

Expanded User Experience Testing Report: PlumbingACSupplies.com

Testing Information - Tester Name: Will Munson

- **Testing Date(s):** 02-18-2025

- **Reporting Date:** 03-02-2025

High-Risk (Short-Term) Action Items (Expanded)

Action Item (Issue)	Remediation	Additional Examples
Inventory is not shown or described	Create an inventory page	Add categories (e.g., "HVAC", "Plumbing", "Fittings") and individual product listings with images, descriptions, availability, and SKU numbers.
Link to Google Maps is not specific	Create links for each location	Provide direct map links for each branch (e.g., Houston, Dallas, Austin), including the name, address, and phone number of the specific store.
Link to Google Maps is in "street view"	Edit link to go to "map view"	Ensure that each location link opens in Google Maps' map view, centered on the building with clear directions available.
Website is not optimized for small screens	Create a mobile version of web page	Implement responsive design so pages scale correctly on phones and tablets. Example: text should reflow, buttons should be thumb-friendly, and menus should collapse into mobile-friendly navigation.

Low-Risk (Long-Term) Design Issues (Expanded)

Issue	Remediation	Additional Examples
Link to Twitter is outdated	Change icon to "X"	Update all branding and hyperlinks to reflect the platform's rebranding. Include a short explanation if users are unaware of the rebranding from Twitter to X.
Social media accounts are inactive	Post on social media more frequently	Create a content schedule (e.g., bi-weekly updates about new products, seasonal promotions, customer spotlights). Include relevant hashtags and photos for better engagement. Consider platforms beyond X, such as LinkedIn or Instagram.

Good Design Components

- The desktop version of the website is accessible with good font sizes and color contrasts.

Concerns

- The website lacks an accessible mobile version and is difficult to use or see on small screens.