

User Testing Insights

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Through user testing with each of the prototypes, we have identified some improvements to be made. These potential improvements have been briefly summarized below for each prototype:

Prototype #1:

- Need to improve upon the visual style, granted this is a wireframe prototype
- Need more clear delineation between admin and user side of the application
- Overall needing more frames for exact steps in certain processes (file upload process for example, how does it look to select and upload the file)
- Frames need to be resized to match mobile phone resolution and aspect ratio. This will be easily achieved when I move to prototyping on Figma as Figma provides frames for mobile application design.

Prototype #2:

- Still needing to separate admin and end user functions
 - o For this it was suggested that we implement a separate login for users and admins.
I think I will implement this idea in the next edition
- Need further frames for exact steps in certain processes (again the file upload process)
- Check out process does not need to involve the repair process; you would not check out equipment that is in the repair process, you would only initiate a repair process when you are checking in the equipment.
- Generally more user feedback on system status is needed. For example, the file upload process does not inform the user about whether the function was executed properly or what to do next.

Prototype #3

- Identified a need for a hamburger style menu for easy exit out of processes should the user choose to start over
- Though outside the scope of this project, the finance department has described interest in the application and whether it can generate financial based reports. Should the business choose to accept this system implementation, we can work with the finance and procurement departments to create reports by automatically filtering the equipment table in the database.
- Repair process needs to be developed and reports alongside this process for the shop members. It would also be helpful to include an image upload process for users to take a picture of what repairs are needed. This would help the shop mechanics in their repair efforts.