

## Task 3a

# Feedback action plan for RZA

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## Aim of feedback:

To find out how effective the prototype of the proposed solution is and furthermore to be able to find out how well the solution meets requirements of the client. In this feedback I will be creating questionnaire for two different types of users: technical and non-technical. I will include questions that will cover all the specific aspects of the website rather than just generic questions.

Audience	Prototype options	Prototype you will produce	Questions to ask about the prototype	Method of gathering feedback	Who to get feedback from and why
<b>Non-Technical &amp; Technical</b>	There are a lot of options that I considered before choosing how am I going to demonstrate my website to the audience both technical and non-technical. For example, if it was an actual real-life project, gathering the room of colleagues and getting them to test it whilst observing would be quite sensible thing to do. Another thing that could be done is making a presentation with and present it to the chosen audience after which	Because it is not a real-life project. Some of the options are limited. Therefore, it seems to me that there are two reasonable options: sending the link or the video.  Because all of my chosen testers are located within same network, I have an opportunity to send the link to show them the	<ul style="list-style-type: none"> <li>- What is your name?</li> <li>- Please rate overall first impression of the website.</li> <li>- Does the website give you a clear understanding of its purpose?</li> <li>- What do you like least/most about website?</li> <li>- How would you describe the website's design? Is it visually appealing?</li> <li>- Is the layout intuitive and easy to navigate?</li> <li>- How easy was it for you to find the website's navigation menu? What are your thoughts on the logo? Do you recon it is easily remembered by the user? Do you believe that the average user will quickly recognize it?</li> </ul>	I have decided to use Microsoft forms in order to gather feedback from both technical and non-technical users, the reason being it has a lot of functionality like attaching videos and photos to the questions, as well as that there are different	For this project all the testers will be my groupmates. However, there are two different groups that I need to gather feedback from: technical and non-technical. That's when sending the forms out I will specify which category I would like the user to choose and then respond to all the questions in that type of manner.

	<p>showing how the prototype works. Then ask them all the questions prepared prior to that. That would make all the colleges more engaged, and the feedback will show the collective opinion. Some important ideas might come out of such a way of working. However, for the small projects or the ones like this one that has an educational purpose and therefore has a few limitations, there are also other ways of showing the prototype. Two of such methods would be creating a walk-through video and sending the link to the website to classmates. However, for the link, it should only be people that are connected to college network, and the</p>	<p>actual website at work. I find it way more interactive than just showing the video.</p> <p>As well as that the downside of the video would be inconvenience in filling the form and having to stop and go back over the video in case you missed something that is asked in the form.</p> <p>To make their experience better, I decided to create a questionnaire in a so that it walks them through the website and helps to discover features.</p>	<ul style="list-style-type: none"> <li>- Please try to hover over navigation links, does the green line appear? What are your thoughts on it?</li> <li>- Please rate the logo and the navigation bar</li> <li>- The colour palette of the website is: <ul style="list-style-type: none"> <li>o User-friendly, makes me want to spend more time on the website.</li> <li>o Is not very pleasant; I would rather change it.</li> </ul> </li> <li>- What would you rate the Homepage?</li> <li>- From seeing only homepage, is the purpose of the website clear?</li> <li>- Have you used any buttons to navigate farther through the website, did they work?</li> <li>- What is your overall impression of the about page?</li> <li>- Please rate the about page.</li> <li>- Do you find it useful to have the animals' section in the about page? Did it capture your attention?</li> <li>- Do you find it sensible to have a section with opening times on the about page and EduVisit page?</li> <li>- What do you think about having embedded map on the about page?</li> <li>- Please rate the EduVisit page (Keep in mind that the placeholders will</li> </ul>	<p>ways to ask users such as to rate, to choose a multiple answer question, to write a long answer. And on top of that it enables you to branch, when needed.</p> <p>Since I have decided to do just that after the question of whether the user is tech or non-tech, Microsoft forms are the most reasonable method for me to gather feedback.</p>	
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	localhost should be running otherwise the website would not be accessible.	As well as that in some questions that are focusing on one or two particular aspects of the website, I will be adding screenshots. I will also provide technical users with screenshots of some technical aspects to gather more effective and comprehensive feedback.	<p>be filled with useful information for students once the client provides data and prototype goes into development.</p> <ul style="list-style-type: none"> <li>- Please rate the visual appearance of the main booking page.</li> <li>- Please try to book a ticket of your preference, you will find that to book a ticket you need to login first? How quickly did you find the sign up link, to create account before logging in?</li> <li>- Have you seen helpful message : "You need to login first to book a room"? Did you find it easy to create an account and login?</li> <li>- Now that you have successfully logged in do you notice the changes on the navigation bar? Do you find your experience more personalised, having this feature?</li> <li>- Please rate the sign up/login system (Make sure to checkout validation)</li> <li>- Once you are logged in the website takes you automatically to the user page, however because you have yet not booked any tickets or rooms there is an error message that will be fixed in the further development. Feel free to navigate</li> </ul>	There is going to be one form for both technical and non-technical users however at the point of the question about technical skills level the questionnaire will be branched. This will be done to gather as much feedback as possible, as in this way technical users will answer both technical and non-technical questions.	
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			<p>back to the booking page and try to book a room now.</p> <ul style="list-style-type: none"> <li>- Have did you find the booking form? What did you like and what did you not like?</li> <li>- Now that you have booked a room and a ticket, can you see your bookings on the user page?</li> <li>- Please choose what is your prior technical skills level</li> <li>- Please look at the database. In your opinion is this table structured in the most efficient way? If not, what changes would you make to improve it?</li> <li>- Please look at the naming conventions and the folder structure. Is it somewhat clear? How easy would that be to continue working on the project in case of reassigning it to you?</li> </ul>		
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## Feedback Summary

### Synopsis of who was asked for feedback

For this questionnaire, I have carefully chosen the audience for the feedback. I have asked 11 people to complete the form the form is the same and the only difference for technical users will be in the end of the form therefore, all 11 testers have completed the non – technical form and 8 completed technical form.

Please see the table below to see the criteria that I was choosing based on, I have only included initials to not disclose personal information of the testers.

	ER – male, has younger sibling is a frequent zoo customer.
	FO – male, has prior experience working for the zoo.
	AN – female, has younger siblings, and very recently had experience booking tickets for Chester Zoo.
	DW – male, advanced technical skills, prior knowledge of the sql databases and php
	SC – male, advanced frontend knowledge and UI/UX design
	CB – male, has prior experience in creating full stack solution.
	BW – male, advanced database knowledge,
	VT – female, is an average user that could potentially become a client of the zoo, she did not have prior experience booking online, therefore will give feedback that will give some insights for this time of audience.
	RO – male, has prior experience in UI/UX design.
	MV – female, has prior experience in UI/UX design and frontend development.
	SS – male, has prior experience in full stack development.

## Synopsis of who responded and provided feedback

Everyone that has received the form had responded to the questionnaire. All together 11 answers.

## Results of feedback (results, charts, graphs, scales etc)

View results

Respondent  
1 Anonymous

05:11 Time to complete

...

1 Please enter your name

[REDACTED]

2 Please rate overall first impression of the website.

1 2 3 4 5 6 7 8 9 10

3 Does the website give you a clear understanding of its purpose?

Yes  
 No

4 What do you like least/most about website?

It can be a little more welcoming with some CSS or display options but nonetheless it isn't horrible.

5 How would you describe the website's design? Is it visually appealing?

I think it can be better but overall there are no issues with it.

6 Is the layout intuitive and easy to navigate?

Yes  
 No  
 Maybe

7 How easy was it for you to find the website's navigation menu? What are your thoughts on the logo? Do you recon it is easily remembered by the user? Do you believe that the average user will quickly recognize it?



The color was distinctively different and it looks great and is easy to navigate and locate so overall it was easy and i had no issues.

8 Please try to hover over navigation links, does the green line appear? What are your thoughts on it?

It is very interactive, a good feature to have  
 I did not like it, it's distracting

9 Please rate the logo and the navigation bar

1 2 3 4 5 6 7 8 9 10

10

The colour palette of the website is:



- User-friendly, goes well with RZA adventures
- Is not very pleasant, I would rather change it

11

What would you rate the Homepage?

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

12

From seeing only homepage, is the purpose of the website clear?

- Yes
- No

13

Have you used any buttons to navigate farther through the website, did they work?

- Yes, Yes
- Yes, No
- No, No

14

Please rate the about page

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

15

Do you find it useful to have the animals section in the about page? Did it capture your attention?

It captured my attention with the visual images and the details were very informative, overall great about me page

16

Do you find it sensible to have a section with opening times on the about page and EduVisit page?

Yes it helps a lot with navigation and makes things simple and effective.

17

What do you think about having embedded map on the about page?

- It's useful, I like it better than simple text
- I would not use it, I would prefer textual location

18

Please rate the EduVisit page (Keep in mind that the placeholders will be filled with useful information for students once the client provides data and prototype goes into development)

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

19

Please rate the visual appearance of the main booking page

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

20

Please try to book a ticket of your preference, you will find that to book a ticket you need to login first? How quickly did you find the sign up link, to create account before logging in?

I simply clicked on the sign up page beforehand so when it redirected me I was surprised that it worked.

21

Have you seen helpful message : "You need to login first to book a room"? Did you find it easy to create an account and login?

- Yes, Yes
- Yes, No
- No, Yes
- No, No

22

Now that you have successfully logged in do you notice the changes on the navigation bar? Do you find your experience more personalized, having this feature?

- Yes
- No

23

Please rate the sign up/login system (Make sure to checkout validation)

1    2    3    4    5    6    7    8    9    10

24

Once you are logged in, the website takes you automatically to the user page, however because you have yet not booked any tickets or rooms there is an error message that will be fixed in the further development. Feel free to navigate back to the booking page and try to book a room now. !(No response needed)

24

Once you are logged in, the website takes you automatically to the user page, however because you have yet not booked any tickets or rooms there is an error message that will be fixed in the further development. Feel free to navigate back to the booking page and try to book a room now. !(No response needed)

25

Have did you find the booking form? What did you like and what did you not like?

clear and concise but maybe adding some more information and visual images would be nice.

26

Now that you have booked a room and a ticket, can you see your bookings on the user page?

- Yes
- No

27

Please choose what is your prior technical skills level

- Technical user
- Non technical user

1

Please enter your name



2

Please rate overall first impression of the website.

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

3

Does the website give you a clear understanding of its purpose?

Yes

No

4

What do you like least/most about website?

The thing i did not like about the site was the footer structure, as most images and icons were not centered and structured well. What i did like was the color design as it looked very appealing and was consistent throughout the site

5

How would you describe the website's design? Is it visually appealing?

Yes it was easy to read and navigate

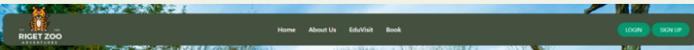
6

Is the layout intuitive and easy to navigate?

Yes

7

How easy was it for you to find the website's navigation menu? What are your thoughts on the logo? Do you think it is easily remembered by the user? Do you believe that the average user will quickly recognize it?



Yes i believe it would be easy for a new user to navigate through the site without getting lost. The logo is very appealing and it stands out very well and easy to identify that it would be a zoo website

8

Please try to hover over navigation links, does the green line appear? What are your thoughts on it?

- It is very interactive, a good feature to have
- I did not like it, it's distracting

9

Please rate the logo and the navigation bar

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

10

The colour palette of the website is:



- User-friendly, goes well with RZA adventures
- Is not very pleasant, I would rather change it

11

What would you rate the Homepage?

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

**12**

From seeing only homepage, is the purpose of the website clear?

- Yes  
 No

**13**

Have you used any buttons to navigate farther through the website, did they work?

- Yes, Yes  
 Yes, No  
 No, No

**14**

Please rate the about page

1    2    3    4    5    6    **7**    8    9    10

**15**

Do you find it useful to have the animals section in the about page? Did it capture your attention?

Yes found it very useful

**16**

Do you find it sensible to have a section with opening times on the about page and EduVisit page?

Yes found it very sensible

**17**

What do you think about having embedded map on the about page?

**18**

Please rate the EduVisit page ( Keep in mind that the placeholders will be filled with useful information for students once the client provides data and prototype goes into development)

1    2    3    4    5    6    **7**    8    9    10

**19**

Please rate the visual appearance of the main booking page

1    2    3    4    5    **6**    7    8    9    10

**20**

Please try to book a ticket of your preference, you will find that to book a ticket you need to login first? How quickly did you find the sign up link, to create account before logging in?

Found it very good and easy to use and like how you have to login before booking

**21**

Have you seen helpful message : "You need to login first to book a room"? Did you find it easy to create an account and login?

- Yes, Yes  
 Yes, No  
 No, Yes  
 No, No

**22**

Now that you have successfully logged in do you notice the changes on the navigation bar? Do you find your experience more personalized, having this feature?

- Yes  
 No

1 2 3 4 5 6 7 8 9 10

24

Once you are logged in, the website takes you automatically to the user page, however because you have yet not booked any tickets or rooms there is an error message that will be fixed in the further development. Feel free to navigate back to the booking page and try to book a room now. !(No response needed)

25

Have did you find the booking form? What did you like and what did you not like?

Easy to fill in

26

Now that you have booked a room and a ticket, can you see your bookings on the user page?

- Yes  
 No

27

Please choose what is your prior technical skills level

- Technical user  
 Non technical user

28

Please look at the database. In your opinion are the naming conventions for the tables reasonable? Is the customers table structured in the most efficient way? If not, what changes would you make to improve it?

Extra options					
	cast_id	username	password	email	created_time
<input type="checkbox"/>	1	anastasia1234	\$2y\$10\$X0304QUU9sSJPlDw4G.DCQ/hz27OaOF9IG4/c...	1479246@stu.tmc.ac.uk	2024-04-15 13:58:51
<input type="checkbox"/>	2	jhon5555	\$2y\$10\$NgjM7A2Nealg52R9eL/YQYkeCgjYExdMSTjwC...	email@example.com	2024-04-19 12:12:15
<input type="checkbox"/>	4	Vlad9999	\$2y\$10\$8aLcLXK58fWUw512mAR0T7AvcvphubE20BZsq...	vlad.ol@yahoo.com	2024-04-26 10:06:08
<input type="checkbox"/>	5	olaa9999	\$2y\$10\$wWA.qyChDgpoDQ9QpgpZuIDM/jpVFS1oX5...	olaa9999@gmail.com	2024-04-26 10:59:54
<input type="checkbox"/>	6	lolat7777	\$2y\$10\$WpR0SKAD39V08.KgL3P0wCVVPHAN/5KeFjRtwXg...	lolat@gmail.com	2024-04-29 11:00:18
<input type="checkbox"/>	7	valeria9999	\$2y\$10\$zjERDQ4AHlyXalVi/vkV3edubkyXAlign77m...	valeria@yahoo.com	2024-04-29 11:11:19

26

Now that you have booked a room and a ticket, can you see your bookings on the user page?

- Yes  
 No

27

Please choose what is your prior technical skills level

- Technical user  
 Non technical user

28

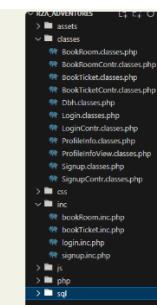
Please look at the database. In your opinion are the naming conventions for the tables reasonable? Is the customers table structured in the most efficient way? If not, what changes would you make to improve it?

Extra options					
	cast_id	username	password	email	created_time
<input type="checkbox"/>	1	anastasia1234	\$2y\$10\$X0304QUU9sSJPlDw4G.DCQ/hz27OaOF9IG4/c...	1479246@stu.tmc.ac.uk	2024-04-15 13:58:51
<input type="checkbox"/>	2	jhon5555	\$2y\$10\$NgjM7A2Nealg52R9eL/YQYkeCgjYExdMSTjwC...	email@example.com	2024-04-19 12:12:15
<input type="checkbox"/>	4	Vlad9999	\$2y\$10\$8aLcLXK58fWUw512mAR0T7AvcvphubE20BZsq...	vlad.ol@yahoo.com	2024-04-26 10:06:08
<input type="checkbox"/>	5	olaa9999	\$2y\$10\$wWA.qyChDgpoDQ9QpgpZuIDM/jpVFS1oX5...	olaa9999@gmail.com	2024-04-26 10:59:54
<input type="checkbox"/>	6	lolat7777	\$2y\$10\$WpR0SKAD39V08.KgL3P0wCVVPHAN/5KeFjRtwXg...	lolat@gmail.com	2024-04-29 11:00:18
<input type="checkbox"/>	7	valeria9999	\$2y\$10\$zjERDQ4AHlyXalVi/vkV3edubkyXAlign77m...	valeria@yahoo.com	2024-04-29 11:11:19

Yes they are structured in an efficient way

29

Please look at the naming conventions and the folder structure. Is it somewhat clear? How easy would that be to continue working on the project in case of reassigning it to you?



It looks very clear as a technical user and like how it separated in different folder

## View results

Respondent  
< 3 Anonymous >  
16:33 Time to complete  
...

1 Please enter your name  
[REDACTED]

2 Please rate overall first impression of the website.  
1 2 3 4 5 6 7 8 9 10

3 Does the website give you a clear understanding of its purpose?  
 Yes  
 No

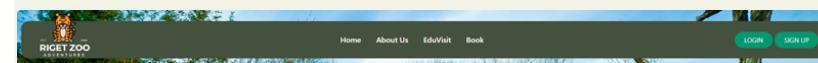
4 What do you like least/most about website?  
I'm unable to cancel a booking once I've booked, so maybe this could be something to improve in the future to give a better user experience

5 How would you describe the website's design? Is it visually appealing?  
Yes it is as the colours and background go well together

6 Is the layout intuitive and easy to navigate?

- Yes  
 No  
 Maybe

7 How easy was it for you to find the website's navigation menu? What are your thoughts on the logo? Do you recon it is easily remembered by the user? Do you believe that the average user will quickly recognize it?



Very nice and unique nav bar

8 Please try to hover over navigation links, does the green line appear? What are your thoughts on it?  
 It is very interactive, a good feature to have  
 I did not like it, it's distracting

9 Please rate the logo and the navigation bar

1 2 3 4 5 6 7 8 9 10

10



- User-friendly, goes well with RZA adventures  
 Is not very pleasant, I would rather change it

11

What would you rate the Homepage?

1    2    3    4    5    6    7    8    9    10

12

From seeing only homepage, is the purpose of the website clear?

- Yes  
 No

13

Have you used any buttons to navigate farther through the website, did they work?

- Yes, Yes  
 Yes, No  
 No, No

14

Please rate the about page

1    2    3    4    5    6    7    8    9    10

15

Do you find it useful to have the animals section in the about page? Did it capture your attention?

15

Do you find it useful to have the animals section in the about page? Did it capture your attention?

16

Do you find it sensible to have a section with opening times on the about page and EduVisit page?

Yes as you're giving users information and answers to their questions that if it wasn't there the business may have received calls from customers who just want to know the opening times

17

What do you think about having embedded map on the about page?

- It's useful, I like it better than simple text  
 I would not use it, I would prefer textual location

18

Please rate the EduVisit page ( Keep in mind that the placeholders will be filled with useful information for students once the client provides data and prototype goes into development)

1    2    3    4    5    6    7    8    9    10

19

Please rate the visual appearance of the main booking page

1    2    3    4    5    6    7    8    9    10

20

Please try to book a ticket of your preference, you will find that to book a ticket you need to login first? How quickly did you find the sign up link, to create account before logging in?

Signup process was quite easy to, but if you were to develop the signup page even further I would include some sort of validation that would automatically go to the next field required, for example when I type in a username and press enter it displays an error message instead of this allow the system to go onto the next field automatically

21

Have you seen helpful message : "You need to login first to book a room"? Did you find it easy to create an account and login?

- Yes, Yes
- Yes, No
- No, Yes
- No, No

22

Now that you have successfully logged in do you notice the changes on the navigation bar? Do you find your experience more personalized, having this feature?

- Yes
- No

23

Please rate the sign up/login system (Make sure to checkout validation)

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

24

Once you are logged in, the website takes you automatically to the user page, however because you have yet not booked any tickets or rooms there is an error message that will be fixed in the further development. Feel free to navigate back to the booking page and try to book a room now. !(No response needed)

25

Have did you find the booking form? What did you like and what did you not like?

No

23

Please rate the sign up/login system (Make sure to checkout validation)

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

24

Once you are logged in, the website takes you automatically to the user page, however because you have yet not booked any tickets or rooms there is an error message that will be fixed in the further development. Feel free to navigate back to the booking page and try to book a room now. !(No response needed)

25

Have did you find the booking form? What did you like and what did you not like?

The booking is nicely laid out I'd say, but maybe if you could have written some more information in the price boxes to give a better insight into what's included in each ticket or room selection it would make their selection more easy

26

Now that you have booked a room and a ticket, can you see your bookings on the user page?

Yes

No

27

Please choose what is your prior technical skills level

- Technical user
- Non technical user

1  
Please enter your name

[REDACTED]

2  
Please rate overall first impression of the website.

1 2 3 4 5 6 7 8 9 10

3  
Does the website give you a clear understanding of its purpose?

Yes  
 No

4  
What do you like least/most about website?

Like the simplicity of the website but some of the pages might contain too much detail.

5  
How would you describe the website's design? Is it visually appealing?

It is alright

6  
Is the layout intuitive and easy to navigate?

Yes

7  
How easy was it for you to find the website's navigation menu? What are your thoughts on the logo? Do you recon it is easily remembered by the user? Do you believe that the average user will quickly recognize it?



It is easy to find the menu. The logo is clear but slightly generic. I'd say that average user will quickly recognize it.

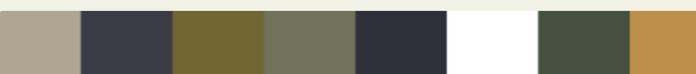
8  
Please try to hover over navigation links, does the green line appear? What are your thoughts on it?

It is very interactive, a good feature to have  
 I did not like it, it's distracting

9  
Please rate the logo and the navigation bar

1 2 3 4 5 6 7 8 9 10

10  
The colour palette of the website is:



User-friendly, goes well with RZA adventures  
 Is not very pleasant, I would rather change it

11  
What would you rate the Homepage?

1 2 3 4 5 6 7 8 9 10

**12**

From seeing only homepage, is the purpose of the website clear?

 Yes No**13**

Have you used any buttons to navigate farther through the website, did they work?

 Yes, Yes Yes, No No, No**14**

Please rate the about page

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

**15**

Do you find it useful to have the animals section in the about page? Did it capture your attention?

It is useful to have all the info in the about page. However, it didn't capture my attention as there are too much text within the same frame

**16**

Do you find it sensible to have a section with opening times on the about page and EduVisit page?

Yes it is sensible.

**17**

What do you think about having embedded map on the about page?

**18**

Please rate the EduVisit page ( Keep in mind that the placeholders will be filled with useful information for students once the client provides data and prototype goes into development)

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

**19**

Please rate the visual appearance of the main booking page

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

**20**

Please try to book a ticket of your preference, you will find that to book a ticket you need to login first? How quickly did you find the sign up link, to create account before logging in?

it is pretty easy to find the signup link and create an account.

**21**

Have you seen helpful message : "You need to login first to book a room"? Did you find it easy to create an account and login?

 Yes, Yes Yes, No No, Yes No, No**22**

Now that you have successfully logged in do you notice the changes on the navigation bar? Do you find your experience more personalized, having this feature?

 Yes No

24

Once you are logged in, the website takes you automatically to the user page, however because you have yet not booked any tickets or rooms there is an error message that will be fixed in the further development. Feel free to navigate back to the booking page and try to book a room now. !(No response needed)

```
error_reporting(E_ERROR | E_PARSE);
```

25

Have did you find the booking form? What did you like and what did you not like?

It is pretty easy to use but I cannot book for multiple tickets at once.

26

Now that you have booked a room and a ticket, can you see your bookings on the user page?

Yes

No

27

Please choose what is your prior technical skills level

Technical user

Non technical user

28

Please look at the database. In your opinion are the naming conventions for the tables reasonable? Is the customers table structured in the most efficient way? If not, what changes would you make to improve it?

Extra options						
		cust_id	username	password	email	created_time
<input type="checkbox"/>	Edit	1	anastasia1234	\$2y\$10\$wX0AQUU0r9sJpIDw4G.DCQbz2nZ7OaOF9k0I4c...	1479246@stu.tmc.ac.uk	2024-04-15 13:58:51
<input type="checkbox"/>	Edit	2	jhon5555	\$2y\$10\$NGejkxM7A2hReje5zR6eJYQYkeCgVYExKMS1x4C...	email@example.com	2024-04-19 12:12:15
<input type="checkbox"/>	Edit	4	Vlad9999	\$2y\$10\$AxzLxXKSMWUln5T2huARDTTAwcephubE20BZsq...	vlad.ol@yahoo.com	2024-04-26 10:06:08
<input type="checkbox"/>	Edit	5	ola9999	\$2y\$10\$zhWJLujeyChD8guDOdQpmq7Zu8MyUpn0FS1o0xs...	ola9999@gmail.com	2024-04-26 10:59:54
<input type="checkbox"/>	Edit	6	lola7777	\$2y\$10\$WR0SKADX39V0llKctL3PwvCWWPAN5kmfJltwXgl...	lola@gmail.com	2024-04-29 11:00:18
<input type="checkbox"/>	Edit	7	valeria9999	\$2y\$10\$rzJbEBDQ4AHtnXallUlv6LV3e4u4k4X46gm17m...	valeria@yahoo.com	2024-04-29 11:11:19

No

27

Please choose what is your prior technical skills level

Technical user

Non technical user

28

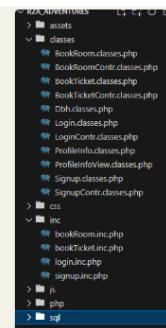
Please look at the database. In your opinion are the naming conventions for the tables reasonable? Is the customers table structured in the most efficient way? If not, what changes would you make to improve it?

Extra options						
		cust_id	username	password	email	created_time
<input type="checkbox"/>	Edit	1	anastasia1234	\$2y\$10\$wX0AQUU0r9sJpIDw4G.DCQbz2nZ7OaOF9k0I4c...	1479246@stu.tmc.ac.uk	2024-04-15 13:58:51
<input type="checkbox"/>	Edit	2	jhon5555	\$2y\$10\$NGejkxM7A2hReje5zR6eJYQYkeCgVYExKMS1x4C...	email@example.com	2024-04-19 12:12:15
<input type="checkbox"/>	Edit	4	Vlad9999	\$2y\$10\$AxzLxXKSMWUln5T2huARDTTAwcephubE20BZsq...	vlad.ol@yahoo.com	2024-04-26 10:06:08
<input type="checkbox"/>	Edit	5	ola9999	\$2y\$10\$zhWJLujeyChD8guDOdQpmq7Zu8MyUpn0FS1o0xs...	ola9999@gmail.com	2024-04-26 10:59:54
<input type="checkbox"/>	Edit	6	lola7777	\$2y\$10\$WR0SKADX39V0llKctL3PwvCWWPAN5kmfJltwXgl...	lola@gmail.com	2024-04-29 11:00:18
<input type="checkbox"/>	Edit	7	valeria9999	\$2y\$10\$rzJbEBDQ4AHtnXallUlv6LV3e4u4k4X46gm17m...	valeria@yahoo.com	2024-04-29 11:11:19

Yea it is efficient and nothing is needed to be changed

29

Please look at the naming conventions and the folder structure. Is it somewhat clear? How easy would that be to continue working on the project in case of reassigning it to you?



It is clear and well structured. It might take some time to understand the namings but it will be pretty easy to continue working on the project.

## View results

Respondent  
< 5 Anonymous >  
24:48 Time to complete  
...

**1**  
Please enter your name  
  
[REDACTED]

**2**  
Please rate overall first impression of the website.  
1 2 3 4 5 6 7 8 9 10

**3**  
Does the website give you a clear understanding of its purpose?  
  
 Yes  
 No

**4**  
What do you like least/most about website?  
  
I like how wide it feels. You made good use of the available space and the site looks and feels professional.

**5**  
How would you describe the website's design? Is it visually appealing?  
  
I think it is appealing, though some elements seem oddly centered (much like my website). I like your use of many images in the site, and the navigation bar not filling up the entire top of the screen is a nice touch. It seems like some of the

I think it is appealing, though some elements seem oddly centered (much like my website). I like your use of many images in the site, and the navigation bar not filling up the entire top of the screen is a nice touch. It seems like some of the images, such as 2 of the ones in the facilities tab, were smaller than the rest though, which makes that section feel less uniform.

**6**  
Is the layout intuitive and easy to navigate?  
  
 Yes  
 No  
 Maybe

**7**  
How easy was it for you to find the website's navigation menu? What are your thoughts on the logo? Do you recon it is easily remembered by the user? Do you believe that the average user will quickly recognize it?  
  


The navigation menu stands out and is easy to navigate. I really like the logo as well, feels like a zoo that has been around for a long time. I do think it's a bit too detailed to only be visible on the navbar. Maybe you should have placed the logo on the homepage as well, so that users can have a closer look at it and better remember it.

**8**  
Please try to hover over navigation links, does the green line appear? What are your thoughts on it?  
  
 It is very interactive, a good feature to have  
 I did not like it, it's distracting

**9**  
Please rate the logo and the navigation bar  
1 2 3 4 5 6 7 8 9 10

10

The colour palette of the website is:



- User-friendly, goes well with RZA adventures  
 Is not very pleasant, I would rather change it

11

What would you rate the Homepage?

1    2    3    4    5    6    7    8    9    10

12

From seeing only homepage, is the purpose of the website clear?

- Yes  
 No

13

Have you used any buttons to navigate farther through the website, did they work?

- Yes, Yes  
 Yes, No  
 No, No

14

Please rate the about page

1    2    3    4    5    6    7    8    9    10

1    2    3    4    5    6    7    8    9    10

15

Do you find it useful to have the animals section in the about page? Did it capture your attention?

I think it is useful to have the animals here, as they are the most important part of a zoo so people will want to learn about them first.

16

Do you find it sensible to have a section with opening times on the about page and EduVisit page?

Yes I do, but I also think it would have been useful on the homepage. It's crucial information that a user will want to know quickly, and it would help to make the homepage a bit larger.

17

What do you think about having embedded map on the about page?

- It's useful, I like it better than simple text  
 I would not use it, I would prefer textual location

18

Please rate the EduVisit page ( Keep in mind that the placeholders will be filled with useful information for students once the client provides data and prototype goes into development)

1    2    3    4    5    6    7    8    9    10

19

Please rate the visual appearance of the main booking page

1    2    3    4    5    6    7    8    9    10

20

Please try to book a ticket of your preference, you will find that to book a ticket you need to login first? How quickly did you find the sign up link, to create account before logging in?

21

Have you seen helpful message : "You need to login first to book a room"? Did you find it easy to create an account and login?

- Yes, Yes
- Yes, No
- No, Yes
- No, No

22

Now that you have successfully logged in do you notice the changes on the navigation bar? Do you find your experience more personalized, having this feature?

- Yes
- No

23

Please rate the sign up/login system (Make sure to checkout validation)

1    2    3    4    5    6    7    8    9    10

24

Once you are logged in, the website takes you automatically to the user page, however because you have yet not booked any tickets or rooms there is an error message that will be fixed in the farther development. Feel free to navigate back to the booking page and try to book a room now. !(No response needed)

Booking a room seemed to work, yes. There are some errors with the login/signup areas I want to address though: First, when I enter an incorrect password in the login menu, I'm taken to the signup menu instead of being told my password is incorrect. Second, there's no minimum length for passwords. I can have a password of 'a' and it's accepted.

25

Yes

No

27

Please choose what is your prior technical skills level

- Technical user
- Non technical user

28

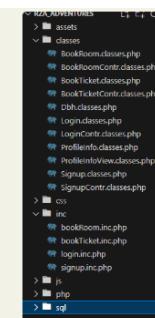
Please look at the database. In your opinion are the naming conventions for the tables reasonable? Is the customers table structured in the most efficient way? If not, what changes would you make to improve it?

Extra options						
	cust_id	username	password	email	created_time	
<input type="checkbox"/>	1 anastasia1234	\$2y\$10\$wX00AUU0u9sSJIPDw4g C0CzbzZ7OwQF9l04ic...		1479246@stu.tmc.ac.uk	2024-04-19 13:58:51	<input type="button" value="Edit"/>
<input type="checkbox"/>	2 jhon5555	\$2y\$10\$NqjkjMTzNfahjs576eJYQ/xkrzYfYeGMSMsTAiC...		email@example.com	2024-04-19 12:12:15	<input type="button" value="Edit"/>
<input type="checkbox"/>	4 Vlad9999	\$2y\$10\$AzLxKSHSWUW5t2hARO77AvrcvqnfkbzB20d25g...		vlad.ol@yandex.ru	2024-04-26 10:06:68	<input type="button" value="Edit"/>
<input type="checkbox"/>	5 ola9999	\$2y\$10\$nhUJLipj0mDlppnDOIQ0pgngZu2MMy/jpXfStoXG...		ola9999@gmail.com	2024-04-26 10:59:54	<input type="button" value="Edit"/>
<input type="checkbox"/>	6 lola7777	\$2y\$10\$WRI5KAEX39V08 KcL3PDeCVIVPAV5Knf9tewXg...		lola@gmail.com	2024-04-29 11:00:18	<input type="button" value="Edit"/>
<input type="checkbox"/>	7 valeria9999	\$2y\$10\$zREBDQ4AHnykxLwUw9V3e4u8LyXAgmgt7m...		valeria@yahoo.com	2024-04-29 11:11:19	<input type="button" value="Edit"/>

I think the naming conventions are reasonable, but I'm not quite sure what the difference between tickets and ticket\_bookings is

29

Please look at the naming conventions and the folder structure. Is it somewhat clear? How easy would that be to continue working on the project in case of reassigning it to you?



I'm not familiar with the naming conventions you used in that folder structure, but I can clearly see each file's function in their name.

## View results

Respondent  
6 Anonymous 13:32 Time to complete ...

1 Please enter your name

2 Please rate overall first impression of the website.

1 2 3 4 5 6 7 8 9 10

3 Does the website give you a clear understanding of its purpose?

- Yes  
 No

4 What do you like least/most about website?

I like the login system and think it has good functionality, as well as the booking management system. However i think an improvement that could be made is more information on the educational.

5 How would you describe the website's design? Is it visually appealing?

The website stays consistent throughout and has a good enticing look.

7 How easy was it for you to find the website's navigation menu? What are your thoughts on the logo? Do you recon it is easily remembered by the user? Do you believe that the average user will quickly recognize it?



I think it has a unique look and the logo is good and easily recognizable.

8 Please try to hover over navigation links, does the green line appear? What are your thoughts on it?

- It is very interactive, a good feature to have  
 I did not like it, it's distracting

9 Please rate the logo and the navigation bar

1 2 3 4 5 6 7 8 9 10

10 The colour palette of the website is:



- User-friendly, goes well with RZA adventures  
 Is not very pleasant, I would rather change it

11

What would you rate the Homepage?

1    2    3    4    5    6    7    **8**    9    10

12

From seeing only homepage, is the purpose of the website clear?

- Yes  
 No

13

Have you used any buttons to navigate farther through the website, did they work?

- Yes, Yes  
 Yes, No  
 No, No

14

Please rate the about page

1    2    3    4    5    6    7    **8**    9    10

15

Do you find it useful to have the animals section in the about page? Did it capture your attention?

Yes it did intrigue me as a user and i think its a nice addition.

15

Do you find it useful to have the animals section in the about page? Did it capture your attention?

Yes it did intrigue me as a user and i think its a nice addition.

16

Do you find it sensible to have a section with opening times on the about page and EduVisit page?

I think it is good that it is on the eduvist page, however it should also be included on other pages.

17

What do you think about having embedded map on the about page?

- It's useful, I like it better than simple text  
 I would not use it, I would prefer textual location

18

Please rate the EduVisit page ( Keep in mind that the placeholders will be filled with useful information for students once the client provides data and prototype goes into development)

1    2    3    4    5    6    7    **8**    9    10

19

Please rate the visual appearance of the main booking page

1    2    3    4    5    6    7    **8**    9    10

20

Please try to book a ticket of your preference, you will find that to book a ticket you need to login first? How quickly did you find the sign up link, to create account before logging in?

I found it fast as it is in the most common place which is good for users as they wont have to search for the sign up page.

21

Have you seen helpful message : "You need to login first to book a room"? Did you find it easy to create an account and login?

- Yes, Yes
- Yes, No
- No, Yes
- No, No

22

Now that you have successfully logged in do you notice the changes on the navigation bar? Do you find your experience more personalized, having this feature?

- Yes
- No

23

Please rate the sign up/login system (Make sure to checkout validation)

- 
- 
- 
- 
- 
- 
- 
- 
- 
- 

24

Once you are logged in, the website takes you automatically to the user page, however because you have yet not booked any tickets or rooms there is an error message that will be fixed in the further development. Feel free to navigate back to the booking page and try to book a room now. !(No response needed)

25

Have did you find the booking form? What did you like and what did you not like?

The booking form was easy to understand and showed up once you had booked a ticket on the bookings page.

26

Now that you have booked a room and a ticket, can you see your bookings on the user page?

- Yes
- No

27

Please choose what is your prior technical skills level

- Technical user
- Non technical user

28

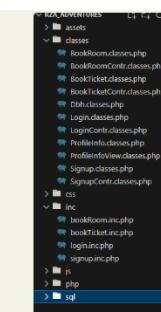
Please look at the database. In your opinion are the naming conventions for the tables reasonable? Is the customers table structured in the most efficient way? If not, what changes would you make to improve it?

	Extra options	cost_id	username	password	email	created_time
<input type="checkbox"/>	<input type="checkbox"/> New	1	anastasia1234	\$2y\$10\$0xX00AQUU09xSJIPDw4Q.DCQbzNzT0aOF9lG4oc...	1479246@stu.tmc.ac.uk	2024-04-15 13:58:51
<input type="checkbox"/>	<input type="checkbox"/> Edit	2	jno5555	\$2y\$10\$0xGejyMTAZHealjgS964jYQYksnCgYEMMS7wJ...	email@example.com	2024-04-19 12:12:15
<input type="checkbox"/>	<input type="checkbox"/> Copy	3	vlat9999	\$2y\$10\$8LzLXX0SWWUh572hAROT7AvueqfubuE2B0Z6q...	vlad.ol@yandex.ru	2024-04-26 10:00:00
<input type="checkbox"/>	<input type="checkbox"/> Delete	4				
<input type="checkbox"/>	<input type="checkbox"/> Edit	5	olad9999	\$2y\$10\$0WuLqj0jOhiD9pd09dOpnq7zu9MUpjE5t6Xh...	olad9999@gmail.com	2024-04-26 10:59:54
<input type="checkbox"/>	<input type="checkbox"/> Copy	6	lolat7777	\$2y\$10\$WjR05KAEX3V0B.KcL3P9oCvVPHAN19enfH5twXgf...	lola@gmail.com	2024-04-29 11:00:18
<input type="checkbox"/>	<input type="checkbox"/> Delete	7	valeria9999	\$2y\$10\$cjhERDGAAHhyNkallVi0LV3e4uk8yXAlgen7hm...	valeria@yahoo.com	2024-04-29 11:11:19

Yes they are reasonable and easy to understand for anyone else looking at the database

29

Please look at the naming conventions and the folder structure. Is it somewhat clear? How easy would that be to continue working on the project in case of reassigning it to you?



As they are separated into folders it makes it a lot easier to find what you need.

1

Please enter your name



2

Please rate overall first impression of the website.

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

3

Does the website give you a clear understanding of its purpose?

- Yes  
 No

4

What do you like least/most about website?

I like the functional booking system for both the hotel and tickets and that you can view each booking

5

How would you describe the website's design? Is it visually appealing?

Yes, the colour scheme fits in with the theme of the website and it is consistent throughout the website

6

Is the layout intuitive and easy to navigate?

- Yes

7

How easy was it for you to find the website's navigation menu? What are your thoughts on the logo? Do you recon it is easily remembered by the user? Do you believe that the average user will quickly recognize it?



The navigation bar is clear at the top of the page and the logo is easily memorable with the tiger icon on it.

8

Please try to hover over navigation links, does the green line appear? What are your thoughts on it?

- It is very interactive, a good feature to have  
 I did not like it, it's distracting

9

Please rate the logo and the navigation bar

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

10

The colour palette of the website is:



- User-friendly, goes well with RZA adventures  
 Is not very pleasant, I would rather change it

11

What would you rate the Homepage?

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

12

From seeing only homepage, is the purpose of the website clear?

Yes

No

13

Have you used any buttons to navigate farther through the website, did they work?

Yes, Yes

Yes, No

No, No

14

Please rate the about page

1 2 3 4 5 6 7 8 9 10

15

Do you find it useful to have the animals section in the about page? Did it capture your attention?

Yes, it allows the user to view information about the animals in the zoo

16

Do you find it sensible to have a section with opening times on the about page and EduVisit page?

Yes it allows the user to view the businesses operating hours so they can arrive at the correct time

17

What do you think about having embedded map on the about page?

What do you think about having embedded map on the about page?

It's useful, I like it better than simple text

I would not use it, I would prefer textual location

18

Please rate the EduVisit page ( Keep in mind that the placeholders will be filled with useful information for students once the client provides data and prototype goes into development)

1 2 3 4 5 6 7 8 9 10

19

Please rate the visual appearance of the main booking page

1 2 3 4 5 6 7 8 9 10

20

Please try to book a ticket of your preference, you will find that to book a ticket you need to login first? How quickly did you find the sign up link, to create account before logging in?

Very clear as it is common for it to be in the position it is in. Normally the first place a user looks

21

Have you seen helpful message : "You need to login first to book a room"? Did you find it easy to create an account and login?

Yes, Yes

Yes, No

No, Yes

No, No

22

Now that you have successfully logged in do you notice the changes on the navigation bar? Do you find your experience more personalized, having this feature?

- Yes  
 No

23

Please rate the sign up/login system (Make sure to checkout validation)

1    2    3    4    5    6    7    8    9    10

24

Once you are logged in, the website takes you automatically to the user page, however because you have yet not booked any tickets or rooms there is an error message that will be fixed in the further development. Feel free to navigate back to the booking page and try to book a room now. !(No response needed)

25

Have did you find the booking form? What did you like and what did you not like?

I liked the fact that it was in different stages and there was a little progress bar at the bottom to view how many stages there are

26

Now that you have booked a room and a ticket, can you see your bookings on the user page?

- Yes  
 No

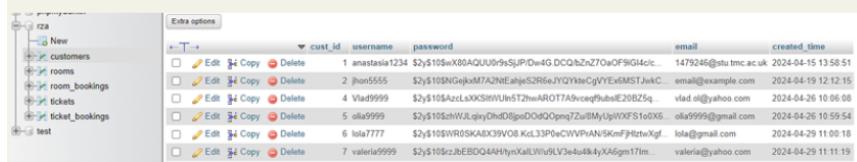
27

Please choose what is your prior technical skills level

- Technical user  
 Non technical user

28

Please look at the database. In your opinion are the naming conventions for the tables reasonable? Is the customers table structured in the most efficient way? If not, what changes would you make to improve it?

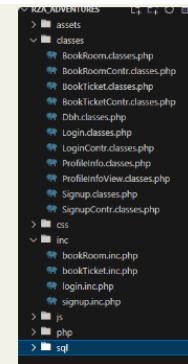


		cust_id	username	password	email	created_time
<input type="checkbox"/>	Edit	1	anastasia1234	\$2y\$10\$wX80AQUU09sSJPDw4G.DCQbzNz270wOF9iGI4c...	1479246@stu.tmc.ac.uk	2024-04-15 13:58:51
<input type="checkbox"/>	Edit	2	jhon5555	\$2y\$10\$wGejx0t7A2NEhahyS2R6sJYQYtceCgVYe6MS7JvkC...	email@example.com	2024-04-19 12:12:15
<input type="checkbox"/>	Edit	4	Vlad9999	\$2y\$10\$AzczlxKSHWU6sT2huAROTT7AvcqfhubxE20BZsq...	vlad.ol@yahoo.com	2024-04-26 10:06:08
<input type="checkbox"/>	Edit	5	ola9999	\$2y\$10\$swWJLqayDhdD8gODoQOpn7Zur6MyUpwXFS1oDX5...	ola9999@gmail.com	2024-04-26 10:59:54
<input type="checkbox"/>	Edit	6	lola7777	\$2y\$10\$wR0SKAbX39i0B.Kd33P0eCWVpIAN5knFJltwXgF...	lola@gmail.com	2024-04-29 11:00:18
<input type="checkbox"/>	Edit	7	valeria9999	\$2y\$10\$wzbEBDQ4AHynXallWu9LV3e4u4k4yXA6gm17m...	valeria@yahoo.com	2024-04-29 11:11:19

Yes, looks good, the fact it is within one database and the password is encrypted

29

Please look at the naming conventions and the folder structure. Is it somewhat clear? How easy would that be to continue working on the project in case of reassigning it to you?



The structure is clear and consistent and I would be able to continue working on its development and find everything

Respondent  
8 Anonymous

11:17  
Time to complete

...

1  
Please enter your name

[REDACTED]

2  
Please rate overall first impression of the website.

1 2 3 4 5 6 7 8 9 10

3  
Does the website give you a clear understanding of its purpose?

Yes  
 No

4  
What do you like least/most about website?

least - how short the home page is - most - the colour an consistency in the website

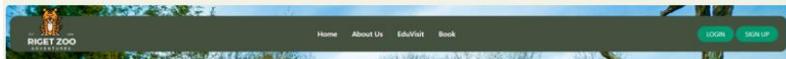
5  
How would you describe the website's design? Is it visually appealing?

Yeah, it is visually appealing

6  
Is the layout intuitive and easy to navigate?

- Yes  
 No  
 Maybe

7  
How easy was it for you to find the website's navigation menu? What are your thoughts on the logo? Do you recon it is easily remembered by the user? Do you believe that the average user will quickly recognize it?



Yeah, it is easy to remember and use

8  
Please try to hover over navigation links, does the green line appear? What are your thoughts on it?

It is very interactive, a good feature to have  
 I did not like it, it's distracting

9  
Please rate the logo and the navigation bar

1 2 3 4 5 6 7 8 9 10

10  
The colour palette of the website is:



- User-friendly, goes well with RZA adventures  
 Is not very pleasant, I would rather change it

11

What would you rate the Homepage?

1    2    3    4    **5**    6    7    8    9    10

12

From seeing only homepage, is the purpose of the website clear?

- Yes  
 No

13

Have you used any buttons to navigate farther through the website, did they work?

- Yes, Yes  
 Yes, No  
 No, No

14

Please rate the about page

1    2    3    4    5    6    7    8    **9**    10

15

Do you find it useful to have the animals section in the about page? Did it capture your attention?

15

Do you find it useful to have the animals section in the about page? Did it capture your attention?

Yeah, makes it more engaging

16

Do you find it sensible to have a section with opening times on the about page and EduVisit page?

Yeah

17

What do you think about having embedded map on the about page?

- It's useful, I like it better than simple text  
 I would not use it, I would prefer textual location

18

Please rate the EduVisit page ( Keep in mind that the placeholders will be filled with useful information for students once the client provides data and prototype goes into development)

1    2    3    4    5    6    7    8    **9**    10

19

Please rate the visual appearance of the main booking page

1    2    3    4    5    6    7    **8**    9    10

20

Please try to book a ticket of your preference, you will find that to book a ticket you need to login first? How quickly did you find the sign up link, to create account before logging in?

It doesn't work

21

Have you seen helpful message : "You need to login first to book a room"? Did you find it easy to create an account and login?

- Yes, Yes
- Yes, No
- No, Yes
- No, No

22

Now that you have successfully logged in do you notice the changes on the navigation bar? Do you find your experience more personalized, having this feature?

- Yes
- No

23

Please rate the sign up/login system (Make sure to checkout validation)

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

24

Once you are logged in, the website takes you automatically to the user page, however because you have yet not booked any tickets or rooms there is an error message that will be fixed in the further development. Feel free to navigate back to the booking page and try to book a room now. !(No response needed)

24

Once you are logged in, the website takes you automatically to the user page, however because you have yet not booked any tickets or rooms there is an error message that will be fixed in the further development. Feel free to navigate back to the booking page and try to book a room now. !(No response needed)

25

Have did you find the booking form? What did you like and what did you not like?

I liked it , it was easy to use and good looking

26

Now that you have booked a room and a ticket, can you see your bookings on the user page?

- Yes
- No

27

Please choose what is your prior technical skills level

- Technical user
- Non technical user

Have did you find the booking form? What did you like and what did you not like?

I liked it , it was easy to use and good looking

## View results

Respondent  
< 9 Anonymous >  
67:06 Time to complete  
...

1 Please enter your name

2 Please rate overall first impression of the website.

3 Does the website give you a clear understanding of its purpose?  
 Yes  
 No

4 What do you like least/most about website?  
  
the layout of the website and the colours

5 How would you describe the website's design? Is it visually appealing?  
  
i would say it is visually clear and it's also very consistent. i wouldn't say it is visually appealing

i would say it is visually clear and it's also very consistent. i wouldn't say it is visually appealing

6 Is the layout intuitive and easy to navigate?  
 Yes  
 No  
 Maybe

7 How easy was it for you to find the website's navigation menu? What are your thoughts on the logo? Do you recon it is easily remembered by the user? Do you believe that the average user will quickly recognize it?  


the logo stands out, making it easier to be remembered by the user. the navbar is intuitive and easy to understand. i like the design of the header

8 Please try to hover over navigation links, does the green line appear? What are your thoughts on it?  
 It is very interactive, a good feature to have  
 I did not like it, it's distracting

9 Please rate the logo and the navigation bar  
  
1 2 3 4 5 6 7 8 9 10

10 The colour palette of the website is:  


**9**

Please rate the logo and the navigation bar

1    2    3    4    5    6    7    8    9    **10**

**10**

The colour palette of the website is:



- User-friendly, goes well with RZA adventures  
 Is not very pleasant, I would rather change it

**11**

What would you rate the Homepage?

1    2    3    4    5    6    7    **8**    9    10

**12**

From seeing only homepage, is the purpose of the website clear?

- Yes  
 No

**13**

Have you used any buttons to navigate farther through the website, did they work?

- Yes, Yes

**14**

Please rate the about page

1    2    3    4    5    6    **7**    8    9    10

**15**

Do you find it useful to have the animals section in the about page? Did it capture your attention?

yes, it was clearly a great way to catch the user's attention and to let the user stay a longer time on the website, and be more intrigued about what is in the zoo.

**16**

Do you find it sensible to have a section with opening times on the about page and EduVisit page?

i think the user can already find the same exact picture at the end of the about us page, therefore it wasn't needed there.

**17**

What do you think about having embedded map on the about page?

- It's useful, I like it better than simple text  
 I would not use it, I would prefer textual location

**18**

Please rate the EduVisit page ( Keep in mind that the placeholders will be filled with useful information for students once the client provides data and prototype goes into development)

1    2    3    4    5    6    **7**    8    9    10

**19**

Please rate the visual appearance of the main booking page

1    2    3    4    5    6    7    **8**    9    10

20

Please try to book a ticket of your preference, you will find that to book a ticket you need to login first? How quickly did you find the sign up link, to create account before logging in?

i was able to do the process very quickly and get what I wanted to do done

21

Have you seen helpful message : "You need to login first to book a room"? Did you find it easy to create an account and login?

- Yes, Yes
- Yes, No
- No, Yes
- No, No

22

Now that you have successfully logged in do you notice the changes on the navigation bar? Do you find your experience more personalized, having this feature?

- Yes
- No

23

Please rate the sign up/login system (Make sure to checkout validation)

1 2 3 4 5 6 7 8 9 10

26

Now that you have booked a room and a ticket, can you see your bookings on the user page?

- Yes
- No

27

Please choose what is your prior technical skills level

- Technical user
- Non technical user

28

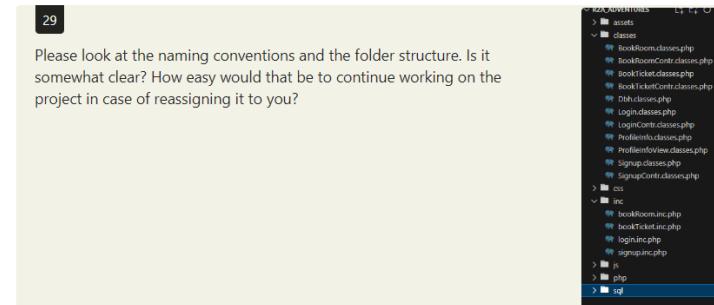
Please look at the database. In your opinion are the naming conventions for the tables reasonable? Is the customers table structured in the most efficient way? If not, what changes would you make to improve it?

		Edit options					
		cust_id	username	password	email	created_time	
<input type="checkbox"/>	Edit	1 anastasiia1234	\$2y\$10\$uX80QUU9rsSJIPw4GDCQbzZ7OwOFWGI4tc...	1479046@stu.tmc.ac.in	anastasiia1234@gmail.com	2024-04-15 13:58:51	
<input type="checkbox"/>	Edit	2 jhon5555	\$2y\$10\$NGujkM7tONEjaJzS36eJYQVxeCjYvExMSTjwAC...	jhon5555@gmail.com	jhn5555@gmail.com	2024-04-19 12:12:15	
<input type="checkbox"/>	Edit	4 Vlad9999	\$2y\$10\$AzLxLxOKShWu57zhAROTTA7cegRhuEzPbZSq...	vlad9999@yahoo.com	vlad9999@yahoo.com	2024-04-20 10:06:08	
<input type="checkbox"/>	Edit	5 olia9999	\$2y\$10\$nhVJUoqyDm0ipD0o4Qqng7ze9MyUpnxFSt1ox5...	olia9999@gmail.com	olia9999@gmail.com	2024-04-26 10:59:54	
<input type="checkbox"/>	Edit	6 kira7777	\$2y\$10\$WIR9SKADbX9l0Kd33P9eCWVpAn5keFpItreXg...	kira7777@gmail.com	kira7777@gmail.com	2024-04-29 11:00:18	
<input type="checkbox"/>	Edit	7 valeria9999	\$2y\$10\$zJhEBDQ4AHlynxUllVvL3eR0B4yXAfgrn7Im...	valeria@yahoo.com	valeria@yahoo.com	2024-04-29 11:11:19	

it's structured in a very efficient way, I do think that the bookings tables in terms of naming could've been abbreviated.

29

Please look at the naming conventions and the folder structure. Is it somewhat clear? How easy would that be to continue working on the project in case of reassigning it to you?



the naming conventions are very clear and they would help any other developer once they're working on it

## View results

Respondent  
< 10 Anonymous >  
45:52 Time to complete  
...

1  
Please enter your name  
[REDACTED]

2  
Please rate overall first impression of the website.  
1 2 3 4 5 6 7 8 9 10

3  
Does the website give you a clear understanding of its purpose?  
 Yes  
 No

4  
What do you like least/most about website?  
I mostly like that all of the buttons, navbar links and functionality seem to work so far  
5

I mostly like that all of the buttons, navbar links and functionality seem to work so far

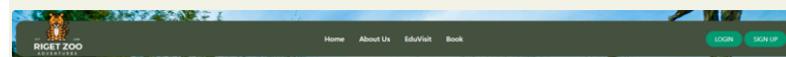
5  
How would you describe the website's design? Is it visually appealing?

It is simple enough so that user does not get overwhelmed with a lot of information and features on the pages yet lovely as it looks visually appealing and does not look cheap and boring

6  
Is the layout intuitive and easy to navigate?

- Yes  
 No  
 Maybe

7  
How easy was it for you to find the website's navigation menu? What are your thoughts on the logo? Do you recon it is easily remembered by the user? Do you believe that the average user will quickly recognize it?



It was very easy and the logo looks good and memorable so it will most likely be remembered and recognised by the user

8  
Please try to hover over navigation links, does the green line appear? What are your thoughts on it?  
 It is very interactive, a good feature to have  
 I did not like it, it's distracting

8

Please try to hover over navigation links, does the green line appear? What are your thoughts on it?

- It is very interactive, a good feature to have
- I did not like it, it's distracting

9

Please rate the logo and the navigation bar

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

10

The colour palette of the website is:



- User-friendly, goes well with RZA adventures
- Is not very pleasant, I would rather change it

11

What would you rate the Homepage?

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

12

From seeing only homepage, is the purpose of the website clear?

- Yes
- No

13

Have you used any buttons to navigate farther through the website, did they work?

- Yes, Yes
- Yes, No
- No, No

14

Please rate the about page

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

15

Do you find it useful to have the animals section in the about page? Did it capture your attention?

I think it's useful to have it as it tells the user what animals are available and what to expect and it definitely captured my attention

16

Do you find it sensible to have a section with opening times on the about page and EduVisit page?

I think it's sensible as the user might forget the opening times when they get to one of these pages so it will be convenient for them to see it on that page rather than go back to the other page to see it however you should probably make the positions of the opening times more consistent for example make sure it is on the top or middle of the page on both pages

17

What do you think about having embedded map on the about page?

- It's useful, I like it better than simple text
- I would not use it, I would prefer textual location

18

Please rate the EduVisit page (Keep in mind that the placeholders will be filled with useful information for students once the client provides data and prototype goes into development)

1

2

3

4

5

6

7

8

9

10

19

Please rate the visual appearance of the main booking page

1

2

3

4

5

6

7

8

9

10

20

Please try to book a ticket of your preference, you will find that to book a ticket you need to login first? How quickly did you find the sign up link, to create account before logging in?

Vey quickly like around 20 seconds

21

Have you seen helpful message : "You need to login first to book a room"? Did you find it easy to create an account and login?

Yes, Yes

Yes, No

No, Yes

No, No

22

Now that you have successfully logged in do you notice the changes on the navigation bar? Do you find your experience more personalized, having this feature?

Yes

..

23

Please rate the sign up/login system (Make sure to checkout validation)

1

2

3

4

5

6

7

8

9

10

24

Once you are logged in, the website takes you automatically to the user page, however because you have yet not booked any tickets or rooms there is an error message that will be fixed in the farther development. Feel free to navigate back to the booking page and try to book a room now. !(No response needed)

25

Have did you find the booking form? What did you like and what did you not like?

I liked that it was easy to use but I didn't like the fact the you can't book both child and adult and that you cant type how many children and/or adults are coming

26

Now that you have booked a room and a ticket, can you see your bookings on the user page?

Yes

No

27

Please choose what is your prior technical skills level

Technical user

Non technical user

Non technical user

28

Please look at the database. In your opinion are the naming conventions for the tables reasonable? Is the customers table structured in the most efficient way? If not, what changes would you make to improve it?

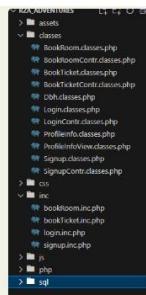
The screenshot shows a MySQL database interface with a table named 'customers'. The columns are: cost\_id, username, password, email, and created\_time. There are 7 rows of data, each with unique values. The table has a 'New' button at the top left and a 'Delete' button for each row.

	cost_id	username	password	email	created_time
1	anastasia1234	\$2y\$10\$wX3MQUQd9r5JIPDw4QDCQhuz7QDFGh4Lc...		147924@stu.msc.ac.uk	2023-04-15 13:56:51
2	john5555	\$2y\$10\$NjCgjM7zCNEahyjS2h6a7YD1hCqYYV6m5TAAC...		john@example.com	2023-04-19 12:12:15
3	vlad9999	\$2y\$10\$AeLxXN9WVn57zhAROT7AnceghubuE2Bz8Tq...		vlad@yahoo.com	2023-04-26 10:46:08
4	ola9999	\$2y\$10\$bdWLAjgynDnDlOpZD0Qopq7ZuBhMyjnf0fSt10X6...		ola999@gmail.com	2023-04-26 15:59:54
5	lola7777	\$2y\$10\$W95KABd3Wb0Lk13PwCWPwAN5knfJltmXgf...		lola@gmail.com	2023-04-29 11:00:18
6	valeria9999	\$2y\$10\$zxEBDQ4AHynxalWiv6V3e4u4k4yX4lgn17m...		valeria@yahoo.com	2023-04-29 11:11:19

The naming conventions seem reasonable and the customers table is structured in a efficient way

29

Please look at the naming conventions and the folder structure. Is it somewhat clear? How easy would that be to continue working on the project in case of reassigning it to you?



It's quite clear but the naming could be a little better like have a '\_' in between each word to make it easier to read the file names and it seems like it would be easy to find files if it was reassigned to me but in terms of the easiness of continuing to work on it I need to see the code in order to determine that

## View results

Respondent  
12 Anonymous 09:53 Time to complete ...

1 Please enter your name  
[Redacted]

2 Please rate overall first impression of the website.  
1 2 3 4 5 6 7 8 9 10

3 Does the website give you a clear understanding of its purpose?  
 Yes  
 No

4 What do you like least/most about website?  
The design is very sleek and professional as well as being intuitive to navigate

5 How would you describe the website's design? Is it visually appealing?  
Intuitive

Yes

No

Maybe

**7**

How easy was it for you to find the website's navigation menu? What are your thoughts on the logo? Do you recon it is easily remembered by the user? Do you believe that the average user will quickly recognize it?



The navigation works as expected and the logo is memorable and easy to understand/recognize

**8**

Please try to hover over navigation links, does the green line appear? What are your thoughts on it?

It is very interactive, a good feature to have

I did not like it, it's distracting

**9**

Please rate the logo and the navigation bar

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

**10**

The colour palette of the website is:



User-friendly, goes well with RZA adventures

Is not very pleasant, I would rather change it

**11**

What would you rate the Homepage?

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

**12**

From seeing only homepage, is the purpose of the website clear?

Yes

No

**13**

Have you used any buttons to navigate farther through the website, did they work?

Yes, Yes

Yes, No

No, No

**14**

Please rate the about page

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

**15**

Do you find it useful to have the animals section in the about page? Did it capture your attention?

Yes it is useful as it provides insight to the safari park

What do you think about having embedded map on the about page?

- It's useful, I like it better than simple text
- I would not use it, I would prefer textual location

18

Please rate the EduVisit page (Keep in mind that the placeholders will be filled with useful information for students once the client provides data and prototype goes into development)

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

19

Please rate the visual appearance of the main booking page

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

20

Please try to book a ticket of your preference, you will find that to book a ticket you need to login first? How quickly did you find the sign up link, to create account before logging in?

21

Have you seen helpful message : "You need to login first to book a room"? Did you find it easy to create an account and login?

- Yes, Yes
- Yes, No
- No, Yes
- No, No

22

22

Now that you have successfully logged in do you notice the changes on the navigation bar? Do you find your experience more personalized, having this feature?

- Yes
- No

23

Please rate the sign up/login system (Make sure to checkout validation)

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

24

Once you are logged in, the website takes you automatically to the user page, however because you have yet not booked any tickets or rooms there is an error message that will be fixed in the further development. Feel free to navigate back to the booking page and try to book a room now. !(No response needed)

25

Have did you find the booking form? What did you like and what did you not like?

The booking process is intuitive and functional. Once criticism would be that bookings cannot be canceled

26

Now that you have booked a room and a ticket, can you see your bookings on the user page?

- Yes
- No

27

Please choose what is your prior technical skills level

- Technical user
- Non technical user

28

Please look at the database. In your opinion are the naming conventions for the tables reasonable? Is the customers table structured in the most efficient way? If not, what changes would you make to improve it?



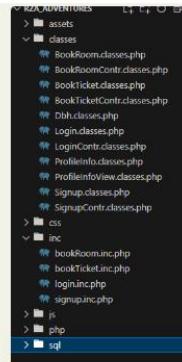
The screenshot shows a MySQL database interface with a tree view on the left containing 'rza', 'rza', 'New', 'customers', 'rooms', 'room\_bookings', 'tickets', 'ticket\_bookings', and 'test'. On the right, there is a table titled 'customers' with the following data:

	cost_id	username	password	email	created_time
<input type="checkbox"/>	1	anastasia1234	\$2y\$10\$wX00AQUU0r9SjPjDw4G.DCQzbZn70aOF9lG4oc...	1479246@stu.tmc.ac.uk	2024-04-15 13:58:51
<input type="checkbox"/>	2	jhon5555	\$2y\$10\$NGNqjkMTA2HEjhj5zR6eJYQ7krcCgYVE6xMSTJvkC...	email@example.com	2024-04-19 12:12:15
<input type="checkbox"/>	4	Vlad9999	\$2y\$10\$AzxLxK5XWJhJn5T2nwAROTTA9vceefubxE20BZ5q...	vlad.ol@yahoo.com	2024-04-26 10:06:08
<input type="checkbox"/>	5	ola9999	\$2y\$10\$zhvJLJgvvOhiDjpsODoAQpnq7ZuI8MyUpW0XFSt0X6...	ola9999@gmail.com	2024-04-26 10:59:54
<input type="checkbox"/>	6	lola777	\$2y\$10\$W05KA0X39VOB.KdL3P6eCIVVHAN5kmfJltbxVkg...	lola@gmail.com	2024-04-29 11:00:00
<input type="checkbox"/>	7	valeria9999	\$2y\$10\$rcJEBDQ4AHlynXaiLW/v9LV3edutk4jXA6gm17m...	valeria@yahoo.com	2024-04-29 11:11:19

The naming conventions are appropriate and security was considered via password hashing

29

Please look at the naming conventions and the folder structure. Is it somewhat clear? How easy would that be to continue working on the project in case of reassigning it to you?



The folder structure is clear to understand as files are segmented according to their respective languages.

## Summary of feedback in detail

### Overall impression:

The result of rating the first impression is 8.45 out of 10 based on 11 responses, where the highest is 10 and the lowest is 7. Personally, I agree with the result as I see how the frontend could be developed farther. On the question, if the website gives a clear understanding of its purpose, all 11 people that completed the form has responded with a yes, which I see as a success, because it will keep the right audience on the website and lower the bounce rate. For the question most/least liked about the website, there are different answers, however almost all the testers seem to like that the website has a lot of functionality that works, the technical users were mentioning the login system, colour and consistency on the website. One of the testers underlined: *I like how wide it feels. You made good use of the available space and the site looks and feels professional.*

For the dislike part some of the user mentioned the footer structure. Which I fully agree with, as I have not spent too much time on the development of the footer, I rather concentrated on the functionality and backend, which took most of the time of the prototype development. And I think I should have added a message “still under development” to show testers that it is going to be farther developed. Similarly, to this, one tester has mentioned: *I'm unable to cancel a booking once I've booked, so maybe this could be something to improve in the future to give a better user experience.* For the feature of managing your bookings I have only done the frontend and therefore it did not function. However, what I could have done is display a message that says this feature is currently being developed, so users know that they're booking was not cancelled and why.

## Navigation:

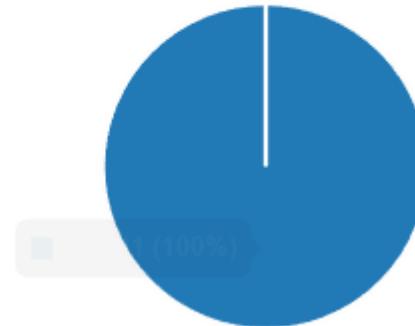
In the questionnaire I have asked the testers to see if the layout is intuitive and easy to navigate to which all the testers answered positively.

To support this, here is a pie chart formed from the answers:

### 6. Is the layout intuitive and easy to navigate?

[More Details](#)  [Insights](#)

 Yes	11
 No	0
 Maybe	0



The other question that I asked was:

How easy was it for you to find the website's navigation menu? What are your thoughts on the logo? Do you recon it is easily remembered by the user? Do you believe that the average user will quickly recognize it?

I have asked these questions to understand if the website will help my client RZA adventures to make strong connections with its customers. I was very much satisfied with the responses that I received. For ex.

---

*The color was distinctively different and it looks great and is easy to navigate and locate so overall it was easy and i had no issues.*

---

---

*Yes i believe it would be easy for a new user to navigate through the site without getting lost. The logo is very appealing and it stands out very well and easy to identify that it would be a zoo website*

---

---

*I think it has a unique look and the logo is good and easily recognizable.*

---

---

*It was very easy and the logo looks good and memorable so it will most likely be remembered and recognised by the user*

---

On the navigation bar I have added a hover effect feature and therefore I wanted to know how would potential end users like it. The question I asked:  
Please try to hover over navigation links, does the green line appear? What are your thoughts on it?

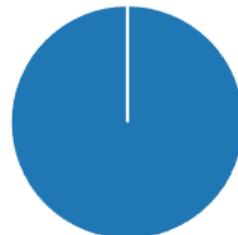
I had very positive feedback, meaning that this is a feature that we need to keep on the website:

8. Please try to hover over navigation links, does the green line appear? What are your thoughts on it?

[More Details](#)

 Insights

-  It is very interactive, a good fea... 11
-  I did not like it, it's distracti... 0



---

Homepage:

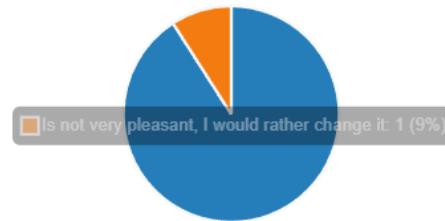
I consider colour palette to be very important when designing and developing the website. As a lot of users out there judge the website by its appearance which is quite sensible, consistent colour palette throughout the website might keep user more engaged, as well as give the feeling of the “save space”. Therefore, I have asked the following question:

10. The colour palette of the website is:

## More Details

 Insights

- User-friendly, goes well with RZ... 10
  - Is not very pleasant, I would rat... 1

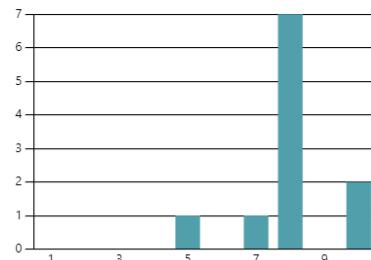


11. What would you rate the Homepage?

## More Details

 Insights

**8.00**  
Average Rating



The most important thing about homepage is to capture users' attention and to give a clear understanding of the website, so the user follows to the other pages and potentially becomes a paying customer. Therefore, I have asked the following question:

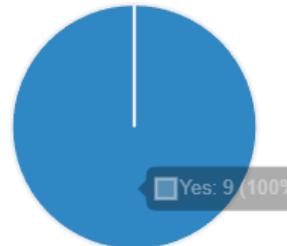
12. From seeing only homepage, is the purpose of the website clear?

[More Details](#)

 Insights

- Yes
- No

9  
0

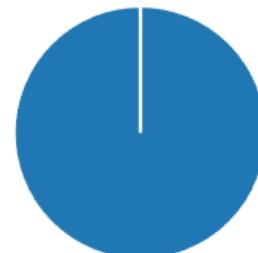


3. Have you used any buttons to navigate farther through the website, did they work?

[More Details](#)

- Yes, Yes
- Yes, No
- No, No

9  
0  
0



## About Page

I have asked testers to rate the about page. The average rating was 7.0 out of 10. Which I find sensible, now that I see that in further development, I could add more information about the RZA.

One section of the about page contains animals that customers will find when they visit zoo. Therefore, I wanted to know if that is something that end user would be interested seeing on the about page. My question: *Do you find it useful to have the animals section in the about page? Did it capture your attention?*

*Some of the answers:*

---

*It captured my attention with the visual images and the details were very informative, overall great about me page*

---

*I think it is useful to have the animals here, as they are the most important part of a zoo so people will want to learn about them first.*

---

---

*yes, it was clearly a great way to catch the user's attention and to let the user stay a longer time on the website, and be more intrigued about what is in the zoo.*

---

---

*I think it's useful to have it as it tells the user what animals are available and what to expect and it definitely captured my attention*

---

From this feedback I can take that this section is very useful and should be kept on the website, Because of such a great review I think in further development this section should be paid a lot of attention.

The other section that I have included on the about page is opening times, therefore I wanted to get testers' opinion on that:

*Do you find it sensible to have a section with opening times on the about page and EduVisit page?*

---

*I think it's sensible as the user might forget the opening times when they get to one of these pages so it will be convenient for them to see it on that page rather than go back to the other page to see it however you should probably make the positions of the opening times more consistent for example make sure it is on the top or middle of the page on both pages*

---

*Yes it allows the user to view the businesses operating hours so they can arrive at the correct time*

---

*Yes as you're giving users information and answers to their questions that if it wasn't there the business may have received calls from customers who just want to know the opening times*

---

From these responses, I can conclude that the opening times is a very important section to have.

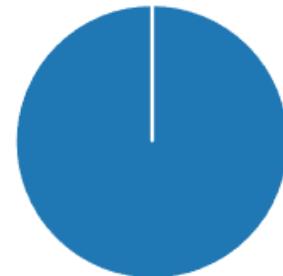
Finally, I have asked about the embedded map as a location guide and according to the feedback testers find it very much useful:

17. What do you think about having embedded map on the about page?

[More Details](#)

 Insights

- It's useful, I like it better than si... 11
- I would not use it, I would prefe... 0

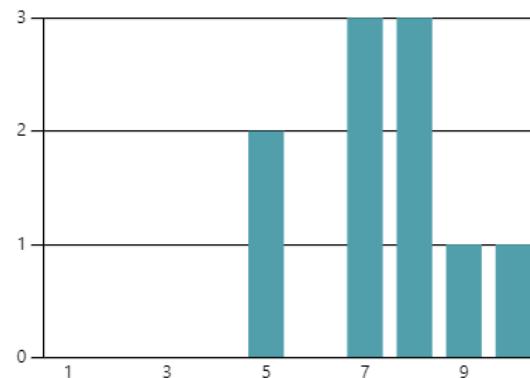


## Educational visit page

18. Please rate the EduVisit page ( Keep in mind that the placeholders will be filled with useful information for students once the client provides data and prototype goes into development)

[More Details](#)  Insights

**7.40**  
Average Rating



## Main booking page, booking system & signup/login system.

The main booking page consists of two sections divided vertically: book a room and book a ticket. Once you press the button the system automatically checks if the user is signed in or not, if not, refers the end user to the login page first with a message. When user is logged in then he/she can proceed with booking which consists of 3 stages: choosing type of ticket or room, choosing the date and confirmation.

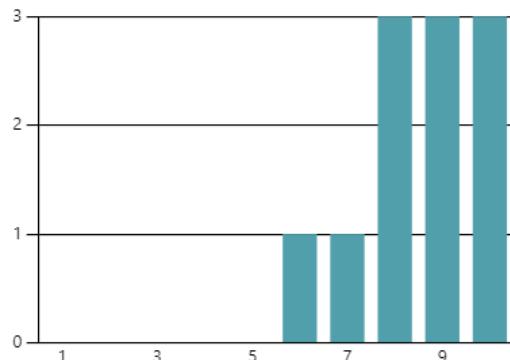
First thing I have decided to ask about this page is if it is appealing at first place:

. Please rate the visual appearance of the main booking page

[More Details](#)

 Insights

**8.55**  
Average Rating



The result 8.55 out of 10 based on 11 people asked is very reasonable.

Since all the testers see the website first time, I've assumed that they will not be logged in or signed up, thus a great chance to test how the booking handles this scenario first. Because the booking refers users to login page and not sign up, it is crucial that users can almost instantaneously and very intuitively find the link to sign up, therefore I have asked the following question:

*Please try to book a ticket of your preference, you will find that to book a ticket you need to login first? How quickly did you find the sign up link, to create account before logging in?*

Some answers:

---

*i was able to do the process very quickly and get what I wanted to do done*

---

---

*Very clear as it is common for it to be in the position it is in. Normally the first place a user looks*

---

---

*I found it fast as it is in the most common place which is good for users as they wont have to search for the sign up page.*

---

---

*I knew where to look for it, so I found it quite quickly*

---

---

*Signup process was quite easy to, but if you were to develop the signup page even further I would include some sort of validation that would automatically go to the next field required, for example when I type in a username and press enter it displays me an error message instead of this allow the system to go onto the next field automatically*

---

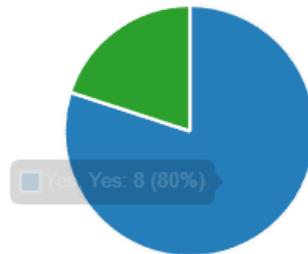
Most of the feedback was extremely positive, which I find satisfying, the very last comment I have added above had a suggestion for further development, which is a very useful piece of feedback. The validation that I have added was a backend validation that will not allow for erroneous data to the database and therefore extremely secure, while using simple html-based validation might lead to the issues. One example would be, someone could change html in browser's development tools and that would then pass and data in or no data in. However, after reading this feedback, I have realised that in actuality the combination of both validations would be the most appropriate way to go about it.

The next question was:

21. Have you seen helpful message : "You need to login first to book a room"? Did you find it easy to create an account and login?

[More Details](#)

<span style="color: blue;">●</span>	Yes, Yes	8
<span style="color: orange;">●</span>	Yes, No	0
<span style="color: green;">●</span>	No, Yes	2
<span style="color: red;">●</span>	No, No	0



In order to make it a more smooth-sailing experience for users, I decided to add a message if users is redirected to the login page through the booking system. Most of the responses show that this function works, and it's easily spotted, however because there were two people that have not noticed this message, it might be sensible in the future development to Change the colour of it or make it an alert type of message.

The following question was:

22. Now that you have successfully logged in do you notice the changes on the navigation bar? Do you find your experience more personalized, having this feature?

[More Details](#)

Insights

<span style="color: blue;">●</span>	Yes	8
<span style="color: orange;">●</span>	No	1



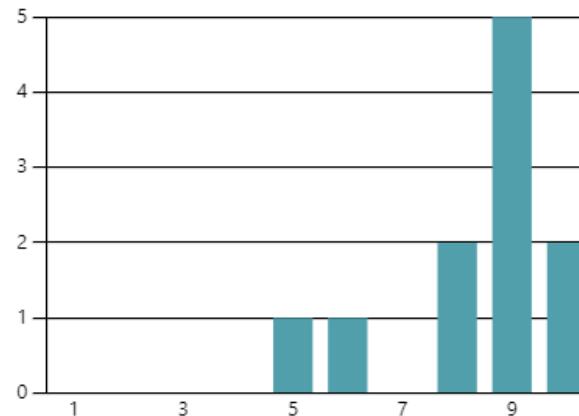
Most responses were positive, but one. It's quite hard to argue one's opinion on their experience. However, I find it, that we are safe to rely on the majority.

3. Please rate the sign up/login system (Make sure to checkout validation)

[More Details](#)

 Insights

8.36  
Average Rating



My next question after testers already had experience with booking was:

*Have did you find the booking form? What did you like and what did you not like?*

Some answers:

---

*clear and concise but maybe adding some more information and visual images would be nice.*

---

---

*The booking is nicely laid out I'd say, but maybe if you could have written some more information in the price boxes to give a better insight into what's included in each ticket or room selection it would make their selection more easy.*

---

*The booking form was easy to understand and showed up once you had booked a ticket on the bookings page.*

---

*I liked the fact that it was in different stages and there was a little progress bar at the bottom to view how many stages there are*

---

*very easy to navigate in, user friendly and i liked it*

---

*It is easy to use but I cannot book for multiple tickets at once.*

---

---

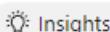
*I liked that it was easy to use but I didn't like the fact the you can't book both child and adult and that you cant type how many children and/or adults are coming*

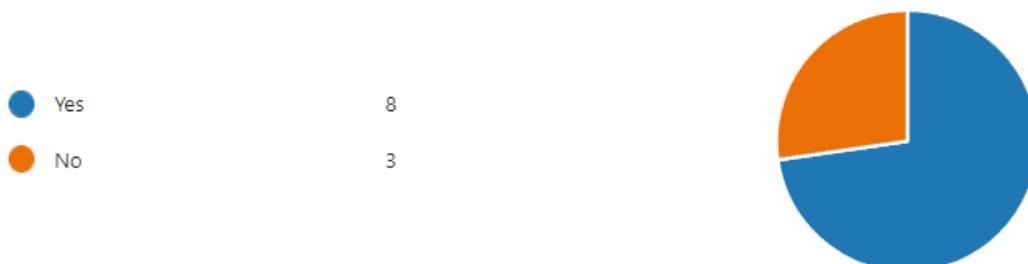
---

All the comments had some positives to say which is really good, however what I really want to focus on here is negatives as that is exactly what drives further development. One of the testers included that some more images and content might be nice the other one said that some more information in price boxes will help the in the selection process. I completely agree with those comments, I have made a pretty generic placeholders that will satisfy the overall design and the website theme. However, when it comes to the actual deployment all the data and appropriate images provided by the client will be integrated instead. Thus, I think this issue will be exhausted by the time the software goes live. The other two comments were on the other hand more serious saying that in the form it does not ask you how many children or adults the tickets are booked for, meaning that the users will need to book all the tickets separately, which might influence their overall experience on the website, depending how many separate tickets they need to book. Therefore, this issue should be addressed first thing in the further development. On the positive side, it is fairly easy to integrate, by adding one more field to the booking form and one to column to the table on the database + validation. On average it should not take more than 1.5 hours to implement.

Another feature that I have added was that when the user has any tickets booked or rooms reserved, they will be shown in the user page, thus the following question:

5. Now that you have booked a room and a ticket, can you see your bookings on the user page?

[More Details](#)  Insights



While creating this form I have encountered a bug in the system: once you sign up for the first time and you don't yet have booking data on the database the system does not handle it gracefully instead shows error messages inside the user page and therefore few questions earlier I explained that to my testers :

24. Once you are logged in, the website takes you automatically to the user page, however because you have yet not booked any tickets or rooms there is an error message that will be fixed in the further development. Feel free to navigate back to the booking page and try to book a room now. !(No response needed)

However, once the bookings are made, the system displays them, and I have tested it multiple times. As well as that 8 responses show that the bookings are displayed. Therefore, I think before deployment it should be something to investigate, however it should be working properly.

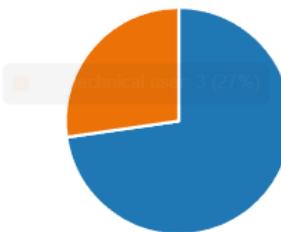
### Pure technical questions

I structured my form in the way that all the testers must answer first and biggest chunk of non-technical questions, and then I separate them by asking the question:

27. Please choose what is your prior technical skills level

[More Details](#) 

 Technical user	8
 Non technical user	3



In this way, Technical users could answer both technical and non-technical questions.

In terms of technical questions, I found it the most important to ask the opinion on the naming convention and the clarity of the database structure, since this is important in case this project should be further developed by another programmers.

My question:

*Please look at the database. In your opinion are the naming conventions for the tables reasonable? Is the customers table structured in the most efficient way? If not, what changes would you make to improve it?*

Some of the answers:

---

*Yes they are structured in an efficient way*

---

*Yea it is efficient and nothing is needed to be changed*

---

*Yes they are reasonable and easy to understand for anyone else looking at the database*

---

---

*Yes, looks good, the fact it is within one database and the password is encrypted*

---

*The naming conventions are appropriate and security was considered via password hashing*

---

My question:

*Please look at the naming conventions and the folder structure. Is it somewhat clear? How easy would that be to continue working on the project in case of reassigning it to you?*

Some of the answers:

---

*It looks very clear as a technical user and like how it separated in different folder*

---

---

*It is clear and well structured. it might take some time to understand the namings but it will be pretty easy to continue working on the project.*

---

---

*the naming conventions are very clear and they would help any other developer once they're working on it*

---

---

*The folder structure is clear to understand as files are segmented according to their respective languages.*

---

Based on the average answers, I can see, that the way I left the project it could be picked up easily by other technical people, which will greatly benefit my client. As well as that I can see that the database structure is good, which is a very important aspect of the backend.

In conclusion, most of the feedback was positive, which shows the success of the prototype, however there are some areas that need improvement, and therefore will be addressed in the future development or before the project goes live. To see specific issues to be addressed, please see the above sections.

## RZA website feedback ↴

Hi! Would you mind taking 7 minutes to complete this form? Thank you! Here is the link to the website: [http://172.22.18.103/rza\\_adventures/php/home.php](http://172.22.18.103/rza_adventures/php/home.php) :)

1

Please enter your name

2

Please rate overall first impression of the website.

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

3

Does the website give you a clear understanding of its purpose?

Yes

No

4

What do you like least/most about website?

5

How would you describe the website's design? Is it visually appealing?

6

Is the layout intuitive and easy to navigate?

- Yes
- No
- Maybe

7

How easy was it for you to find the website's navigation menu? What are your thoughts on the logo? Do you recon it is easily remembered by the user? Do you believe that the average user will quickly recognize it?



8

Please try to hover over navigation links, does the green line appear? What are your thoughts on it?

- It is very interactive, a good feature to have
- I did not like it, it's distracting

9

Please rate the logo and the navigation bar

12345678910

10

The colour palette of the website is:



- User-friendly, goes well with RZA adventures
- Is not very pleasant, I would rather change it

11

What would you rate the Homepage?

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

12

From seeing only homepage, is the purpose of the website clear?

Yes

No

13

Have you used any buttons to navigate farther through the website, did they work?

Yes, Yes

Yes, No

No, No

14

Please rate the about page

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

15

Do you find it useful to have the animals section in the about page? Did it capture your attention?

--

16

Do you find it sensible to have a section with opening times on the about page and EduVisit page?

--

17

What do you think about having embedded map on the about page?

- It's useful, I like it better than simple text
- I would not use it, I would prefer textual location

18

Please rate the EduVisit page ( Keep in mind that the placeholders will be filled with useful information for students once the client provides data and prototype goes into development)

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

19

Please rate the visual appearance of the main booking page

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

20

Please try to book a ticket of your preference, you will find that to book a ticket you need to login first? How quickly did you find the sign up link, to create account before logging in?

--

21

Have you seen helpful message : "You need to login first to book a room"? Did you find it easy to create an account and login?

- Yes, Yes
- Yes, No
- No, Yes
- No, No

22

Now that you have successfully logged in do you notice the changes on the navigation bar? Do you find your experience more personalized, having this feature?

- Yes
- No

23

Please rate the sign up/login system (Make sure to checkout validation)

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

24

Once you are logged in, the website takes you automatically to the user page, however because you have yet not booked any tickets or rooms there is an error message that will be fixed in the further development. Feel free to navigate back to the booking page and try to book a room now. !(No response needed)

--

25

Have did you find the booking form? What did you like and what did you not like?

--

26

Now that you have booked a room and a ticket, can you see your bookings on the user page?

- Yes
- No

27

Please choose what is your prior technical skills level

- Technical user
- Non technical user

28

Please look at the database. In your opinion are the naming conventions for the tables reasonable? Is the customers table structured in the most efficient way? If not, what changes would you make to improve it?

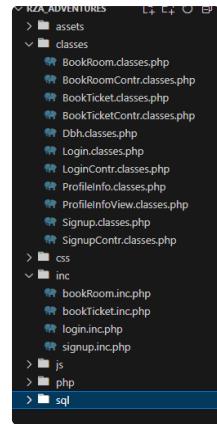
The screenshot shows the MySQL Workbench interface with the 'customers' table selected. The table has the following structure:

	cust_id	username	password	email	created_time
1	anastasia1234	\$2y\$10\$wX804QUU0r9sSjP/Dw4G DCQfbZnZ7OrOF9G14c/c...	1479246@stu.tmc.ac.uk	2024-04-15 13:58:51	
2	jon5555	\$2y\$10\$NzGejkMTA2HEapejS2R6aJY2YhsCgYYx6mSTJwvC...	email@example.com	2024-04-19 12:12:15	
3	Vlad9999	\$2y\$10\$AcLzLxKKSHWUm5T2hrAROTTqAvceefubuE20B2Sq...	vlad.ol@yahoo.com	2024-04-26 10:06:08	
4	vlad9999	\$2y\$10\$AcLzLxKKSHWUm5T2hrAROTTqAvceefubuE20B2Sq...	vlad.ol@yahoo.com	2024-04-26 10:06:08	
5	olala9999	\$2y\$10\$wVLAqlxOjhdDjpoD0dQOpn7za8MlyUpWWS1o0x5...	olala9999@gmail.com	2024-04-26 10:59:54	
6	lola7777	\$2y\$10\$wR05KAADx3VOlKcd33P9eCWVPAwSknf7HtboXgF...	lola@mail.com	2024-04-29 11:00:18	
7	valeria9999	\$2y\$10\$z.iEBDQ4AHlyXallW/u9LV3e4kAyX46gn17im...	valeria@yahoo.com	2024-04-29 11:11:19	

--

29

Please look at the naming conventions and the folder structure. Is it somewhat clear? How easy would that be to continue working on the project in case of reassigning it to you?



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