



# Home Together Canada

## Peer Testing #1 Report

Client: Twila Dainard, President, Home Together Canada

Group C

### **Group Members:**

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# 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 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 Home Together Canada. 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

### 2.1 Administrators

**Milestone #1** This user group is out of scope for milestone #1.

**Milestone #2 + 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 + 3:**

In future milestones, these users will have limited access to the website's features such as connecting with other members, viewing listings etc. However, they will have the ability to submit any feedback using the comments and concern form and learn more about Home Together Canada via the about and FAQ pages.

## 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 + 3:**

In future milestones, these users will have the ability to search for other members and report any suspicious activity on the site. Members will also have the ability to view other members' profiles and message other members through the in-site messaging system.

## 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 + 3:**

In future milestones, 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.

### 3 Features to Date

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 <ul style="list-style-type: none"> <li>- Using a CSS Framework</li> </ul> </li> <li>- Custom Error Page</li> <li>- Project has CI/CD with TravisCI and Heroku</li> <li>- We have implemented Snapshot testing for all components</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/>

##### **Non-registered user Tasks** [Testing Home Page / Header / Footer]

- Have the user to navigate around the website as a non-registered user
  - Click on header and footer links
  - Get a good feel of the website and the design

##### **Member User Tasks** [Testing Member Registration Page / Logout / Login]

- Have the user to imagine themselves as a member that is unregistered
  - Create a member account
  - Logout of member account
  - Login into member account

##### **Business User Tasks** [Testing Business Registration Page / Logout / Login]

- Have the user to imagine themselves as a business user that is unregistered
  - Create a business account
  - Logout of business account
  - Login into business account

#### 4.1.2 Task Details:

##### **Navigating to the Website**

- Provide the user with the website URL and ensure they can access it no matter what browser or operating system they are using

##### **Non-registered user Tasks**

- Have the user navigate around the website from the home page using the header and footer links



## Member User Tasks

- Member registration
  - From the Home page, prompt the user to attempt to navigate to the section of the site where they could register as a member (Signup → Member Account)
  - Once they are at the member registration form, prompt the user to complete the form how they see fit in order to register as a member
    - 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 logout
  - From the home page, prompt the user to logout
  - After they have logged out, ask the user if they feel it is clear they have logged out
- Member login
  - From the home page, prompt the user to login
  - After login is successful, ask the user if they feel it is clear they have logged in

## Business User Tasks

- Business registration
  - From the Home page, prompt the user to attempt to navigate to the section of the site where they could register as a member (Signup → Business Account)
  - Once they are at the member registration form, prompt the user to complete the form how they see fit in order to register as a member
    - 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 logout
  - From the home page, prompt the user to logout
  - After they have logged out, ask the user if they feel it is clear they have logged out
- Business login
  - From the home page, prompt the user to login
  - After login is successful, ask the user if they feel it is clear they have 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	Nov 26	4:00 PM	<a href="#">Youtube</a>	Done
2	Rachelle	Thinkaloud	Jared Wright	Nov 27	11:00 AM	<a href="#">Youtube</a>	Done
3	Jeff	Remote	Matthew Currie	Nov 26	9:30 AM	<a href="#">Youtube</a>	Done
4	Jeff	Thinkaloud	Katrina Martel	Nov 25	12:30 PM	<a href="#">Youtube</a>	Done
5	Alex	Remote	Ben Tisserand	Nov 26	6:00 PM	<a href="#">Youtube</a>	Done
6	Alex	Thinkaloud	Yue Cao	Nov 25	7:00 PM	<a href="#">Youtube</a>	Done
7	Parsa	Remote	Griffin Brome	Nov 27	10:00 AM	<a href="#">Youtube</a>	Done
8	Parsa	Thinkaloud	Barret Jackson	Nov 25	2:00 PM	<a href="#">Youtube</a>	Done

#### **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 Chauhan

Name of the Host: Rachelle Gelden

Date: Nov 26, 2020

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

- Clean look
- Very professional looking website
- Nice 404 page
- Everything works as expected

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

- It was unclear which fields were required for the forms, and which were optional
- Rohan was confused about what radius, in the interested area part of the form meant
- Rohan thought that the “Join Us” button referred to careers at Home Together Canada
- It was a little unclear whether the user was logged in and if they were business or member because the header didn’t update

#### **Overall:**

- Overall, Rohan was very impressed with the site, the initial look of the website was great

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

- The dropdown for the birth year should go earlier than 1960
- Change the wording for the radius in “Interested Area”
- The cursor is set to default on hover for the logout button, it should be set to pointer
- For the links that go to other pages (ex. facebook) they should open in a new tab
- Rohan thought that “Contact” would have opened a page in the app. This wouldn’t work for users who use in-browser emails
- The “Home Together Canada” title doesn’t align with text below on the home page
- Rohan suggested testing the website colours with webaim (some of the buttons could be troublesome for people who are colour blind)

## 4.2.2 Session 2: Rachelle - Thinkaloud

### **Details:**

Name of the Tester: Jared Wright

Name of the Host: Rachelle

Date: Nov 27, 2020

### **What went well:**

- Consistent design
- Very clear distinction between member vs business registration (and what account means)

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

- Having to re-enter the same phone number for businesses
- It was unclear what the searchable address meant on the business registration
- The error message referred to searchable address as map address, this was confusing
- Too many alerts (alerts for positive feedback were confusing at first)
- More form feedback (red squares etc)

### **Overall:**

- Overall great feel to the website, it was very clear. The registration forms could be a bit clearer

### **Possible changes required:**

- Fix alert messages
- Make registration form more clear

### 4.2.3 Session 3: Jeff - Remote

**Details:**

Name of the Tester: Matthew Currie

Name of the Host: Jeff Hatton

Date: Nov 26, 2020

**What went well:**

- First impression was that the presentation was very professional
- Page pathing worked correctly.
- Input validation was excellent.
- Signing back in represented a working database (unique username)
- CSS look was appreciated
- Dynamic representation of fields in forms such as province yielding an appropriate citylist, or same mailing address.
- External links to facebook or happipad
- Feedback from alerts gave appropriate information
- He liked our 404 page

**What challenges did they have?**

- Understanding what form fields were necessary vs optional
- Page divider in forms was too spaced out.
- 3 boxes for phone number breaks autofill
- Logout button not dynamic
- Logout button should return user to homepage
- Auto scroll to missing field

**Overall:**

- Matt thought it was awesome. Full stop. Styling is great. Flow is intuitive and familiar.

**Possible changes required:**

- Add red css for before submission - asterisks
- Add css for after submission - highlight boxes etc
- Make logout button link to homepage
- Auto scroll to missing fields
- Page dividers between form sections need to be shorter
- Consider only 1 phone number box

## 4.2.4 Session 4: Jeff - Thinkaloud

### **Details:**

Name of the Tester: Katrina Martel

Name of the Host: Jeff Hatton

Date: Nov 25, 2020

### **What went well:**

- Most page pathing worked correctly.
- Clean initial first impression
- Input validation was excellent aside from not checking password quality.
- Forms worked well for taking intuitive values
- Signing back in represented a working database (unique username)
- CSS look was appreciated
- Dynamic representation of fields in forms such as province yielding an appropriate citylist, or same mailing address.
- External links to facebook or happipad
- Feedback from alerts gave appropriate information

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

- Understanding what form fields were necessary vs optional
- Lots of error 404 pages
- Radius dropdown not intuitive - needs tooltip
- Registration page typo
- Logout button not dynamic
- Routing for privacy page doesn't work

### **Overall:**

- Katrina thought we were doing a really good job overall, aside from minor typos, though we might want to add some hints regarding whether a field is mandatory or not.

### **Possible changes required:**

- Fix typos
- Add red css for before submission - asterisks
- Add css for after submission - highlight boxes etc
- Make logout button dynamic

## 4.2.5 Session 5: Alex - Remote

### **Details:**

Name of the Tester: Ben Tisserand

Name of the Host: Alex Qin

Date: Nov 26, 2020

### **What went well:**

- The Home page looks professional.
- Good lay out on both header and footer.
- Nice color picked in the whole project design.
- The order of the registrations input form is well designed.
- When moving the cursor to the “Login”, “Sign up” and “Logout” buttons will have different effects to show the users.
- “Sign up” page is well designed. Users can select which type of user to create with the information of what they can do.
- In the “Sign up” page, when moving the cursor to a different account sign up, it will enhance the color.
- Ben was able to login after he sign up

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

- After Ben was logged in, he did not know whether he logged in with his business account or member account.
- Ben was confused about the “Yes or No” section of member registration. For example, when he fills in “Pet friendly?”, he does not know whether the question is asking if he is “Pet friendly”, or his roommates should be “Pet friendly”.
- For the “Yes or No” section of member registration, Ben also thinks if the user chooses “No”, they also should be able to put down their reasons.
- For Validation parts, after Ben clicked “Create Account” and gets the invalid messages, he has to look into the page by himself to find the invalid parts, the time consuming is a problem.
- For business registration, If they are not nationwide, they have to fill in the same address of their business address, it is too complex.
- In “Family status” of the member registration, if Ben chooses “Couple”, but his partner does not have an account right now, he has to put himself as “Single” (Since the user choose any options beside single, the partner’s username is mandatory), and change that after his partner creates her account, which makes it complex.

**Overall:**

- Ben was happy to use the website, the front page is well designed, and he liked the clean looks of the registration form, it is simple to use.

**Possible changes required:**

- After the user signed in, give them their detailed account information in the Home page: what type of user they are with their username.
- Make all the “Login”, “Sign up” and “Logout” button dynamic.
- Ben wants us to give more explanation for the “Yes or No” section of member registration.
- Ben wants us to implement another input area if the user chooses “No” in the “Yes or No” section of member registration.
- Ben wanted us to implement the CSS to the input frame: after click create account, green color input frame can be valid information, red color input frame can be invalid information.
- If the business user uncheck the “nationwide”, Ben wanted us to implement a checkbox with the label of “use the same address as your business address”. Which if the user checked on this checkbox, the address will be automatically filled in for them.



## 4.2.6 Session 6: Alex - Thinkaloud

### **Details:**

Name of the Tester: Yue Cao

Name of the Host: Alex Qin

Date: Nov 25, 2020

### **What went well:**

- Well designed in the front page: clear and simple.
- When moving the cursor to the current footer link will show different colors.
- When moving the cursor to the current header link will show a different effect on the edges.
- Well designed in the “Sign up” page. It is straightforward for users to easily know which type of user can do what before they decide in which account they want to create.
- Separating each section of both member and business registration form is well designed.
- Well designed dropdown selection.

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

- Yue was confused about what “Interested area” means.
- While Yue was filling the form, he was confused about which part is optional to fill in.
- For Validation parts, after Yue clicked “Create Account” and got the invalid messages, he had to look into the page by himself to find the invalid parts, the time consuming is a problem.
- Yue set his short password to “123” but after Yue clicked “Create Account”, his account was created.
- On the section of social in footer, after the Yue clicked the link it will leave the current page and run into the linked page.
- Yue was stuck when he tried to create his account with a “non-exist partner’s username”, the validation message says “The member’s username does not exist”. He did not know where to fix to get his account created.
- How to handle this issue: if there are 2 user accounts “A” and “B”, but they don’t know each other. “A” put “B” into his “Partner’s username” without “B” permission.
- How to handle this issue: If a user is from another country and he will be working in Canada for the next month, and he wants to use the website to find a place to live. But he does not have a Canadian phone number and addresses, How does he fill this form?

**Overall:**

- The looks of the pages are well designed, but some parts need to give more detailed information to the users.

**Possible changes required:**

- Rephrase the wording for “Interested area”, give users more information.
- Give the user hints of what is optional to fill in and what is not.
- Yue wanted us to implement the CSS to the input frame: after click create account, green color input frame can be valid information, red color input frame can be invalid information.
- Yue thinks the password should at least have 8 digits with Upper cases and numbers or symbols. Which means we need to handle the password validation more carefully.
- When a user clicks the link in footer, yue wants to open that link in a new tab instead of directly jumping from the current page to it.
- In member registration form, if the input “partner’s username” does not exist, rephrase the wording of the validation. It can be changed into “Partner’s username does not exist” instead of “The member’s username does not exist”.
- After “A” put “B” into his “Partner’s username”, “B” shall get a notification of that.

## 4.2.7 Session 7: Parsa - Remote

### **Details:**

Name of the Tester: Griffin Brome

Name of the Host: Parsa Rajabi

Date: Nov 27, 2020

### **What went well:**

- Simple and straightforward design
- Validation worked as expected
- He was able to clearly identify how to create a member and business account
- Very impressed with the look of the website and CSS
- He loved our 404 page

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

- After they were logged in (both member/business), they were redirected to the BOTTOM of the Home page
  - This should be changed so they're taken to the TOP of the Home page
- Griffin was unsure which fields were required vs optional
- Griffin thought there should be more colour contrast between fields and the background
- Griffin would have liked to see an i / tool tip especially beside the password
  - Make sure the password has requirements and add an info box to provided those requirements
- Griffin would have liked to see the red from business changed to a different colour
  - Change business account colour to a more neutral colour
- Griffin would have liked to see a dynamic header after the user has logged in and weather or not the account is a member or business
- Griffin would have liked to see the problematic fields to change colour if the input was incorrect
- Griffin thought that "Contact" would have opened a page in the app instead of his mail application

### **Overall:**

- Griffin was very pleased with the overall "feel" of the website, he loved the 404 page and the CSS. He requested some minor changes however, the functionality of all components worked as expected.

**Possible changes required:**

- Ensure after users are logged in, they are taken to the top of the home page
- Make sure the password has requirements and add an info box for help
- Change business account colour to a more neutral colour
- Change contact link to it's own component w/ form
- Add dynamic header
- Add \* beside required fields
- Add CSS to fields that have invalid input
- Add some info as to what a valid postal code is formatted like: (A#B #C#)

## 4.2.8 Session 8: Parsa - Thinkaloud

### **Details:**

Name of the Tester: Barrett Jackson

Name of the Host: Parsa Rajabi

Date: Nov 25, 2020

### **What went well:**

- Simple and straightforward design
- All form components were straight forward
- Validation worked as expected
- He was able to clearly identify how to create a member and business account
- Very impressed with the look of the website and CSS
- He loved our 404 page
- Feedback from alerts gave critical information for him to understand the state of his account / process

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

- Unsure as to what fields were mandatory or not
  - Specifically the minimum budget -- it was left empty as he did not have a minimum
- Business cell phone number was marked as invalid since the user started their phone number with a 0
  - There are probably no phone numbers that start with 0? Need to confirm this.
- Barrett would have liked to see more links down in the footer

### **Overall:**

- Barret thought the overall flow was great, he would have liked to see a dynamic header to swap out login/logout but this was explained as a future feature.

### **Possible changes required:**

- Add a label at the top of the forms indicating what fields are required
- Review what a valid phone number is (can it start with a 0?)
- Add more links in footer
- Implement a dynamic header

## 5 Results

### 5.1 List of Issue Discovered

#### Issue Legend

[Issue #] [Issue] [Number of times the issue occurred out of 8 test sessions i.e 2/8]  
[Severity of Issue (refer to below for legend)]

- [Description]
- [Usability heuristic]
- [Feasible solution]
- [Screenshot (if needed)]

Example:

1. This is a sample example for issue legend. [0/8] [Low/Medium/High]
  - a. **Description:** This is a sample description for the issue legend
  - b. **Useability heuristic:** This is a sample heuristic for the issue legend
  - c. **Feasible solution:** This is a sample Feasible solution for the issue legend
  - d. **Screenshot:** N/A

#### 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 Home Page

1. **Issue:** When the user clicked on the “Contact” page, they expected a new page, in app, to be opened. [2/8] **Low**
  - a. **Description:** Instead, the user’s desktop email application is opened with a new message pre-filled with the Home Together Canada email address. If the user only uses in-browser email, opening the desktop app wouldn’t work.
  - b. **Usability heuristic:** Flexibility and efficiency of use
  - c. **Feasible solution:** Implement a “Contact Us” page that lists Home Together’s email and allows the user to copy and paste the email into whatever email application they would like

### 5.1.2 Header

1. **Issue:** It was unclear if the user was logged in because the header didn't update and the same buttons were present as before i.e Login, Register, Logout [3/8] [Medium]
  - a. **Description:** When a user is not logged in, the “Logout” button is still present in the header. When the user is logged in, the “Login” and “Register” buttons are still present
  - b. **Usability heuristic:** Visibility of system status
  - c. **Feasible solution:** Implement a dynamic header that updates based on the user's authentication status
2. **Issue:** When hovering over the “Logout” button (in the header), the cursor remains the default cursor [1/8] [Low]
  - a. **Description:** When hovering over the “Logout” button, the cursor remains the default cursor (instead of changing to a pointer - the typical behaviour of a button that is clickable)
  - b. **Usability heuristic:** Recognition rather than recall
  - c. **Feasible solution:** Change the CSS property of cursor to pointer on hover

### 5.1.3 General Registration (Common to Both Member and Business Registration)

1. **Issue:** It was unclear which fields were required in the forms and which weren't [5/8] [Medium]
  - a. **Description:** When the user was completing the registration forms, there was nothing to indicate to the user which fields were mandatory and which were optional
  - b. **Usability heuristic:** Error prevention
  - c. **Feasible solution:** Add a red asterix beside the mandatory fields
2. **Issue:** Difficult to find and correct invalid fields [2/8] [Medium]
  - a. **Description:** When a user attempted to register with invalid info, an alert is shown, but it can take a bit of time to find the field that is incorrect based off of the message shown in the alert
  - b. **Usability heuristic:** Help user recognize, diagnose and recover from errors
  - c. **Feasible solution:** Autoscroll to the invalid field and highlight that field in red

3. **Issue:** Difficulty with entering phone number in registration forms [2/8]

[Low]

- a. **Description:** Some users found it frustrating to enter the phone number so many times and the auto-fill did not work with the three boxes for phone input
- b. **Usability heuristic:** User control and freedom
- c. **Feasible solution:** Move away from the three box input for phone numbers
- d. **Screenshot:**

PHONE NUMBER



#### 5.1.4 Member Registration

1. **Issue:** It was unclear what radius meant in Interested Area [2/8][Medium]

- a. **Description:** When the was completing the profile section of the member registration, some users were unsure of what “Radius” meant and whether that was relative to inside or outside of the specified city
- b. **Heuristic evaluation:** N/A. This is a poor choice of wording
- c. **Feasible solution:** Update “Radius” to “Within Radius”
- d. **Screenshot:**





2. **Issue:** The dropdown for “Year of Birth” (in member registration form) only goes until 1960 [1/8][High]
  - a. **Description:** If the Year of Birth dropdown only goes until 1960, that means that users who are older than 60 years old cannot accurately give their information when signing up for Home Together
  - b. **Heuristic evaluation:** Match between system and real world
  - c. **Feasible solution:** extend the dropdown to include years 1920–current year

### 5.1.5 Business Registration

1. **Issue:** Difficulty understanding what “Searchable Address” meant and how to troubleshoot issues regarding the searchable address [2/8][Medium]
  - a. **Description:** Some users were confused what “Searchable Address” meant and the error alert referred to the “Searchable Address” as the “Map Address”
  - b. **Usability heuristic:** Consistency & Standards and Help users recognize, diagnose and recover from errors
  - c. **Feasible solution:** Update the error messages shown in the alert and add a tooltip or extra message to explain “Searchable Address”
2. **Issue:** Confusing redirection after registering a business [1/8][Medium]
  - a. **Description:** When you register as a business, you are redirected towards the bottom of the home page
  - b. **Usability heuristic:** Consistency and standards
  - c. **Feasible solution:** Redirect users to the top of the home page

## 5.2 Prioritization of Issues

Total Number of Issues Identified: 10

### **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

- 5.1.3 General Registration, Issue #1
- 5.1.2 Header, Issue #1
- 5.1.4 Member Registration, Issue #1
- 5.1.4 Member Registration, Issue #2

### 5.2.2 Will Fix for Final Product

- 5.1.2 Header, Issue #2
- 5.1.3 General Registration, Issue #2
- 5.1.5 Business Registration, Issue #1

### 5.2.3 Will Fix If Time Allows

- 5.1.1 Home Page, Issue #1
- 5.1.3 General Registration, Issue #3
- 5.1.5 Business Registration, Issue #2

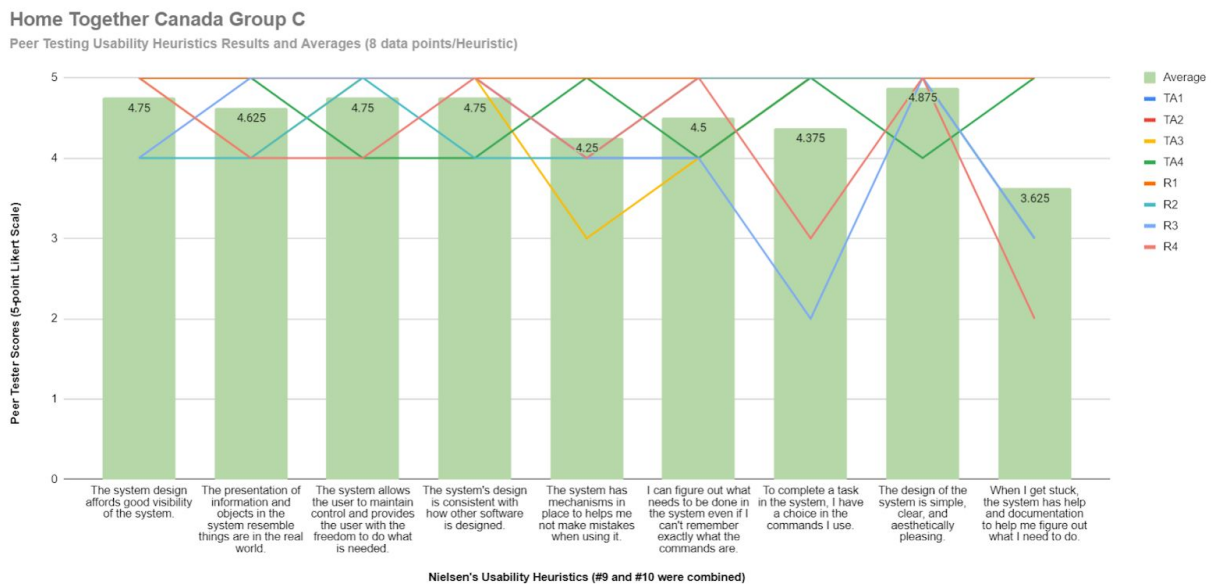
## 5.3 List of Compliments

- Clean and professional looking website
- Very clear distinction between member vs business registration (and what account means)
- Input validation was excellent
- Dynamic representation of fields in forms such as province yielding an appropriate citylist, or same mailing address.
- Nice 404 page
- Feedback from alerts gave appropriate information
- Simple and straightforward design
- Feedback from alerts gave critical information for him to understand the state of his account / process

## 6 Heuristic Evaluation Scores

Link to Heuristic Evaluation form: <https://forms.gle/wAxY81aDuDPFuzEP9>

### 6.1 Results



Legend:

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

\* Graph is explained on next page

\*\* 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 four, resulting in averages of **4.5/5** or above. The remaining questions should be looked at individually:

- “To complete a task in the system, I have a choice in the commands I use” **4.375/5:**
  - As our next highest average, this was a polarizing heuristic with six “strong agrees,” one “neutral,” and one “disagree.” The comments received from those two individuals do not pertain to this heuristic, however, from other comments across all 8 participants we identified that our phone input fields blocked auto-fill and were required to be filled out too frequently.
    - *“I had no issues when signing up as a member; however when signing up as a business there are a lot of fields which take duplicate information like "Business Phone & Business Cell" - Jared*
- “The system has mechanisms in place to help me not make mistakes when using it” **4.25/5:**
  - While generally agreed with, and no outspoken “disagrees (%),” we did have one neutral response, and many weak “agrees.” This likely reflects that while we had significant input validation for both our member and business sign-up forms, five of our peer testers said that it was unclear which input fields were required vs optional.
    - *“I would like to see an indication of which fields are required” - Katrina*
- “When I get stuck, the system has help and documentation to help me figure out what I need to do.” **3.625/5:**
  - This was our lowest score, and the only heuristic under a % average. There is possible correlation between this heuristic and our error prevention heuristic as both typically resulted in issues that caused confusion. Besides the error prevention issues requiring our forms to be more clear with what is expected, a number of our fields were identified as having confusing wording such as the “Radius” or “Searchable Address” labels not being intuitive regarding what they are asking for.

- *“You can set some help documents near each blank in the sign up form. Like a small question mark, and if the user clicks the question mark, it will pop up a small window to explain the requirement of this blank. E.g. for the password you can say: your password needs at least eight digits, including letters and numbers.” - Yue*
- *“I would like to see some tooltips to describe some of the fields (like the radius field)” - Katrina*
- Additionally, two of the testers mentioned that if an alert occurred on submission, it was difficult to locate the error.
  - *“The error message for these also seems to happen in order so if you're missing two required fields the first one will error, you go and fix it, then the 2nd one errors and you have to go back and fix it. If possible have it spit out all the missing fields in one error message and highlight all the missing fields.” - Jared*

Beyond these issues which reflect the most in the heuristics questionnaire, given that no heuristic attained a perfect score average, in our previous section we ensured to identify issues across all heuristics to reflect comments such as:

- *“Make the header dynamic so that the login button disappears when I'm logged in and the logout button disappears when I'm logged out. Maybe an indication at the top about which current user is logged in, and whether this is a business or regular user account (some sort of icon?)” - Barrett*
  - While visibility of system status was scored **4.75/5** on average, this issue was commented on by many peer testers.

## **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 1 finishes. The issues within the second category will be worked on during milestone #2 and #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)

