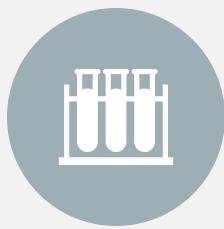


# USABILITY REVIEW SUMMARY

For PlumbingACSupplies.com

Prepared by Will Munson

## TESTING INFORMATION



TESTER: WILL  
MUNSON



TESTING DATE:  
FEBRUARY 18,  
2025



REPORT DATE:  
MARCH 2, 2025



GOAL: IDENTIFY  
USABILITY  
IMPROVEMENTS

## HIGH-RISK ISSUES (SHORT-TERM)

- No visible product inventory

→ Add a detailed inventory page with categories, images, SKUs, and availability.

- Google Maps link is not store-specific

→ Provide separate links for each location (Houston, Dallas, Austin) with full contact info.

## HIGH-RISK ISSUES (CONT.)

- Links open in Google Street View

→ Update links to open in standard map view with directions.

- Website is not mobile-friendly

→ Implement responsive design for phones/tablets: reflowing text, collapsible menus, larger buttons.

## LOW-RISK DESIGN ISSUES (LONG-TERM)

- Twitter icon is outdated
  - Update to 'X' with proper links and optional note about rebranding.
- Inactive social media presence
  - Create a posting schedule and diversify to platforms like LinkedIn or Instagram.

## WHAT'S WORKING WELL



- Desktop site has strong accessibility:

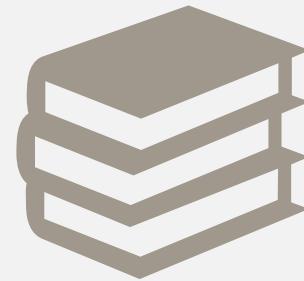


→ Good font size and color contrast.



- Easy to read layout on full screens.

## MAJOR CONCERNS



- No mobile version — poor experience on phones and tablets.
- Users may struggle with navigation and readability on small devices.

## NEXT STEPS



- PRIORITIZE SHORT-TERM FIXES TO IMPROVE USABILITY IMMEDIATELY.



- DEVELOP A LONG-TERM STRATEGY FOR CONTENT UPDATES AND MOBILE RESPONSIVENESS.



- CONTINUE USER TESTING AFTER UPDATES TO ENSURE EFFECTIVENESS.

# THANK YOU!

