**PRCS252 – Usability Review (Web Application)**

**Basic summary of review:**

In this review, a test review will first answer some basic questions regarding the application in question such as: how does it look at first glance? What do you think of the chosen colour scheme? Etc. When these questions have been answered, the subject will be asked to complete a certain task, the time it takes them, and the steps taken to achieve said task will be noted and then used later for UI optimisation.

**Section One (basic questions):**

1. What do you think of the web application at first glance?

“At first glance the website looks professional, like the thing I would use at work. Looks like typical admin software where everything has its own section. I would say it looks slightly more user friendly due to the rounded corners and the colour gradient though.”

1. What do you think of the selected colour palette?

“Personally, I like the colour scheme. I also think it would have looked nice with a bright blue into grey gradient, maybe have a theme selector option? I know that’s a bit nit-picky but overall it looks good and the selected colour scheme helps build that before-mentioned professional feel.”

1. What do you think of the layout?

“For me, I think it is pretty clear due to the icons and the clear titles that each section has. The only thing that may be useful is to add more space between the sections, that would be my only real suggestion. Apart from that I think you and your team have done a really good job, everything seems to flow quite nicely, and I like how the colour scheme is consistent all over the application and even into the individual sections.”

1. Any other comments you wish to make regarding the web application?

“Nothing much really, overall I think it is professional and pretty much bang on what it needs to be.”

**Section Two (advanced questions):**

1. Can you login to the system?

The user was told the credentials to log in with, navigated to the email field, then the password field and pressed enter. The user logged in successfully and this took 9 seconds.

1. Can you add a staff member?

Initially the user had to look for where to go, then the icon on the navigation bar was spotted. The user navigated to the correct page. From here, the user located the plus icon and recognised this symbol to add a new piece of data. The user had no issue filling in the fields and pressed enter to submit their request. This process took approximately 30/45 seconds.

1. Can you view a staff member’s information?

This process was a lot faster as instinct directed the user to click on the staff member’s photo to load their profile. This task took the user about 5 seconds.

1. Can you see what staff members are assigned to a journey?

The user initially had to scale the page to find the correct data section. The user saw that a journey was highlighted on the left and staff accounts where listed in a section named “Journey Staff”. The user came to the conclusion (which was correct) that those staff accounts where assigned to the highlighted journey. The user then experimented selecting other journeys to see their staff. This process again took about 10/15 seconds.

1. Can you remove a staff member from a journey?

The user began in the correct area of the section however they were looking for a remove icon or something of that nature. In order to remove the staff member from the journey, one must click the staff member and then remove them from the menu generated. This highlighted a potential issue in the system and will be addressed in future updates. Once directed, the user was able to complete the task within about 20 seconds.

1. Can you add a new train to the system?

The user appreciated the consistency in the web application and was able to navigate to the plus icon inside the “Trains” section of the page. By clicking this the user added their new train and the process took approximately 20/25 seconds.

1. Can you edit the name of a company in the system?

The user navigated down to the companies section of the train page as expected, then looked for a pen/pencil icon. This is something else that will need to be addressed in later versions. After being instructed that this icon can be found after clicking on the company to edit, the user was able to make the desired changes in 25/30 seconds.

1. Can you cancel the changes you made to the company?

Due to the use of dialog boxes the user was able to cancel the changes they had made by simply clicking “Cancel”. This process took perhaps not even 2 seconds.

1. Can you delete a location from the system?

The user navigated down to the locations section (as they expected in other sections there was a trash can icon allowing them to remove a location) and removed a location successfully within approximately 5 seconds. This indicates that the trash can icon allowing easy removal is a hit and should be implemented wherever possible.

1. Can you view a location in the system?

Initially the user saw the map pins on the location viewer and tried to click one. This does nothing on our current system; however, it does inform us that something needs to be done here, allowing a zoom on-click. When instructed that the name of the city to the right needs to be clicked to zoom to the location the task was completed within 15 seconds.