**End of Release 1/Start of Release 2 User Testing**

**Functional User Experience Testing**

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| --- | --- | --- | --- | --- |
| Participant | Gender | Age | Level of Technical Knowledge (1-10) | Time Taken to complete all Tasks |
| 1 | Male | 22 | 6 | 4 min 15 sec |
| 2 | Male | 21 | 5 | 4 min 30 sec |
| 3 | Female | 23 | 4 | 5 min |
| 4 | Male | 53 | 5 | 5 min |
| 5 | Female | 28 | 7 | 3 min 30 sec |
| 6 | Female | 52 | 3 | 6 min 20 sec |
| 7 | Male | 24 | 9 | 3 min |
| 8 | Male | 25 | 8 | 4 min |

**Task Guidelines:**

**Task 1: Account Creation**

1. Select ‘Sign up’ tab on homepage
2. Complete date of birth verification form
3. Complete student details registration form and select submit – including email address, password and confirmation, first and last names.
4. Login to the website using the account you just created

**Task 2: Update Profile**

1. Navigate to ‘Profile’ tab on the website
2. Select ‘Update your details / Change Password’
3. Change at minimum at least 2 fields within the form
4. Select ‘Save’ to update the database

**Task 3: Make a Lesson enquiry booking**

1. Select the ‘Bookings’ tab on the website
2. Select an available day within the calendar (note: either green or orange have available sessions, red is completely booked.)
3. Select a tick box next to any of the available lessons
4. Complete the booking form including your name, email and phone number.
5. Select ‘Make Booking’ to save the booking and be redirected to a payment form.

**Task 4: View available instruments for hire**

1. Select the ‘Instruments’ tab on the website
2. Filter different categories of instruments for **two** different types.

**Task 5: View teachers available for tutoring**

1. Select the ‘Teachers’ tab on the website
2. Filter different types of instruments that the teachers instruct for **two** different types.

Conclusion:

It was evident that throughout the testing that users were quite welcoming to the simplistic user interface and easy to navigate layout. The majority of users were able to quickly and effectively completely all the necessary tasks with minimal intervention required. There were however two incidents where instruction had to be shown to the user to ensure that they could continue and complete the test. This was documented and users were assisted after 30 seconds of no progress being made relating to participants 6 and 4.

The feedback provided from the users were mainly summarized into the following aspects:

* Possible improvements to the colour palette present throughout the design to ensure that the user interface and menu buttons are clearly visible and contrast effectively.
* Increase the spectrum of data captured throughout the registration process to include other fields such as medical history, previous instrument progression, instrument preference and lesson preferences.
* Add key to calendar to explain to users what each colour of day coordinates to within the booking system.
* Increase the navigation assistance tools such as floating markers, flashing or moving animations on progression steps to visual capture users throughout the process.
* Add ability for user to record and submit feedback in regards to their teacher