# Usability Testing Plan

# Ticket Buying Web Application

Prepared by: Simranjit Singh and Lovleen Bajwa

Date: April 29, 2025

## 1. Introduction and Purpose

This usability testing plan outlines a structured approach to evaluating the functionality, effectiveness, and overall user experience of the Ticket Buying Web Application. The testing process will help assess how intuitive and accessible the provided features are to target users.

## 2. Goals of the Usability Test

Simranjit Singh:

* Identify barriers to successful task completion such as unclear navigation or misleading labels.
* Evaluate time efficiency and user confidence in performing core tasks.

Lovleen Bajwa:

* Capture qualitative user feedback on design clarity and usability.
* Provide structured insights and actionable recommendations for improvements.

## 3. Task Scenarios and User Flow

Simranjit Singh:

1. Navigate to the login page and sign in with provided credentials (or register a new account).

2. View the list of available events including event name and location.

Lovleen Bajwa:

3. Select an event and add one or more tickets using the "Buy Ticket" function.

4. Use the "View Map" feature to understand the event location visually.

5. Proceed to checkout and finalize the transaction.

6. Log out and return to the homepage.

## 4. Evaluation Metrics

Simranjit Singh:

* Success Rate: Percentage of participants completing each task without help.
* Time on Task: Duration taken to complete each task.

Lovleen Bajwa:

* Error Rate: Number of critical usability issues or incorrect actions.
* User Satisfaction: Feedback through post-task questions and participant comments.

## 5. Testing Tools and Environment

Simranjit Singh:

* Prepare manual observation forms.
* Ensure device setup and internet availability for each participant.

Lovleen Bajwa:

* Create participant instruction sheets and testing scripts.
* Maintain a distraction-free and accessible environment for all sessions.

## 6. Participants

Simranjit Singh:

* Recruit 3 participants from the student community.
* Schedule their sessions and manage test time slots.

Lovleen Bajwa:

* Recruit 2 participants and distribute pre-test instructions.
* Collect and store participant consent forms.

## 7. Conclusion

This usability testing plan will allow us to evaluate how users interact with the ticket buying web application. It will help identify usability issues, measure task performance, gather valuable user feedback, and provide guidance for making the interface more efficient, user-friendly, and intuitive.