, if an issue was identified, it will be evaluated and prioritized as needed - even if it affects an already excellent heuristic:

- *Ben mentioned that in member profile card: if they are pet-friendly give a green little icon, otherwise gives a red little icon - but show all icons regardless*

While aesthetic and minimalist design scored **5/5** on average, this issue was identified nonetheless.

## 7 Conclusion + Future Work

Overall, there were no critical issues identified through this peer testing. All issues were recorded and github tickets have been created to ensure they are resolved. As discussed before, the issues are broken down into 3 categories:

1. Will fix right away
2. Will fix for final product
3. Will fix if time allows

The issues within the first category will be worked on and resolved before Term 2 finishes. The issues within the second category will be worked on during milestone #3, and will be addressed for the final product. The issues within the last category are reserved if time allows.

## Home Together Canada Group C

Peer Testing Usability Heuristics Results and Averages (8 data points/Heuristic)

