UX Report

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What's being tested?

The application that is being tested is an student household management tool that at the moment of the testing allows users to register, login, logout, join households, create announcement, view all announcements and filter the said announcement. Admin, on the other hand, can view all the existing households and filter them by providing search string.

How's it being tested?

The testing methodology consist of 3 users using the application through software for remote control (Team Viewer) for period of 10 minutes each. This way, the developer can precisely see how the user's interact with their product by following the mouse courser and taking into account the time gap between each step of the user. All the test users are aged 18-23 which makes them perfectly suitable for the type of application they are testing.

Results

Test user 1

This user provided positive feedback about the singup/signin process and its design which is customized to match the rest of the application. They also found the joincode page underwelmgin and suggested providing guidance on what is expected (what is joincode, how to get it, how does it look, etc…).
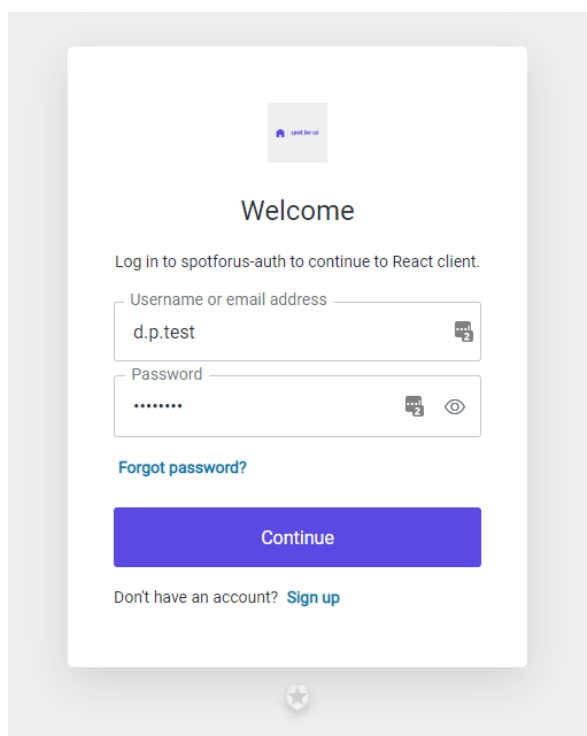
Picture 1, sign in/up screen

Picture 2, submit joincode component

Test user 2

The second test user noted that it would be nice to have some additional information when using filters/search and there are no results. Right now, if there are no results there is just an empty space. The user believe it would be useful to have text mentioning that the search/filter worked but there are simply no results. The same user liked the distinctive colours for different announcements types. The user also suggested improving the form for adding new announcement and making sure the input is being checked while being typed (the form was still work in progress when the test was conducted).
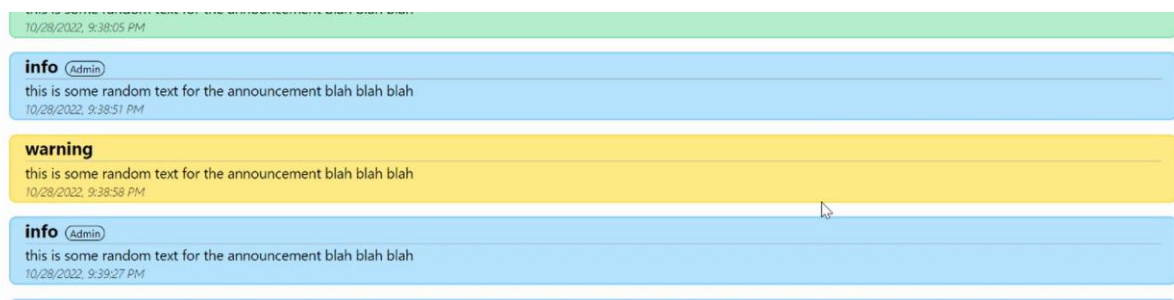
Picture 3,different colors for different announcement types

Test user 3

The final user did not have any specific suggestions but mentioned the app being confusing since there is no enough labels/information. The user believes it would be useful to have info label on each page or/and component withing the page. In addition, the user would prefer to have confirm pop-up before singing out.

Improvements

Having in mind the feedback from the UX testing, almost all of the UI elements have been reworked to provide better and more consistent UX. The focus was on making sure the user is informed about the current page and available actions, preventing wrong input type and making all components follow the same design.

Guidance

After the changes, many pages have labels to describe what is present on the page or/and what options are available to the user. For example, the initial page is not just an input with a button and a simple title anymore. Now there is a title as well as more descriptive label. In addition, the input contains a placeholder.
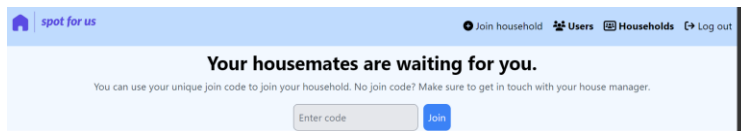
Picture 4, new join household

For the admins, there are labels in some sections. In addition, join codes are greyed out and disabled if used. Available codes can be clicked which copies them and the user is notified about that.
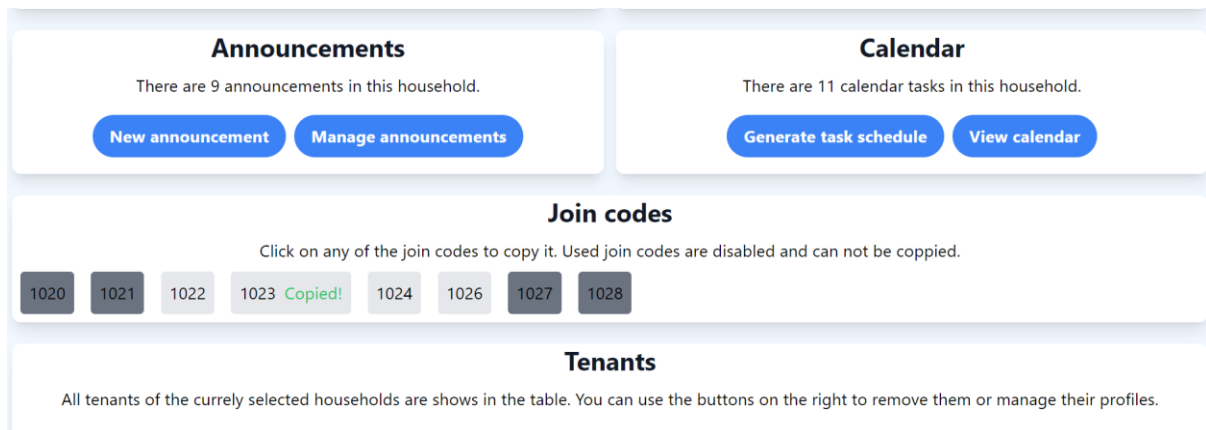
Picture 5, more labels and actions feedback on the household page

Lastly, when a user has just been blocked there is a element that appears and notifies the admin about it. The component in question also contains a button to revert the action if needed.
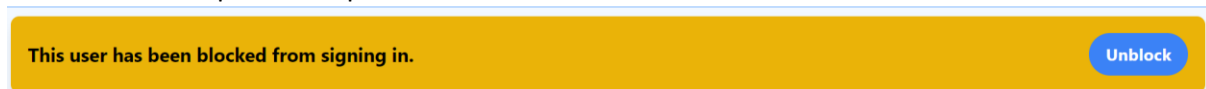
Picture 6, blocked user notification

Preventing wrong input type

Now all of the fields that expect numbers in the application have been changed to prevent entering text. Furthermore, many of the fields are marked as required which prevent submissions if those fields are empty.

Picture 7, input check

Uniform design

Before the changes, some component had flat minimalistic design but not all which meant inconsistent UX for the users. Now all components (from pages to buttons and labels) have flat minimalistic design with bright distinctive colours. Throughout the entire application, all components are divided in sections which have the same design (rounded ages, small drop shadow). All the tables share the exact same colours.
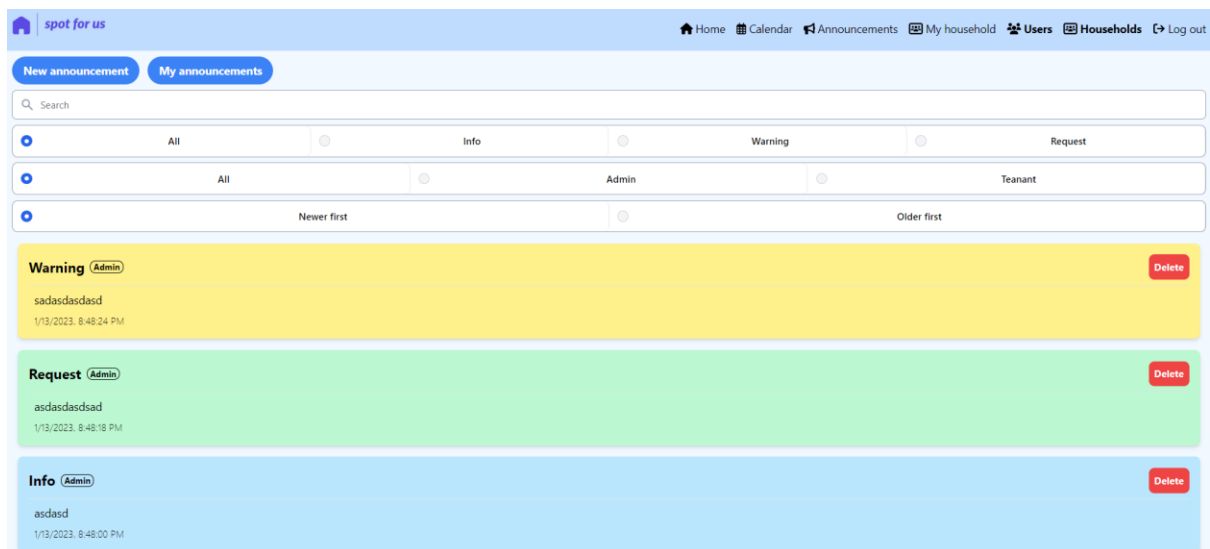
Picture 8, new announcements page
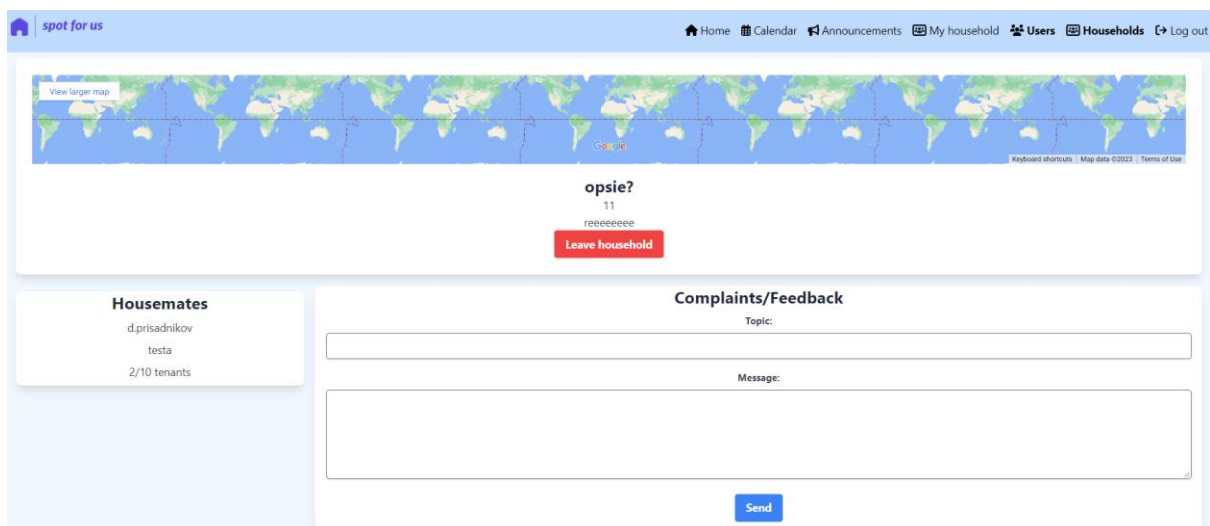
Picture 9, my household page

Picture 10, new users table

Picture 11, new households page

Picture 12, new manage selected user page

Picture 13, new manage selected household page

Tenants

All tenants of the currely selected households are shows in the table. You can use the buttons on the right to remove them or manage their profiles.

NICKNAME	EMAIL	ACTIONS
d.prisadnikov	d.prisadnikov@student.fontys.nl	View Remove tenant
testa	testa@gmail.com	View Remove tenant

Picture 14, tenants table in manage selected household page