***EXECUTIVE SUMMARY***

Context

* + Finding limitations of the prototype website through detailed procedural testing accompanied by test cases that were created during the development period. The procedure is to execute the test cases against the web-pages to find limitations of features, functions, and/or navigation. The goal is to satisfy the test cases by letting a Tester test the webpages. From the five flows that were selected, this report will focus on **purchasing a product** and **leaving a review.** There will be an observer and a tester in order to proceed with this report. The observer will record the tester’s actions and this will be the basis of this report. From this, improvement areas will be highlighted and a plan to optimize the business processes will be reported through a recommendations area.

Positive Findings

* + Accessibility of website and webpages are adequate. The Tester was able to navigate the web-pages with relative ease. This means that buttons and navigation are easy to understand and follow. The live data were impressive. The website knew when to hold data and also update data that have been changed by the Tester. The account management works fine, the database holds the accounts and provides information that is only useful for that user that signed in. When the Tester was going through the webpages, he had enough freedom to see information such as his profile and purchased items.

Improvements areas & recommendations

* The visual interface of the website can be improved to look more professional and more appealing to the eye. Looking at modern commerce/retail websites can be a start off point to this. There are features that are not yet fully compatible such as the checkout page and actually buying the product. Being able to edit/delete reviews. A back button in every webpage to simulate going back to the previous page (this could be done through the web browser's back button but it would also be helpful if they webpage itself had a back button.

***BRIEF METHODOLOGY***

1. Tester goes to prototype site
2. Observer - Fill out Observer’s Form – record the user name used, the objective that is being sought (one of the two outflows outlined above), the starting page, the date and time of the test.
3. Observer – Direct the Tester to the starting page and tell the Tester what the objective is.
4. Observer – To record the Tester’s comments and questions but does not answer them.

***OBSERVER’S FORM*** (modify/use this to capture raw results from the study sessions)

**User Name: Objective: Purchase a Product Date/Time December 1, 2015 4:26PM Observer: Paolo**

**OBSERVING FOR: Luke web-page: Login Page**

USER ACTIONS & COMMENTS BELOW:

Tester does not have an account. When he presses the login button the asterisks tell him that the username and password field are blank. He is saying that he needs to create an account first. There is a create an account in the login page which is convenient

After creating an account the tester logged in. there is a view catalog button that takes the tester to the catalog section. There are two catalogs 1 for each type. Tester went to product type and added the first product to the shopping cart.

Tester is confused does not know where the shopping cart is. Finds the shopping cart button in the customers tab. In the shopping cart, tries to buy and payment info is displayed. After pressing checkout button it took the Tester to a checkout page where it said that the products were bought.

**User Name: Objective: Leaving a Review Date/Time December 1, 2015 6:05PM Observer: Paolo**

**OBSERVING FOR: Luke web-page: Login Page**

USER ACTIONS & COMMENTS BELOW:

After logging in, the tester is in the homepage. Tester clicks the view catalog button. There is a button for each course/ product to “go to reviews”. It goes to the review page for that product. The Tester tries to submit a blank review. The Tester gives a warning message that it must be 50 characters or more.

Tester inputs a review more than 50 characters and the review is listed in the review with a rating and the text with a reviewed by. The Tester wants to edit his review but cannot. He also cannot delete the review. There is also no back button to the product catalog.

**Post-test Questionnaire**

1. Did you (the user) have any difficulty accomplishing the task?

There was not a lot of difficulty with accomplishing both tasks. The problem that might be common would be in the login page because the user does not have an account or has forgotten their credentials. For the 1st task, the most difficult part was trying to find the shopping cart button to checkout. For the second task the most difficult part was leaving a long enough review so that the website accepts the review.

2. Did you (the user) feel that you were in control?

I felt that I was mostly in control. There were a couple of options that were available to me and I was not forced to go through a flow in just one way.

3. What do you (the user) think about the appearance of the website?

Compared to modern websites, this interface is less visually pleasing, it looks like an older website. but the navigation menu is straightforward and easy to navigate.

4. Are you (the user) satisfied with the experience? (1 through 5) 1=Totally Disagree 5=Totally Agree

I am relatively satisfied with the experience, so i will give a 4 as a rating.

5. Do you (the user) have any recommendations?

I recommend to have a back button on the web pages for more convenient navigation. Also, the web pages could look better with better styling.