

Usability testing

Observation setup: Each observation should take 15 minutes. User's screens should be recorded. Each user will be given 10 minutes to test the given functionality, and the remaining minutes will be used for a brief/debrief period each side. The user should be told they are given ten minutes, but not told that the time taken for each task will be recorded. If there are any anomalies in the recorded data once all the observations are complete, these people should ideally be interviewed as to gain an understanding as to why they had irregular user patterns. The recommendation would ideally be to pick users from a demographic of holiday goers. Provide a note sheet for testers to record their thoughts as they go along.

Usability test 1

Scenario 1:

User Story: As a customer, I want to be able to create an account in order to access the system's functionality.

Instructions: From the home page, click the 'customer login' button in the top right corner of the page. You will be met with a login form. Please click the 'create account' button at the bottom.

Please use the following details when creating an account:

- 1) Email: holidaygoer@outlook.com
- 2) First name: Susan
- 3) Last name: Jones
- 4) Address1: Portland Square
- 5) Address2: Plymouth
- 6) Postcode: PL49AJ
- 7) Password: UserTest789
- 8) Confirm Password: UserTest789

Time taken:

Which of the following would best describe the difficulty of this task? (check one box)				
Very Easy	Moderately Easy	Neutral	Moderately Hard	Very Hard
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What you felt went well

What you felt could be improved
Other things worth mentioning

Scenario 2:

User Story: As a Customer, I want to log in so I can use the system's functionality

Instructions: From the home page, click the 'customer login' button in the top right corner of the page. You will be met with a login form. Using the details provided, enter the relevant fields and click Login.

Email: holidaygoer@outlook.com

Password: UserTest789

Time taken:

Which of the following would best describe the difficulty of this task? (check one box)				
Very Easy	Moderately Easy	Neutral	Moderately Hard	Very Hard

What you felt went well
What you felt could be improved
Other things worth mentioning

Scenario 3:

User Story: As a customer, I want to book flights online so I can reduce administrative time at the airport.

Instructions: Navigate to the home page. Observe the list of flights. Book a flight from France to Germany.

Time taken:

Which of the following would best describe the difficulty of this task? (check one box)				
Very Easy	Moderately Easy	Neutral	Moderately Hard	Very Hard

What you felt went well
What you felt could be improved
Other things worth mentioning

Scenario 4:

User Story: As a customer, I want to be able to delete my account so my account can no longer be accessed.

Instructions: NOT YET IMPLEMENTED

Time taken:

Which of the following would best describe the difficulty of this task? (check one box)				
Very Easy	Moderately Easy	Neutral	Moderately Hard	Very Hard

What you felt went well

What you felt could be improved
Other things worth mentioning

Scenario 5:

User Story: As a customer, I want to search available flights so I can find a flight that fulfills my need (Time/Date, Departure and Arrival Destination, Cost)

Instructions: Navigate to the “Search for a flight” tab. Search for a flight between Germany and Switzerland on the 14/06/2021. Observe the result. Then Navigate to the Search for a flight tab, and search for a flight between London and New York on the 10/05/2020. Observe the result.

Time taken:

Which of the following would best describe the difficulty of this task? (check one box)				
Very Easy	Moderately Easy	Neutral	Moderately Hard	Very Hard

What you felt went well
What you felt could be improved
Other things worth mentioning

Scenario 6:

User Story: As a customer, I want to be able to create an account in order to access the system's functionality.

Instructions: SAME AS PREVIOUS TASK

Time taken:

Which of the following would best describe the difficulty of this task? (check one box)				
Very Easy	Moderately Easy	Neutral	Moderately Hard	Very Hard

What you felt went well
What you felt could be improved
Other things worth mentioning

Scenario 7:

User Story: As a customer, I want to be able to cancel flights to receive a refund.

Instructions: Navigate to the Bookings page. Observe the flights booked. Cancel the flight booked between France and Germany.

Time taken:

Which of the following would best describe the difficulty of this task? (check one box)				
Very Easy	Moderately Easy	Neutral	Moderately Hard	Very Hard

What you felt went well
What you felt could be improved
Other things worth mentioning

Scenario 8:

User Story: As a customer, I want to be able to pay for a flight.

Instructions:

Time taken:

Which of the following would best describe the difficulty of this task? (check one box)				
Very Easy	Moderately Easy	Neutral	Moderately Hard	Very Hard

What you felt went well
What you felt could be improved
Other things worth mentioning

Scenario 9:

User Story: As a customer, I want to be able to book hold space so I can take extra bags that would not fit in the passenger area.

Instructions:NOT YET IMPLEMENTED

Time taken:

Which of the following would best describe the difficulty of this task? (check one box)				
Very Easy	Moderately Easy	Neutral	Moderately Hard	Very Hard

What you felt went well

What you felt could be improved
Other things worth mentioning

Scenario 10:

User Story: As a customer, I want to be able to check the status of a flight so I can know ETA's and boarding information.

Instructions: NOT YET IMPLEMENTED

Time taken:

Which of the following would best describe the difficulty of this task? (check one box)				
Very Easy	Moderately Easy	Neutral	Moderately Hard	Very Hard

What you felt went well
What you felt could be improved
Other things worth mentioning

Usability test 2

Scenario 11:

User Story: As an Admin, I want to log in so I can use the system's functionality

Instructions: From the home page, click the 'admin login' button in the top right corner of the page. You will be met with a login form. Using the details provided, enter the relevant fields and click Login.

Please use the following details when logging in:

- 1) Username: admin
- 2) Password: pass1

Time taken:

Which of the following would best describe the difficulty of this task? (check one box)				
Very Easy	Moderately Easy	Neutral	Moderately Hard	Very Hard

What you felt went well
What you felt could be improved
Other things worth mentioning

Scenario 12:

User Story: As an Admin, I want to send a secure message to other employees so I can communicate effectively with my team.

Instructions: from the home page, please click the 'generate secure message button'. Tick the 'Encrypt' box at the bottom and enter the following message: "Welcome to Tempest Airlines".

Time taken:

Which of the following would best describe the difficulty of this task? (check one box)				
Very Easy	Moderately Easy	Neutral	Moderately Hard	Very Hard

What you felt went well
What you felt could be improved
Other things worth mentioning

Scenario 13:

User Story: As an Admin, i want to be able to remove a Customer's account.

Instructions: NOT YET IMPLEMENTED

Time taken:

Which of the following would best describe the difficulty of this task? (check one box)				
Very Easy	Moderately Easy	Neutral	Moderately Hard	Very Hard

What you felt went well
What you felt could be improved
Other things worth mentioning

Scenario 14:

User Story: As an Admin, I want to be able to remove another Admin's account.

Instructions: NOT YET IMPLEMENTED

Time taken:

Which of the following would best describe the difficulty of this task? (check one box)

Very Easy	Moderately Easy	Neutral	Moderately Hard	Very Hard

What you felt went well
What you felt could be improved
Other things worth mentioning

Scenario 15:

User Story: As an Admin, I want to view customer audits to view any discrepancies or problems in customer bookings

Instructions: NOT YET IMPLEMENTED

Time taken:

Which of the following would best describe the difficulty of this task? (check one box)				
Very Easy	Moderately Easy	Neutral	Moderately Hard	Very Hard

What you felt went well
What you felt could be improved
Other things worth mentioning

Scenario 16:

User Story: As an Admin, I want to be able to create more admin accounts.

Instructions: NOT YET IMPLEMENTED

Time taken:

Which of the following would best describe the difficulty of this task? (check one box)				
Very Easy	Moderately Easy	Neutral	Moderately Hard	Very Hard

What you felt went well
What you felt could be improved
Other things worth mentioning

Scenario 17:

User Story: As an Admin, I want to be able to cancel a customer flight.

Instructions: NOT YET IMPLEMENTED

Time taken:

Which of the following would best describe the difficulty of this task? (check one box)				
Very Easy	Moderately Easy	Neutral	Moderately Hard	Very Hard

What you felt went well
What you felt could be improved
Other things worth mentioning

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Scenario 18:

User Story: As an Admin, I want to be able to check the status of flights in order to update customers in the airport.

Instructions: NOT YET IMPLEMENTED

Time taken:

Which of the following would best describe the difficulty of this task? (check one box)				
Very Easy	Moderately Easy	Neutral	Moderately Hard	Very Hard

What you felt went well
What you felt could be improved
Other things worth mentioning

Scenario 19:

User Story: As an Admin, I want to be able to remove flights from the website.

Instructions: NOT YET IMPLEMENTED

Time taken:

Which of the following would best describe the difficulty of this task? (check one box)				
Very Easy	Moderately Easy	Neutral	Moderately Hard	Very Hard

What you felt went well
What you felt could be improved
Other things worth mentioning

Scenario 20:

User Story: As an Admin, I want to be able to add new flights.

Instructions: from the home page, please click the 'Add flight' button. You will be met with a flight plan form. Using the details provided, enter the relevant fields and click Add.

Origin: Madrid
Destination: New Zealand
Flight plan code: MDR732

Time taken:

Which of the following would best describe the difficulty of this task? (check one box)				
Very Easy	Moderately Easy	Neutral	Moderately Hard	Very Hard

What you felt went well
What you felt could be improved
Other things worth mentioning

Usability test 3

Scenario 21:

User Story: As a customer, I want to be able to create an account in order to access the system's functionality.

Instructions: From the home page, click the 'customer login' button in the top right corner of the page. You will be met with a login form. Please click the 'create account' button at the bottom.

Please use the following details when creating an account:

Email: flightcrew@outlook.com

First name: James

Last name: Banks

Address1: Portland Square

Address2: Plymouth

Postcode: PL49AJ

Password: Usability123

Confirm Password: Usability123

Time taken:

Which of the following would best describe the difficulty of this task? (check one box)				
Very Easy	Moderately Easy	Neutral	Moderately Hard	Very Hard
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What you felt went well
What you felt could be improved
Other things worth mentioning

Scenario 22:

User Story: As a Customer, I want to log in so I can use the system's functionality

Instructions: From the home page, click the 'customer login' button in the top right corner of the page. You will be met with a login form. Using the details provided, enter the relevant fields and click Login.

Email: frequentflyer@outlook.com

Password: tester5678

Time taken:

Which of the following would best describe the difficulty of this task? (check one box)				
Very Easy	Moderately Easy	Neutral	Moderately Hard	Very Hard

What you felt went well
What you felt could be improved
Other things worth mentioning

Scenario 23:

User Story: As a Customer, I want to send a secure message to airline employees so I can get help effectively.

Instructions: from the home page, please click the 'generate secure message button'. Tick the 'Encrypt' box at the bottom and enter the following message: "Hello, how do i book a flight?".

Time taken:

Which of the following would best describe the difficulty of this task? (check one box)				
Very Easy	Moderately Easy	Neutral	Moderately Hard	Very Hard

What you felt went well
What you felt could be improved
Other things worth mentioning

Scenario 24:

User Story: As a Customer, I want to be able to navigate through the web pages with ease.

Instructions: from the home page, please navigate to the following pages:

- 1) Search for a flight
- 2) Bookings
- 3) Generate a secure message

Time taken:

Which of the following would best describe the difficulty of this task? (check one box)				
Very Easy	Moderately Easy	Neutral	Moderately Hard	Very Hard

What you felt went well
What you felt could be improved
Other things worth mentioning

Scenario 25:

User Story: As an Admin, I want to be able to navigate through the web pages with ease.

Instructions: from the home page, please navigate to the following pages:

- 1) Add flight

- 2) Add Journey
- 3) Generate a secure message
- 4) View statistics

Time taken:

Which of the following would best describe the difficulty of this task? (check one box)				
Very Easy	Moderately Easy	Neutral	Moderately Hard	Very Hard

What you felt went well
What you felt could be improved
Other things worth mentioning

Scenario 26:

User Story: As an Admin, I want to be able to add new journeys.

Instructions: from the home page, please click on the 'Add Journey' button. You will be met with an 'Add Journey' form. Using the details provided, enter the relevant fields and click Add.

Flight Plan Code: ES456
 Journey Date: 02/04/2020
 Departure Time: 09:00
 Arrival Time: 15:00
 Available Seats: 30
 Price: £125

Time taken:

Which of the following would best describe the difficulty of this task? (check one box)				
Very Easy	Moderately Easy	Neutral	Moderately Hard	Very Hard

What you felt went well
What you felt could be improved
Other things worth mentioning