

# Prototype Feedback - Non-Technical

This is a questionnaire for the prototype developed for GibJohn Tutoring which will be understandable for all audiences, technical and non-technical.

\* Required

\* This form will record your name, please fill your name.

## Product Feedback

These are questions based on the functionality of the program and will check if the functional and non-functional are completed

1. What's your name? \*

2. What was your goal when you used this software? \*

3. Were you able to complete this goal? \*

☐ Yes

☐ No

4. Why were you unable to complete this goal? \*

5. Did any feature within the program not work or not function as intended? \*

☐ Yes

☐ No

6. What feature and how did it not work as you expected? \*

7. Were you able to create an account? \*

☐ Yes

☐ No

8. Were you able to sign in? \*

☐ Yes

☐ No

9. Were you able to navigate through all the pages? \*

☐ Yes

☐ No

10. Were you able to access the games? \*

☐ Yes

☐ No

11. Were you able to access the learning/teaching resources? \*

If either is not applicable to you, then answer based on the one that is. If neither is applicable, answer no.

☐ Yes

☐ No

12. Were you able to see the rewards you have received or give rewards/monitor students? \*

If either is not applicable to you, then answer based on the one that is. If neither is applicable, answer no.

☐ Yes

☐ No

13. Were you able to use the accessibility screen? \*

☐ Yes

☐ No

14. Were you able to use the collaboration tools? \*

☐ Yes

☐ No

15. Did the prototype run efficiently and could be used without crashing/lagging? \*

☐ Yes

☐ No

16. Was the prototype easy to read? \*

☐ Yes

☐ No

17. Was the prototype fit for purpose? \*

☐ Yes

☐ No

18. Could you access content even when not logging in? \*

☐ Yes

☐ No

19. Was the design and interface eye-catching? \*

☐ Yes

☐ No

20. Was the prototype easy to use? \*

☐ Yes

☐ No

21. Could you explain to us why any of these features didn't work, or if you found anything difficult as well as your experience?

Please add as much detail as possible as this will allow us to fix and improve the prototype!  
(Leave this blank if not applicable)

22. Which feature did you enjoy the most? \*

- ☐ The logging in/account creation
- ☐ The games
- ☐ The learning/teaching resources
- ☐ The reward system
- ☐ The progress monitoring
- ☐ The accessibility features
- ☐ Other

23. What feature? \*

24. Why did you enjoy it the most? \*

25. Which feature did you enjoy the least? \*


- ☐ The logging in/account creation
- ☐ The games
- ☐ The learning/teaching resources
- ☐ The reward system
- ☐ The progress monitoring
- ☐ The accessibility features
- ☐ Other

26. What feature? \*

27. Why did you enjoy it the least? \*

28. Any features you want to see added in the future?

(Leave this blank if not)

A large, empty rectangular box with a thin black border, intended for the user to write their response to the question about future features.



## User Experience

These are questions based on the experience the user has with the program and will allow us to get an understanding of how the program is as an experience overall and allow us to see if the KPIs and UACs have been fulfilled.

29. What was your first impression with the prototype? \*

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30. What was your experience like with the prototype? \*

0	1	2	3	4	5	6	7	8	9	10
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Negative Positive

31. How satisfied are you with the look of the app? \*

0	1	2	3	4	5	6	7	8	9	10
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Not Satisfied Satisfied

32. How likely are you to recommend the prototype to a friend? \*

0	1	2	3	4	5	6	7	8	9	10
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Not Likely Likely

33. Did you find anything confusing or frustrating with the prototype? \*

☐ Yes

☐ No

34. Could you explain? \*

35. What did you like or not like? \*

36. What would you rate the prototype overall? \*



37. How would you rate the quality? \*

This refers to the look of the prototype and how it all feels to use



38. How would you rate the functionality? \*

This refers to if the prototype works well and if it can be used effectively



39. Any final thoughts or anything you want to mention?

(Leave this blank if not)

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