

**July 30,2018**

**USABILITY TEST REPORT**

EWheelz Application

**Presented by: Team TestFort**

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# **Introduction**

This report presents the usability testing done on the ewheelz application. This application “ewheelz” enables the customers to book tickets for bus travel online, view available routes with timings, give feedback, cancel ticket about the application or service and also to view people feedbacks. This application is used by users, who wants to book or view travel information, and, by the administrator people who manages this application and are authorized to add, delete travels, new routes, and users. Usability testing is done on this application to find out how easy and efficient the users find it, and to report any suggestions and improvements.

# **Methodology and User Profiles**

This describes the type of test and the method that was used.

* Heuristic method: Nielsen’s 10 Heuristic evaluation

Testing level: Acceptance Testing

Testing method: Usability Testing

* Testing Environment:

We set up a study group room for the usability testing. There were a couple of computers. The team allocated individual computer to each of the users. There was the wired connection to the internet. The team has been provided with all necessary resource related to all the scenarios.

* Computer type: Laptop (brand: Hp)
* Operating System: Windows 10
* Screen size: 16 Inch with 1080p screen resolution.
* Hardware: Intel Quad core processor, with 16 GB RAM
* Other resources:

Pen, paper for the user to write some note.

## **Characteristic of users**

We have categorized the users into two groups. One group of users is the one which belongs to customers, and they want to view available routes, book tickets and simplify their travel. The second group is the administrators, and they will control the updating of users, new travels, and available routes.

**Number of participants**

There were four participants all were the team members.

### **Length of the session**

The total session will take 30 minutes.

# **Tasks/Scenarios**

**Scenario 1 (2 minutes)**

You are going to log in as admin so that you can access all the features available for administrators on the website.

**Tasks:**

1. Go to the link <http://localhost:8080/ewheelz/> using Google Chrome
2. Click on “Admin Login” button
3. Enter the following details to log in as admin

Admin ID: admin

Password: admin

1. Click on “Submit” button

**Scenario 2 (8 minutes)**

You are planning to add a route to the system after logging in as Admin (after completing Scenario 1).

**Tasks:**

1. Click on “Add Route” button
2. Enter the following details to the fields displayed

From: Hyderabad

To: Indore

Travels Id: T3

Bus Id: B2

Departure: 10:00

Arrival: 22:00

Fare: 150

Journey Date: 2018-09-10

1. Click on “Submit” button

**Scenario 3 (8 minutes)**

You are planning to add a feedback from a user for the site

**Tasks:**

1. Go to the link <http://localhost:8080/ewheelz/> using Google Chrome
2. Click on “User Login” button
3. Click on “Give Testimonial”
4. Enter a value for the following fields

Your email ID: abc123@gmail.com

Feedback: This app is very good for booking travels.

1. Click on “Submit Feedback”

**Scenario 4 (5 minutes)**

You are planning to view feedback submitted by people on the site.

**Tasks:**

1. Go to the link <http://localhost:8080/ewheelz/> using Google Chrome
2. Click on “User Login” button
3. Click on “View Testimonial”
4. Observe the testimonials displayed.

# **Post-task Questionnaires**

**Scenario 1: Admin Login**

Please rate the following:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Very Easy** | **Easy** | **Neither Easy nor Difficult** | **Somewhat Difficult** | **Very Difficult** |
| Understanding the layout |  |  |  |  |  |
| Understanding the site terminology (words, links) |  |  |  |  |  |
| Understanding the steps |  |  |  |  |  |

**Scenario 2: Add Route**Please rate the following:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Very Easy** | **Easy** | **Neither Easy nor Difficult** | **Somewhat Difficult** | **Very Difficult** |
| Overall ease or difficulty of this task |  |  |  |  |  |
| Understanding the steps to add a route |  |  |  |  |  |
| Understanding the layout |  |  |  |  |  |

Which aspects of the site made this task easy for you? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Which aspects of the site made this task difficult for you? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Scenario 3: Give Testimonial**Please rate the following:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Very Easy** | **Easy** | **Neither Easy nor Difficult** | **Somewhat Difficult** | **Very Difficult** |
| This task was |  |  |  |  |  |

Which aspects of the site made this task easy for you? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Which aspects of the site made this task difficult for you? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Scenario 4: View Testimonial**

Please rate the following:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Very Easy** | **Easy** | **Neither Easy nor Difficult** | **Somewhat Difficult** | **Very Difficult** |
| This task was |  |  |  |  |  |

Which aspects of the site made this task easy for you? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Which aspects of the site made this task difficult for you? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Post-test Questionnaires**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Strongly disagree**  **1** | **2** | **3** | **4** | **5** | **6** | **Strongly agree**  **7** |
| The application is easy to use |  |  |  |  |  |  |  |
| The application attractive |  |  |  |  |  |  |  |
| The application meets my needs |  |  |  |  |  |  |  |
| I found this application useful |  |  |  |  |  |  |  |
| I will recommend this application to my friends |  |  |  |  |  |  |  |
| I can trust this application |  |  |  |  |  |  |  |
| I don’t encounter any problem |  |  |  |  |  |  |  |
| This application is fast |  |  |  |  |  |  |  |
| I am satisfied |  |  |  |  |  |  |  |

# **Top Findings**

|  |  |  |  |
| --- | --- | --- | --- |
| **No** | **Area of concern** | **Recommended Fix** | **Severity** |
| 1. | **User Login issue**  When the user clicks on the user login button, the page is directed directly to the user home page. There is no asking for username and password. It confuses the user and decreases the trust level. | Must check for the valid username and password. | **Low** |
| 2. | **Admin Login issue**  When the user clicked on admin login, asked for login details. Without entering any details, and just clicking submit is taking you to the login page. It is showing to the user that it is not a secure application because anyone can access the application as an admin and add nonexistent routes. | The admin login should check for the valid admin id and password, and make sure that non-admin people cannot access the admin page. | **High** |
| 3. | **Feedback issue**  When user access gives testimonial page, the email id is not checked that it is valid or not. So, when any user goes to view testimonial page, the feedback displayed can have any random characters in the email id field, which decreases the trust on the feedbacks displayed. | Proper email id check should be added before adding the feedback to the database. | **Low** |
| 4. | **Book Ticket issue**  The book ticket feature has many steps, which make it very complex for first-time users. | The book ticket feature should be easy and simple to follow. | Medium |
| 6. | **Display issue**  The overall look and feel are not good. The text entered is either in teal or pink color, which is difficult to see. On the view testimonial page, the testimonials are moving so fast that it is difficult to read. | Fix in Color resolution and contrast levels. | Low |
| 7. | **Recognition rather than recall**  The application has no way of helping the user in recognizing what they had to add, for example for cancel ticket you have to add ticket Id, so they have to remember it. Some way should be there to show the tickets user booked, so the user does not have to recall the Id when he wants to cancel. | The feature to show history should be added, showing book tickets with an option to cancel with it. So, users do not have to recall the Ticket Id. | Medium |
| 8. | **Help and Documentation**  There is no help and documentation available for either the administrator or users. | There should be some help button, guiding through the steps for first-time users. | Low |
| 9. | **A picture speaks thousands of words**  Show routes and pick up points, should be displayed on the map as well. It will make it easy for people to plan a route when it is not a known location (added in the drop-down option) | Google map should be added there to show the route and real-time traffic updates. |  |

# APPENDIX A- USER QUESTIONNAIRES

**Participant Name: Fatima Khan**

**Post-task Questionnaires**

**Scenario 1: Admin Login**

Please rate the following:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Very Easy** | **Easy** | **Neither Easy nor Difficult** | **Somewhat Difficult** | **Very Difficult** |
| Understanding the layout |  |  |  |  |  |
| Understanding the site terminology (words, links) |  |  |  |  |  |
| Understanding the steps |  |  |  |  |  |

**Scenario 2: Add Route**Please rate the following:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Very Easy** | **Easy** | **Neither Easy nor Difficult** | **Somewhat Difficult** | **Very Difficult** |
| Overall ease or difficulty of this task |  |  |  |  |  |
| Understanding the steps to add a route |  |  |  |  |  |
| Understanding the layout |  |  |  |  |  |

Which aspects of the site made this task easy for you? The inputs provided in the scenario helped in doing it.  
Which aspects of the site made this task difficult for you? Without having the inputs there is a help to guide what inputs should be entered

**Scenario 3: Give Testimonial**Please rate the following:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Very Easy** | **Easy** | **Neither Easy nor Difficult** | **Somewhat Difficult** | **Very Difficult** |
| This task was |  |  |  |  |  |

Which aspects of the site made this task easy for you? It was easy to follow.

Which aspects of the site made this task difficult for you? The email Id field is allowing invalid characters also.

**Scenario 4: View Testimonial**

Please rate the following:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Very Easy** | **Easy** | **Neither Easy nor Difficult** | **Somewhat Difficult** | **Very Difficult** |
| This task was |  |  |  |  |  |

Which aspects of the site made this task easy for you? The steps were easy to follow

* Which aspects of the site made this task difficult for you? The testimonials displayed were moving and difficult to read this way.

**Post-test Questionnaires**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Strongly disagree**  **1** | **2** | **3** | **4** | **5** | **6** | **Strongly agree**  **7** |
| The application is easy to use |  |  |  |  |  |  |  |
| The application attractive |  |  |  |  |  |  |  |
| The application meets my needs |  |  |  |  |  |  |  |
| I found this application useful |  |  |  |  |  |  |  |
| I will recommend this application to my friends |  |  |  |  |  |  |  |
| I can trust this application |  |  |  |  |  |  |  |
| I don’t encounter any problem |  |  |  |  |  |  |  |
| This application is fast |  |  |  |  |  |  |  |
| I am satisfied |  |  |  |  |  |  |  |

**Participant Name: Swathi Liz Thomas**

**Post-task Questionnaires**

**Scenario 1: Admin Login**

Please rate the following:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Very Easy** | **Easy** | **Neither Easy nor Difficult** | **Somewhat Difficult** | **Very Difficult** |
| Understanding the layout |  |  |  |  |  |
| Understanding the site terminology (words, links) |  |  |  |  |  |
| Understanding the steps |  |  |  |  |  |

**Scenario 2: Add Route**Please rate the following:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Very Easy** | **Easy** | **Neither Easy nor Difficult** | **Somewhat Difficult** | **Very Difficult** |
| Overall ease or difficulty of this task |  |  |  |  |  |
| Understanding the steps to add a route |  |  |  |  |  |
| Understanding the layout |  |  |  |  |  |

Which aspects of the site made this task easy for you? The fields names helped in doing it.  
Which aspects of the site made this task difficult for you? It is difficult to add inputs if you are using it first time

**Scenario 3: Give Testimonial**Please rate the following:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Very Easy** | **Easy** | **Neither Easy nor Difficult** | **Somewhat Difficult** | **Very Difficult** |
| This task was |  |  |  |  |  |

Which aspects of the site made this task easy for you? It was easy to follow.

Which aspects of the site made this task difficult for you? The email Id field is allowing invalid characters also.

**Scenario 4: View Testimonial**

Please rate the following:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Very Easy** | **Easy** | **Neither Easy nor Difficult** | **Somewhat Difficult** | **Very Difficult** |
| This task was |  |  |  |  |  |

Which aspects of the site made this task easy for you? The steps were easy to follow

* Which aspects of the site made this task difficult for you? The testimonials displayed were moving and difficult to read this way.

**Post-test Questionnaires**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Strongly disagree**  **1** | **2** | **3** | **4** | **5** | **6** | **Strongly agree**  **7** |
| The application is easy to use |  |  |  |  |  |  |  |
| The application attractive |  |  |  |  |  |  |  |
| The application meets my needs |  |  |  |  |  |  |  |
| I found this application useful |  |  |  |  |  |  |  |
| I will recommend this application to my friends |  |  |  |  |  |  |  |
| I can trust this application |  |  |  |  |  |  |  |
| I don’t encounter any problem |  |  |  |  |  |  |  |
| This application is fast |  |  |  |  |  |  |  |
| I am satisfied |  |  |  |  |  |  |  |

**Participant Name: Anjalibean Parikh**

**Post-task Questionnaires**

**Scenario 1: Admin Login**

Please rate the following:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Very Easy** | **Easy** | **Neither Easy nor Difficult** | **Somewhat Difficult** | **Very Difficult** |
| Understanding the layout |  |  |  |  |  |
| Understanding the site terminology (words, links) |  |  |  |  |  |
| Understanding the steps |  |  |  |  |  |

**Scenario 2: Add Route**Please rate the following:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Very Easy** | **Easy** | **Neither Easy nor Difficult** | **Somewhat Difficult** | **Very Difficult** |
| Overall ease or difficulty of this task |  |  |  |  |  |
| Understanding the steps to add a route |  |  |  |  |  |
| Understanding the layout |  |  |  |  |  |

Which aspects of the site made this task easy for you? The inputs provided in the scenario helped in doing it.  
Which aspects of the site made this task difficult for you? Without having the inputs there is a help to guide what inputs should be entered

**Scenario 3: Give Testimonial**Please rate the following:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Very Easy** | **Easy** | **Neither Easy nor Difficult** | **Somewhat Difficult** | **Very Difficult** |
| This task was |  |  |  |  |  |

Which aspects of the site made this task easy for you? It was easy to follow.

Which aspects of the site made this task difficult for you? The email Id field is allowing invalid characters also.

**Scenario 4: View Testimonial**

Please rate the following:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Very Easy** | **Easy** | **Neither Easy nor Difficult** | **Somewhat Difficult** | **Very Difficult** |
| This task was |  |  |  |  |  |

Which aspects of the site made this task easy for you? The steps were easy to follow

* Which aspects of the site made this task difficult for you? The testimonials displayed were moving and difficult to read this way.

**Post-test Questionnaires**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Strongly disagree**  **1** | **2** | **3** | **4** | **5** | **6** | **Strongly agree**  **7** |
| The application is easy to use |  |  |  |  |  |  |  |
| The application attractive |  |  |  |  |  |  |  |
| The application meets my needs |  |  |  |  |  |  |  |
| I found this application useful |  |  |  |  |  |  |  |
| I will recommend this application to my friends |  |  |  |  |  |  |  |
| I can trust this application |  |  |  |  |  |  |  |
| I don’t encounter any problem |  |  |  |  |  |  |  |
| This application is fast |  |  |  |  |  |  |  |
| I am satisfied |  |  |  |  |  |  |  |

**Participant Name: Tanvir Panesar**

**Post-task Questionnaires**

**Scenario 1: Admin Login**

Please rate the following:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Very Easy** | **Easy** | **Neither Easy nor Difficult** | **Somewhat Difficult** | **Very Difficult** |
| Understanding the layout |  |  |  |  |  |
| Understanding the site terminology (words, links) |  |  |  |  |  |
| Understanding the steps |  |  |  |  |  |

**Scenario 2: Add Route**Please rate the following:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Very Easy** | **Easy** | **Neither Easy nor Difficult** | **Somewhat Difficult** | **Very Difficult** |
| Overall ease or difficulty of this task |  |  |  |  |  |
| Understanding the steps to add a route |  |  |  |  |  |
| Understanding the layout |  |  |  |  |  |

Which aspects of the site made this task easy for you? The inputs provided in the scenario helped in doing it.  
Which aspects of the site made this task difficult for you? Without having the inputs there is a help to guide what inputs should be entered

**Scenario 3: Give Testimonial**Please rate the following:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Very Easy** | **Easy** | **Neither Easy nor Difficult** | **Somewhat Difficult** | **Very Difficult** |
| This task was |  |  |  |  |  |

Which aspects of the site made this task easy for you? It was easy to follow.

Which aspects of the site made this task difficult for you? The email Id field is allowing invalid characters also.

**Scenario 4: View Testimonial**

Please rate the following:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Very Easy** | **Easy** | **Neither Easy nor Difficult** | **Somewhat Difficult** | **Very Difficult** |
| This task was |  |  |  |  |  |

Which aspects of the site made this task easy for you? The steps were easy to follow

* Which aspects of the site made this task difficult for you? The testimonials displayed were moving and difficult to read this way.

**Post-test Questionnaires**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Strongly disagree**  **1** | **2** | **3** | **4** | **5** | **6** | **Strongly agree**  **7** |
| The application is easy to use |  |  |  |  |  |  |  |
| The application attractive |  |  |  |  |  |  |  |
| The application meets my needs |  |  |  |  |  |  |  |
| I found this application useful |  |  |  |  |  |  |  |
| I will recommend this application to my friends |  |  |  |  |  |  |  |
| I can trust this application |  |  |  |  |  |  |  |
| I don’t encounter any problem |  |  |  |  |  |  |  |
| This application is fast |  |  |  |  |  |  |  |
| I am satisfied |  |  |  |  |  |  |  |