**HCI Test 1**

**Thank you for participating in our usability testing. Please complete each scenario in order by reading the user story, following the set instructions and then completing the feedback form.**

**Please email the finished form to** flightcrew2020@protonmail.com

**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. Using the details provided, enter the relevant fields and click ‘Create account’ at the bottom of the form.

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 |
|  | ✓ |  |  |  |

|  |
| --- |
| What you felt went well |
| Easy to follow instructions, website flow is good. |
| What you felt could be improved |
| The user account was already created which prevented testing the provided details.  The terms and conditions should be on the same page in a popup box, as to prevent re-typing details. |
| 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.

1. Email: [holidaygoer@outlook.com](mailto:holidaygoer@outlook.com)
2. 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 |
| Login worked perfectly and redirected to the appropriate page. |
| What you felt could be improved |
| Nothing. |
| Other things worth mentioning |
|  |

**Scenario 3:**

User Story: As a customer, I want to be able to book flights online.

Instructions: Navigate to the home page by clicking the ‘Home’ button in the menu bar. Observe the list of flights. Book a flight from London to New York.

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 |
| Booking works great and shows a confirmation. |
| What you felt could be improved |
| Website should redirect to bookings page for faster pay/delete. |
| Other things worth mentioning |
|  |

**Scenario 4:**

User Story: As a customer, I want to be able to check my current bookings.

Instructions: From the home page, click the ‘Bookings’ tab in the menu bar. You will be shown your current bookings.

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 |
| Shows all bookings correctly. |
| What you felt could be improved |
| Nothing. |
| Other things worth mentioning |
|  |

**Scenario 5:**

User Story: As a customer, I want to be able to search through available flights so that 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 London and Zurich on the 09/07/2020. Observe the result. Remain on this results page for the next scenario.

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 |
| Search operated well. |
| What you felt could be improved |
| There were multiple options for the same place in the dropdown, only one should be shown to avoid confusion. |
| Other things worth mentioning |
|  |

**Scenario 6:**

User Story: As a customer, I want to be able to book flights online.

Instructions: From the search results, book the flight from London to Zurich on the 09/07/2020.

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 |
| Booking worked well. |
| What you felt could be improved |
| Should redirect to the booking page afterwards. |
| Other things worth mentioning |
|  |

**Scenario 7:**

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

Instructions: Navigate to the ‘Bookings’ page. Observe the flights booked. Cancel the flight booked between London and New York on the 09/07/2020.

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 |
| Cancelling a flight is easy and shows confirmation. |
| What you felt could be improved |
| Nothing. |
| Other things worth mentioning |
|  |

**Scenario 8:**

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

Instructions: Navigate to the ‘Bookings’ page. Pay for the flight from Alicante to Paris on the 03/08/2020. This should now be confirmed. Click the ‘Bookings’ tab in the menu bar once again and observe that the flight has now been confirmed.

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 |
| The booking confirmed successfully. |
| What you felt could be improved |
| Nothing. |
| Other things worth mentioning |
|  |

**Scenario 9:**

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

Instructions: From the home page, click the ‘Contact’ tab. Tick the ‘Encrypt’ box at the bottom and enter the following message: “Hello, how do I book a flight?”. Then click calculate. The result should be:” Khoor, krz gr l errn d ioljkw?”.

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 |
| Encrypts message and shows the result. |
| What you felt could be improved |
| Include a way to send the message to the support team. |
| Other things worth mentioning |
|  |

**Scenario 10:**

User Story: As a customer, I want to be able to log out of my account after I have finished using the application.

Instructions: From the home page, click the ‘Logout’ button in the top right corner of the page. You should receive confirmation of a successful logout.

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 |
| Simple to log out. |
| What you felt could be improved |
| Nothing. |
| Other things worth mentioning |
|  |