**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: 2mins 13secs

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 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 actual form is easy to understand |
| What you felt could be improved |
| The create account button could be moved more separately from the rest of the login page. The register button is less clear than the terms and conditions button so my eye’s weren’t as drawn to it as they could be. |
| Other things worth mentioning |
| I would make the terms and conditions a hyperlink rather than a button. |

**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: 8secs

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 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 get to and clear where to enter the information |
| What you felt could be improved |
| Perhaps making the login button stand out more |
| Other things worth mentioning |
| Again, moving the create account button away from the rest of the form |

**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: 6secs

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 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 |
| Very straightforward and |
| What you felt could be improved |
| Perhaps using an alternating colour for the rows to make it easier to read. |
| Other things worth mentioning |
| n/a |

**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 |
| Again easy to navigate to. Clear difference between confirmed and unconfirmed bookings. |
| What you felt could be improved |
| Again, alternating row colours to help differentiate the bookings from each other |
| Other things worth mentioning |
| n/a |

**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: 20secs

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 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 drop down boxes help not to overwhelm a user |
| What you felt could be improved |
| There were two London’s and two Zurichs which was confusing |
| Other things worth mentioning |
| n/a |

**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: 3secs

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 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 |
| Very easy to locate the book button, good to have the flight booked message |
| What you felt could be improved |
| n/a |
| Other things worth mentioning |
| n/a |

**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: 6secs

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 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 get to the page, cancel button clear, good confirmation after. |
| What you felt could be improved |
| Perhaps some kind of “Are you sure” function as it is possible to cancel by accident |
| Other things worth mentioning |
| The task and the flights didn’t match properly |

**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 |
| Easy to get to the page, cancel button clear, good confirmation after. |
| What you felt could be improved |
| The confirmation would look more professional with capitalisation |
| Other things worth mentioning |
| The task and the flights didn’t match properly |

**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: 10secs

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 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 get to the page, clear result |
| What you felt could be improved |
| Consistency with the button style across the website |
| Other things worth mentioning |
| n/a |

**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: 3secs

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 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 logout, good confirmation message |
| What you felt could be improved |
| Adding an “Are you sure you want to logout” to prevent accidental logging out |
| Other things worth mentioning |
| n/a |