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CTEC 4321

Usability Evaluation

**Scope:**

I am testing the website Old West Animal Hospital. The website was tested on various dates from December 10 – December 15. The testing included the use of navigation as well as the content from all the pages.

**Purpose:**

The purpose was for users to be able to register into the website to place appointments if they did not have an account. If they did have an account, they were to be able to log in to their appointments page and add, edit, or cancel their appointments.

**Participants:**

In a real life scenario, I would need to choose participants based on if they had a pet that needed care. If they had a pet, but it was not a cat or dog, I would need to search for only participants that had only cats or dogs.

**Scenarios:**

*Scenario 1:* Participants were to be able to find out how to create an appointment via the register/login page. When the register/login page is found, they then either needed to login, or create an account. After creating an account, they would need to login and proceed to their appointment page.

*Scenario 2:* After successfully logging in to their appointments page, users were to be able to add, edit, and cancel appointments that they scheduled. If there were no appointments for the user, they would need to schedule an appointment based on the form provided. Once an appointment was scheduled, they were to then edit the appointment and cancel the appointment at the end.

**Data collection:**

During the collection, the data I needed to collect was the overall structure of the website (the header, the navigation, content, and footer), how easy the user was able to find the register/login page to get to their appointment page. Lastly, how easy it was to add, edit, and cancel and appointment.

**Results and analysis:**

Observation notes are as follows

Desktop:

* Add requirements to the register/login page so users know their limitations when entering data
* Adding a login/logout button on the nav bar for easier accessibility
* Making the appointments page visible to all users, but only accessible to registered users
* Make add, edit, cancel appointments go to one page

Mobile:

* Make a hamburger icon to display navigation
* Have footer display properly on mobile

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| --- | --- | --- | --- | --- |
| Usability Issues | Severity | User 1 | User 2 | User 3 |
| If error occurred while registering or logging in, user was able to fix error | 2 | No | No | Yes |
| User can easily access all pages including register/login page | 3 | Yes | Yes | Yes |
| Made overall navigation for registered user easier | 2 | Yes | Yes | Yes |
| Made login/logout accessible to all users | 2 | Yes | No | No |
| Able to navigate through all the pages as a registered user | 2 | Yes | No | Yes |

Note: the level of severity indicates the following: showstopper (3), severe (2), minor (1)