**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 |
| x |  |  |  |  |

|  |
| --- |
| What you felt went well |
| The path to reach account creation was clear and well thought out, and the page was nicely laid out |
| What you felt could be improved |
| Navigation aback to the page from the terms and conditions would be an added bonus as well as cleaning the layout of the “you are now registered page” so that the login link isn’t directly next to the text as seen in the video. |
| 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 |
| x |  |  |  |  |

|  |
| --- |
| What you felt went well |
| Easy to find all the buttons, and clear layout |
| What you felt could be improved |
| Nothing for this stage |
| 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: (microphone broke, only have first 2 recordings)

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

|  |
| --- |
| What you felt went well |
| Simple and well thought out table with only the needed details shown |
| What you felt could be improved |
| Maybe the flight confirmation could have been a popup rather than a separate page so the user can then navigate to pay for the booking or book another flight easily |
| 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 |
| x |  |  |  |  |

|  |
| --- |
| What you felt went well |
| Simple navigation, and well laid out page |
| What you felt could be improved |
| Nothing here |
| 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 |
| x |  |  |  |  |

|  |
| --- |
| What you felt went well |
| Simple search method, liked the drop down boxes |
| What you felt could be improved |
| Drop down boxes had Zurich duplicated, no search parameter for cost yet |
| 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 |
| x |  |  |  |  |

|  |
| --- |
| What you felt went well |
| Nice simple button on the search results |
| What you felt could be improved |
| As per previous booking scenario could have used a popup so that the user can then go and book a return flight without leaving the page |
| 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 |
| x |  |  |  |  |

|  |
| --- |
| What you felt went well |
| Well placed cancel button |
| What you felt could be improved |
| Nothing here |
| 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 |
| x |  |  |  |  |

|  |
| --- |
| What you felt went well |
| Simple way to confirm bookings |
| What you felt could be improved |
| Again I felt that navigating to a separate page for the purpose of confirmation was unnecessary |
| 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 |
| x |  |  |  |  |

|  |
| --- |
| What you felt went well |
| Simple way to secure messages, and well laid out |
| What you felt could be improved |
| Being able to send the message to the employee functionality missing |
| 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 |
| x |  |  |  |  |

|  |
| --- |
| What you felt went well |
| Simple way to log out |
| What you felt could be improved |
| Could improve the size of the link for those who have visual impairments |
| Other things worth mentioning |
|  |