

Course: EECS 3461
Professor: Melanie Baljko
Assignment #: 02

Student 1: Akalpit Sharma (212650628)
Student 2: Phuc Pham (213839436)
Component #: 05 (Bonus)



AIR-LINE RESERVATION SYSTEM



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Component 5: Evaluation

Standard task

Reservation of the ticket is considered as the standard task. Initially the reservation includes the two cities, the arrival city and the departure city is given. This includes all the details such the flight name and number, available seats and the seat number. The list of available flights is shown in the system display. The available flights are verified and the seats that are available are given. For booking the ticket the user is asked to enter their name, contact number, address and ID proof by doing this the ticket got reserved. This system also permits the user to cancel their ticket.

Consent form

The draft form for the airline reservation system is given as follows

The image shows a draft form for an airline reservation system, consisting of two steps. The first step is titled "Passenger Name" and contains three input fields labeled "Title", "First Name", and "Last Name". Below these fields are two buttons: "Previous" (disabled) and "Next" (active). The second step is titled "Date of Birth" and contains a single input field with a placeholder "mm/dd/yyyy" and a calendar icon. Below this field are two buttons: "Previous" (disabled) and "Next" (active).

Passenger Name

Title First Name Last Name

Previous Next

Date of Birth

mm/dd/yyyy

Previous Next

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Contact Person

Title

First Name

Last Name

Previous

Next

E-mail

example@example.com

Previous

Next

Phone Number

Area Code

Phone Number

Previous

Next

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Reservation Details

Address

Please Select

Please Select

United States

Afghanistan

Previous

6 of 14

Departure Date & Time

11/20/2017

Calendar icon

4

40

AM

Minutes

1

2

3

Next

November 2017

« < Today > »

S	M	T	W	T	F	S
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2


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Return Date & Time

11/20/2017



2

▼

00

▼

PM

▼

Hour

Minutes

Previous

Next

Departing From

▼

Previous

Next

City

Previous

Next

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Destination

Previous

Next

City

Previous

Next

Airline

Previous

Next

Fare

Previous

Next

Make payment

Reserve flight

Previous

Next

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Initial testing with potential users

The data from the potential users help us to improve the implementation that favors the user. The airline reservation system helps to complete the process of booking the tickets without human interaction, thus this saves the time of the users.

Types of Evaluation:

There are three types of evaluation:

1. Controlled setting involving users.
2. Natural Settings involving users.
3. Any settings not involving users.

Our Method of evaluation:

The airline reservation system uses Natural Settings involving user type of evaluation. The main aim is to observe and evaluate people in their natural form. They are used mainly to give hand in identifying the new upcoming technologies. The requirements can also be used as a basement for new designs. This can help to facilitate the new technology and also to deploy new information to existing technologies. The events occurring are recorded and is researched to obtain a better way of execution.

HCI known as Human Computer interaction has been a trend towards conducting wild studies. They will monitor how new technologies are deployed and used in various places by the people.

Specifications

The main task of the flight-reservation system is to book a ticket for the domestic or international flight from the list of flights available. Only the authorized person can login and confirm the ticket booking while others can just view the details of the flight timings and price.

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Types of Experiments/Study Types

An experiment is to test something whether the key functions are met or not. The different types of experimental methods are

1. Controlled Experiments.
2. Field Experiments.
3. Natural Experiments.

Controlled Experiments

These experiments are controlled in a sustained environment so that accurate measurements can be made and no other factors will affect the system. The participants taking part in the experiment will be allocated to different independent variables.

The strengths are it will be easier to make a duplicate of a controlled experiment since the procedure will always be standard.

The drawbacks are the results might be completely biased if the participants have similar characteristics.

Field Experiments

These experiments are done in real life environment along with a change in independent variables manipulating the system. The actions will reflect on real life because of the experiment taking place in the real environment. The limitation is that one study made cannot be used by another in the exact same way.

Natural Experiments

These are conducted in an everyday environment with no control over any independent variable. This can be used in places where manipulation of independent variables cannot be accepted. The main disadvantage is that this takes more time consuming and may be more expensive.

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Planned Study

The study needs to be a controlled usability study because the operation will be done only if it is well planned and needs to be done compulsorily. So, the study should be happening in a controlled environment and this allows a cause and effect relationship to establish. The changes need to be done can be analyzed independently and since the main agenda for everyone is same the middle-ground will only be modified mostly. The satisfaction is more important and the main aim is to satisfy that for everyone. All the participant's acceptance level must be above the threshold range.

Pros and cons of field experiment

The field experiment allows gaining a good knowledge of people process and the events. The social context of the people is achieved.

Since the field experiment must be done in a detailed manner. This does not include to gather data from many individuals