**HCI test 2**

**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 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 will 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: 5secs

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 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 |
| Clear to navigate to |
| What you felt could be improved |
| Consistent buttons |
| Other things worth mentioning |
| n/a |

**Scenario 2:**

User Story: As an Admin, I want to be able to check the status of current flights.

Instructions: From the home page, click the ‘Add Flight’ tab in the menu bar. Observe the current flight plans at the bottom of the page.

Time taken: 15 secs

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 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 navigate |
| What you felt could be improved |
| Went I tried to return to the page later it stopped working then started working again later |
| Other things worth mentioning |
|  |

**Scenario 2:**

User Story: As an Admin, I want to send a secure message to other employees and customers.

Instructions: From the home page, click the ‘Contact’ tab in the menu bar. Tick the ‘Encrypt’ box at the bottom and enter the following message into the text field: Welcome to Tempest Airlines. Click calculate. The result should be: Zhofrph wr Whpshvw Dluolqhv

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 navigate to |
| What you felt could be improved |
| n/a |
| Other things worth mentioning |
| n/a |

**Scenario 3:**

User Story: As an Admin, I want to be able to decrypt a secure message I have received.

Instructions: From the home page, click the ‘Contact’ tab in the menu bar. Tick the ‘Decrypt’ box at the bottom and enter the result from the previous scenario into the text field: Zhofrph wr Whpshvw Dluolqhv. Click calculate. The result should be: Welcome to Tempest Airlines

Time taken: 10 secs

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 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, clear response |
| What you felt could be improved |
| Maybe include the response on the same page? |
| Other things worth mentioning |
| n/a |

**Scenario 4:**

User Story: As an Admin, I want to be able to add a new Airport to the database.

Instructions: From the home page, navigate to the ‘Add Airport’ tab. You will be met with a details form. Using the details provided, enter the relevant fields and then click ‘add’:

1. Code: Tokyo (TKY)
2. Name: Tokyo Airport
3. Country: Japan
4. Latitude: 35.553333
5. Longitude: 139.781113

You should receive confirmation that the airport has been added. Navigate to the ‘Add Airport’ tab in the menu bar once again and check that the new airport is in the ‘Current Airports’ list at the bottom of the page.

Time taken: 26secs

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 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 |
| Clear layout |
| What you felt could be improved |
| The exact lat and long couldn’t be entered due to a length limit |
| Other things worth mentioning |
| n/a |

**Scenario 5:**

User Story: As an Admin, I want to be able to add a new journey to the database.

Instructions: From the home page, navigate to the ‘Add Journey’ tab. You will be met with a details form. Using the details provided, enter the relevant fields and then click ‘add’:

1. Flight Plan Code: LZR400
2. Journey Date: 30/08/2020
3. Departure Time: 10:00
4. Arrival Time: 14:00
5. Available Seats: 80
6. Price: 65

Time taken:n/a

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 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 |
| When I went to add a journey nothing but the header loaded |

**Scenario 6:**

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

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.

* 1. Origin: Madrid
  2. Destination: New Zealand
  3. Flight plan code: MDR732

Time taken: n/a

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 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 |
| When I did this the first time it worked and was clear |
| What you felt could be improved |
| When I went to do this a second time nothing but the header loaded |
| Other things worth mentioning |
|  |

**Scenario 7:**

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

Instructions: From the home page, navigate to the ‘View Audit Log’ tab. Observe the generated audit log.

Time taken: n/a

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 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 |
| The page loaded nothing at all |

**Scenario 8:**

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

Instructions: From the home page, navigate to the following pages:

1. Add Flight
2. Add Journey
3. View Audit Log
4. Contact
5. Add Airport
6. Home

Time taken:n/a

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 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 |
| Not all pages would load properly |

**Scenario 9:**

User Story: As a user of the application, I want each page to feel and look the same, be appealing and intuitive to use.

Instructions: Following on from the previous scenario, did the web pages all feel and look the same? Were they appealing and intuitive to use?

|  |
| --- |
| What you felt went well |
| They are generally very consistent, only some buttons don’t match up |
| What you felt could be improved |
|  |
| Other things worth mentioning |
| I was unable to view all pages |

**Scenario 10:**

User Story: As an admin, 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: 2secs

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 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 |
| Clear to do, good confirmation |
| What you felt could be improved |
|  |
| Other things worth mentioning |
|  |