

A bright sun in a blue sky with white clouds.

*leendii*

**usability testing**

FormTitan - Form Builder

## USER TASKS

1. Please sign in. Email: testerX@formtitan.com. Password: 123456.
2. Read and go through the onboarding steps (click "Next" until the short onboarding is completed).
3. We are going to work on a Blank form. Create a new Blank form, or use the one which is already selected.
4. Add a TextArea element to the form. Position it just above the Submit button.
5. The label for this TextArea should be "First Question".
6. Change the TextArea background to red.
7. Ok, you are done with the TextArea thank you. Now please add a Checkbox element just below the TextArea.
8. Change the labels "First Choice" to 1 and "Second Choice" to 2.
9. Please Preview the form you have just created. Thank you!

## VIDEOS

<https://www.leendii.com/videos/video2552.webm>

<https://www.leendii.com/videos/video2556.webm>

<https://www.leendii.com/videos/video2557.webm>

<https://www.leendii.com/videos/video2560.webm>

<https://www.leendii.com/videos/video2598.webm>

## RECOMMENDATIONS

### **Onboarding**

A shorter onboarding is preferable. Limit to 4-5 screens max. Try to have the onboarding in one session only (both Templates and Elements). Don't automatically remove the onboarding the second time a user logs in, provide instead a "Don't show this again" option.

## **Styling**

Users encounter difficulties in changing an element's background. Suggestion to add the Styles tab on the "Element Settings" widget, next to the Basic and Advanced options. This would make the working area less busy (less widgets) and it would also prevent common mistakes (e.g. users often change the entire form's background color rather than the background of a single element).

## **Drag and drop (Add Elements widget)**

Change the cursor to a 4-way arrow when the user hovers over the entire element button (not only over the text). This will make the drag-and-drop function immediately intuitive. Technical issues were noticed for some testers: Elements were dragged to the working area but couldn't "stick" to it.

## **Recovery from error**

Some users appear confused/overwhelmed once they get out of track. The form builder resilience could be improved (e.g. try to have less pop-up widgets at any one time over the working area).