

USABILITY REVIEW SUMMARY

For PlumbingACSupplies.com

Prepared by Will Munson

TESTING INFORMATION



TESTER: WILL
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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- Twitter icon is outdated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!

