Staff Application Feedback

I conducted a session with a volunteer to attain feedback on the state of the staff application and seek areas where the program was liked and where it could be improved.

This was conducted via a screen recording with microphone. The user was asked to complete a task sheet, shown below with the answers taken from the recording.

PRCS252 Group L Usability Testing for Desktop Application

Firstly, we would like to say thank you for choosing to be a participant in the testing of this application. This test is designed to find out how well the program performs with a series of simple tasks. **It is important to follow the test in the given order.**

A screen recorder and microphone will be recording your actions and anything you say, remember to think aloud! Say where you’re looking, what you are looking for and how easy it was to complete the task. No camera will be recording you, only the screen, there is no time limit.

1. What are your first impressions of the desktop application? Remember the final product will be run on a touch screen desktop.

First impressions are a lot of information for the login screen, potentially hide navigation bar.

1. Please attempt to view journeys. What happened?

Obvious where to click due to big clear buttons. Pop up message appeared as the user has not logged in. User liked the feedback message/.

1. Please attempt to login into the system, the username is username and password is password. What happened? Did you notice any information change on screen?

Slight change in information displayed noticed, user ID shown. Quite confusing the page remained on the login page after successful login.

1. Please attempt to view journeys again, if any data appears, is it presented well with adequate sorting options?

Obvious layout, titles and drop downs could be bigger/clear. The options there are relevant needed to search a journey.

1. Please attempt to view your shifts, if any data appears, is it presented well with adequate sorting options? (Non-functional as of testing)

Button to go to shifts easy to find. Correct amount of information shown with adequate sorting options.

1. Please navigate to the dashboard panel, what are your initial impressions?

Squared off nicely, titles could be more different to present clearer separation.

1. Please attempt to change your profile picture. Were you successful? (Documents->Folder called 1-> profileIMG2)

User feedback needed on picture change.

1. What do you like about the application?

Likes the navigation layout, with the user stories split up nicely on different pages. Consistent layout throughout.

1. What don’t you like about the application? Improvements can be small but high impact!

Overview page a bit messy, login page should take you to a different page.

1. What are your final impressions and thoughts of the desktop application after using it? Remember the final product will be run on a touch screen desktop.

For a touch screen app, the buttons are a good size for the application. Titles could be a bit bigger to help.

Please enter your name here: Loren Boyle

We would like to thank you again for taking time to undertake this test.

For the test leader to fill in

Time taken: 4:43

Recording file name: Java\_Usability\_Test\_1