**IS480 Team Tappers**

**User Testing 1**

**Questionaire**

**Contact Management**

1. Was it easy to add a new contact? If not, what were the problem(s) that you were facing?

Yes.

Add office number (optional field) and mobile number (optional field)

Add address 4 fields – add 1, add 2, postal code, country

1. Was it easy to edit a contact? If not, what were the problem(s) that you were facing?

Make the search columns more visible by placing it on top of the page

To have edit and delete links on the same page

A little difficult to spot the edit button on the right hand side

1. How did you feel about the deleting contact feature? Was it efficient? If not, what were the problem(s) that you were facing?

Would appreciate “undo” feature, up to 20 undos

Would be good if user can delete multiple contacts at once

1. Was the view selected column feature useful? If not, are there any areas that we can improve on?

Would be great if column size is adjustable

When we select 50/3000, and need to print a report, a customised report will be good

1. Were the reports comprehensive enough? What else do you think can we improve on?

Not much to play with it

Have event reports by type

1. On a scale of 10, how much will you rate this contact management category?

1 2 3 4 5 6 **7 8** 9 10

**Event Management**

1. Was it easy to create a new event? If not, what were the problem(s) that you were facing?

Received error message

1. Was it easy to edit an event? If not, what were the problem(s) that you were facing?

Move edit button to the left next to the event name so can find easier

Page hang initially, but resolved

1. How did you feel about the deleting event feature? Was it efficient? If not, what were the problem(s) that you were facing?

Don’t have confirmation to delete

1. How did you find the event registration form? Are there any more fields that we have left out? Or could have been added?

“Other Comments” fields should be added

1. Was it easy to add contacts to an event? If not, what were the problem(s) that you were facing?

To include photo of person.

Confused by this because language should say “inviting contacts”

1. On a scale of 10, how much will you rate this event management category?

1 2 3 4 5 6 **7**  8 9 10

**User Interface**

1. On a scale of 10, how much will you rate this user interface?

1 2 3 4 5 6 7 8 9 10

1. What were some of the issues that you have faced with out user interface?

Uploading of photos not working, doesn’t lead back to contact

**General**

1. Other feedbacks or areas for improvement:

Database isnt visually attractive, except home page

Events section was less intuitive plus harder to navigate

Greater consistency of interface is appreciated