

CSCI 5601 – Milestone 2

(Due: Sunday, November 20 at 11:00pm)

Group Information

Date: November 20, 2022

Group Name: Team Orange

Names

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Study Summary and Data Analysis (~2 pages)

Study Purpose and Objectives: What was the purpose and objectives of your first study (~.5 page)

Study Purpose

Over the years, travelling has not been confined to work-related and personal reasons; now, it has become a hobby, and people find reasons to travel and plan vacations more often. Booking vacations has also become much easier than it used to be, thanks to online platforms and mobile apps. There is always room for improvement for such apps. These apps become increasingly challenging to use as they add more features.

For this purpose, we previously explored a couple of apps, out of which we selected MakeMyTrip as the base app to perform the study, which will reflect how users interact with the app and how they perform the tasks. It is crucial to study and gather data on how different users perceive the features like flight booking, hotel booking, cab booking etc., differently to complete a booking task. The information obtained might help shape design decisions. The observations and the feedback will help us create prototypes for our travel pre-planner app.

Objectives

1. Understanding how users perceive features of existing applications.
 - Understanding how the users perceive the features of existing applications is essential. Studying existing applications with users gives us insight into developing a new application so we can avoid bad design choices. Different features can be perceived differently by the users.
2. Understanding existing practices and approaches by research.
 - It is important to study existing applications, like how they implement features, how difficult they are to use, and how many features it takes to complete a task.
3. Understanding user needs for pre-planning a vacation trip.
 - It is essential to know what the key features are. It is also important to keep the user suggestions and feedback in mind to simplify features and focus on more key features.
4. Understanding challenges while making bookings.

- Identifying any areas of concern that make the users face challenges while making bookings; users may find some of the features confusing, and it may consume more time.

Data Analysis (~1.5 pages) (Use the following sub-headings to describe the affinity process)

Analysis Process:

From the actual study performed in lab, we created sticky multiple notes from the interview and observation data. Each of the sticky notes was handwritten. They were declarative and to the point. The notes were made such that they were self-explanatory and could hold the context they were written in. Each note represented one point or observation. We did multiple rounds where we categorized these notes into groups/categories. During each round these groups were more refined, and we tried to be more specific by refining every round. For each group, we came up with a rough theme for every group, every round. By the final round, the themes were finalized (see **Figure 3**).

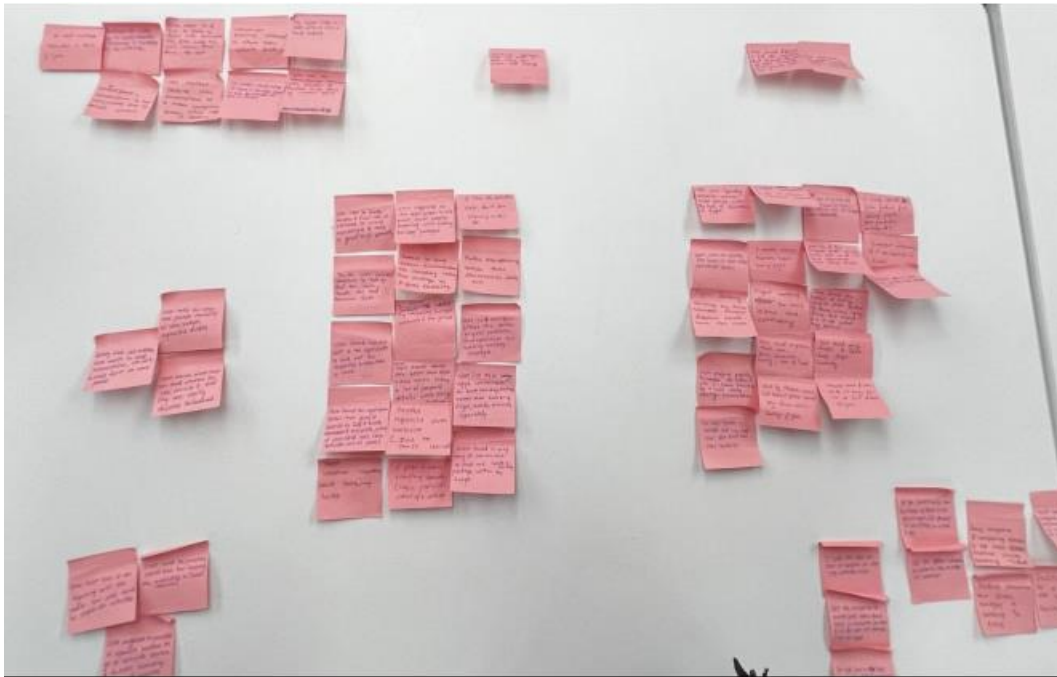


Figure 1. Round 1 of Affinity diagramming.



Figure 2. Round 2 of affinity diagramming.

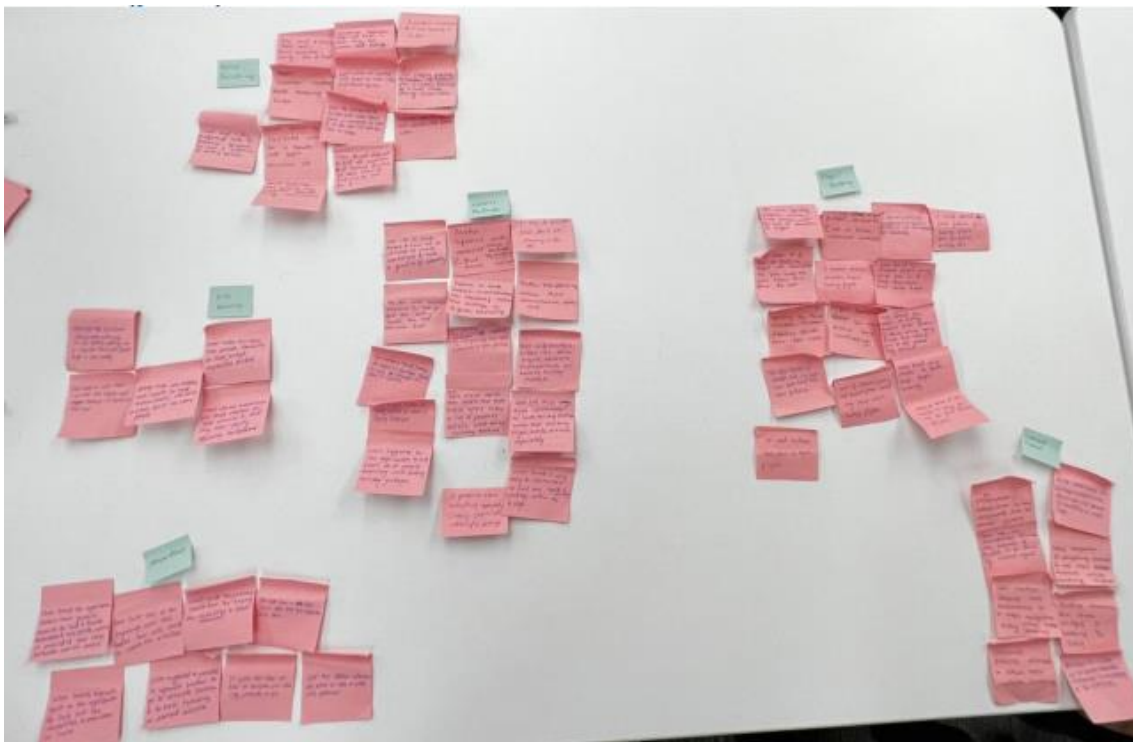


Figure 3. Final round of Affinity diagramming.

Data Analysis/Results:

By the final round, six themes were decided. The team discussed each theme and discussed observations from previous rounds. The six themes are as follows:

- 1) Flight booking: Budget and timings were the prominent filters that the users used while booking the flights. Overall, the experience for booking a flight was very good.

- 2) Attractions/Activities: Users felt lost before finding any leads to find attractions. Since there was no specific tab for attractions/activities, the user's had a hard time finding good attractions or activities.
- 3) Cab booking: Users usually wanted to book cab services offline because of trust and safety issues.
- 4) Holiday Packages: The users liked holiday packages but wanted to have more flexibility to customize their packages.
- 5) Hotel booking: Users took a lot of time to book hotels since they wanted to compare multiple hotels (for price, amenities, etc.) before making a final choice.
- 6) Issues/Flaws: General issues/complaints like bombarding users with a lot of filters, preference of desktop over mobile apps for bookings, etc.

Overall, the results from the affinity diagram met the objectives by giving us detailed insight about the way users performed the tasks and areas of improvement.

Suggested Features:

Overall, there were a lot of suggested features from affinity diagramming. At the end, 8 features were suggested from affinity diagramming. The features covered a broad area of the vacation pre-trip planning application. They are as follows:

- 1) Hotel Comparison: Facilitates comparison between two hotels about various aspects that enables user to make a wise choice.
- 2) Flights list based on timings: It allows user to filter flights by departure and arrival times.
- 3) Activity feature on homepage: It will provide user a tab/link for directly accessing attractions/activities page.
- 4) Activities available based on dates: It will display only the activities/attractions that are available for booking on certain dates provided by the users.
- 5) Similar Hotels: It recommends similar hotels for the hotels selected by the user.
- 6) Holiday package customization: It let's user customize their holiday package by selecting different set of hotels, flights etc.
- 7) Visa/vaccine: It facilitates user to store their visa and vaccination related information.
- 8) Filter categorization: It categorized filters into basic and advanced filters. Basic filters were the ones which are more likely to be used, this way users will only see relevant filters. Advanced filters will allow users to have more granularity towards their selection.

Features to Prototype:

After reviewing all the 8 suggested features. The three features selected to prototype are:

- 1) Flights list based on timings
- 2) Activities/Attractions available based on dates
- 3) Hotel Comparison

These features will supplement the existing features and provide consumers with more freedom. Flight booking with a time filter allows users to define the departure after and arrival by times, further refining the results and displaying only flights that fall within the time window specified by the user. Attraction based on dates provided by user will filter all activities/attractions based on the dates specified by the user, removing the time complexity of the user trying to book a slot in any attraction and ultimately indicating that the related activity is not available on the day. Hotel Comparison allows the user to compare one hotel to another in terms of pricing, location, amenities, and other services, allowing the user to make a more informed decision based on their needs.

Data Modeling and Prototype (~1.5-2 pages)

User Tasks (based on decided features from the Data Analysis)

The three user tasks were as following:

- 1) Filter flights with a range of travel time:
User will search for flights with the basic information and will later apply a filter for flight's arrival and departure time.
- 2) Filtering attractions/activities based on dates:
User will search for activities/attractions for a particular city and will apply a filter which will allow user to select from a range of dates. After applying the filter, the user will see the attraction/activities that are available for booking on those selected date range.
- 3) Compare hotels:
User will search for hotels by providing basic information. A user can then select a hotel and add it to a comparison list. The user can again add one or more hotels for comparison. At the end, the user can view comparison of the hotels side-by-side.

Prototype Process and Description

For developing the low-fidelity prototypes we used Balsamiq mockup tool. For each feature, we designed the complete flow of the task. Because we were evaluating for a mobile application, we created prototypes for a mobile phone app. We considered ease-of-use of the features to prototype by making all the features easily accessible from filters or by buttons.

Each of the three images (of features) below play an important role in users' task.

- 1) Feature to filter our flights by arrival and departure time.**

← Filters

Time Filter

Depart After 12:00 pm ▾

Arrive By 18:00 pm ▾

Price

\$200 ————— \$700

Airlines

☐ Air India

☒ Indigo

☐ Air Canada

Submit

2) Feature to filter our activities based on user's selected date range.

← Filter Activities

Categories

Entertainment ▾

Available on

From Select date ▾ To Select date ▾

Price

\$100 ————— \$1000

Apply

3) Features to compare features of hotels side-by-side.



Cognitive Walkthrough Description (~.5 page)

Below are the three cognitive walkthroughs designed for evaluation. Each of the cognitive walkthrough represents one task with a scenario.

- 1) Users can filter the flights based on the time.
- 2) Users can view the available activities and attractions for booking on desired dates.
- 3) Users can compare two hotels.

Each of the cognitive walkthroughs includes use case and prototypes with the step number(s) mentioned with them and evaluation table which has three questions and fields to answer them with reasoning and severity. Detailed cognitive walkthrough sheets are mentioned in Appendix C.

Appendices

Appendix A – Persona (provided)

Appendix B -- **Tasks**, Scenarios, Use Cases and Prototype for each feature

Appendix C – Cognitive Walkthrough Sheets

Appendix D – Work Breakdown

Note: each Appendix should start on a new page.

Abby Jones¹



- 26 years old
- PhD Student in Science
- Lives in Halifax, NS

Abby has always liked music. When she drives her car to school in the morning, she listens to music that spans a wide variety of styles. But when she arrives at school, she turns it off, and begins her day by scanning all her emails first to get an overall picture before answering any of them.

Background and skills

Abby's research is in Biology. She is comfortable with the technologies she uses regularly, but she just started working in a new lab 1 week ago, and their software systems are new to her.

Abby says she's a "numbers person," but she has never taken any computer programming or IT systems classes. She likes Math and knows how to think with numbers. She writes and edits spreadsheet formulas in her work.

In her free time, she also enjoys working with numbers and logic. She especially likes working out puzzles and puzzle games, either on paper or on the computer.

Motivations and Attitudes

- **Motivations:** Abby uses technologies to accomplish her tasks. She learns new technologies if and when she needs to, but prefers to use methods she is already familiar and comfortable with, to keep her focus on the tasks she cares about.
- **Computer Self-Efficacy:** Abby has low confidence about doing unfamiliar computing tasks. If problems arise with her technology, she often blames herself for these problems. This affects whether and how she will persevere with a task if technology problems have arisen.
- **Attitude toward Risk:** Abby's life is a little complicated and she rarely has spare time. So she is risk averse about using unfamiliar technologies that might need her to spend extra time on them, even if the new features might be relevant. She instead performs tasks using familiar features, because they're more predictable about what she will get from them and how much time they will take.

How Abby Works with Information and Learns:

- **Information Processing Style:** Abby tends towards a *comprehensive information processing style* when she needs to more information. So, instead of acting upon the first option that seems promising, she gathers information comprehensively to try to form a complete understanding of the problem before trying to solve it. Thus, her style is "burst-y"; first she reads a lot, then she acts on it in a batch of activity.
- **Learning: by Process vs. by Tinkering:** When learning new technology, Abby leans toward process-oriented learning, e.g., tutorials, step-by-step processes, wizards, online how-to videos, etc. She doesn't particularly like learning by tinkering with software (i.e., just trying out new features or commands to see what they do), but when she does tinker, it has positive effects on her understanding of the software.

¹Abby represents users with motivations/attitudes and information/learning styles similar to hers. For data on females and males similar to and different from Abby, see <http://eusesconsortium.org/gender/gender.php>

Appendix B – Task, Scenario, Use-cases and Prototype images

Three features

Feature	Description of the feature
Flight booking with a time filter	It allows the user to specify the depart after and arrive by timings, which further refines the results and only displays flights within the time frame specified by the user.
Attraction depending on the dates provided by the user	It displays just the activities and attractions that are available for booking on the dates provided by the user.
Hotel booking with comparison to other hotels.	It allows users to compare one hotel to another based on pricing, location, facilities, and other services. This allows the user to make a more informed decision depending on their needs.

Feature1: Time Filter for flight search

Task Name: Introducing Time filter to fetch flights between range of time

Task Scenario:

Abby is a PhD student who lives in Halifax, NS. Abby is going to Delhi to give surprise to her mother for her birthday at 12:00 am which is on that 8th December 2022; however, she has to attend a conference on that same day at 01:00 pm in the afternoon. She is unsure about the flight that in between this time range which is from 01:00 pm – 12:00. Abby uses “MakeMyTrip” application to book flight tickets using time filter.

Use-Case

Normal Case

1. The system displays the screen to enter flight details.
2. The user provides the details to the system.
3. The user applies the search.
4. The system shows various flights based on user's input.
5. The system also shows an option to apply filters on the results.
6. The user clicks the filter button.
7. The system displays the various filters.
8. The user selects the depart after and arrive by time.
9. The user applies the filter.
10. The system shows the flights for the time selected by the user.
11. The system also displays the applied filter by the user on the flights list screen.
12. The user is also able to browse through various available flights in time range.

Alternative Case

2.1 User enters the invalid city which doesn't exist or invalid date. The system prompts the user to provide a valid city again and enter valid date (#2).

8.1 User provides invalid departure after time and arrival at time. The system prompts the user to enter valid time (#8).

Prototype Images (you may have more or fewer images than rows – add and delete as necessary)

Image 1: Steps 1-3

← Flight Search

One Way Roundtrip Multicity

From HALIFAX YHZ
Halifax Intl-NS

To NEW DELHI DEL
Indira Gandhi Airport

Departure Date Return Date

08/12/2022 15/12/2022

Number of Travellers ▼

Search

Image 2: Steps 4-6

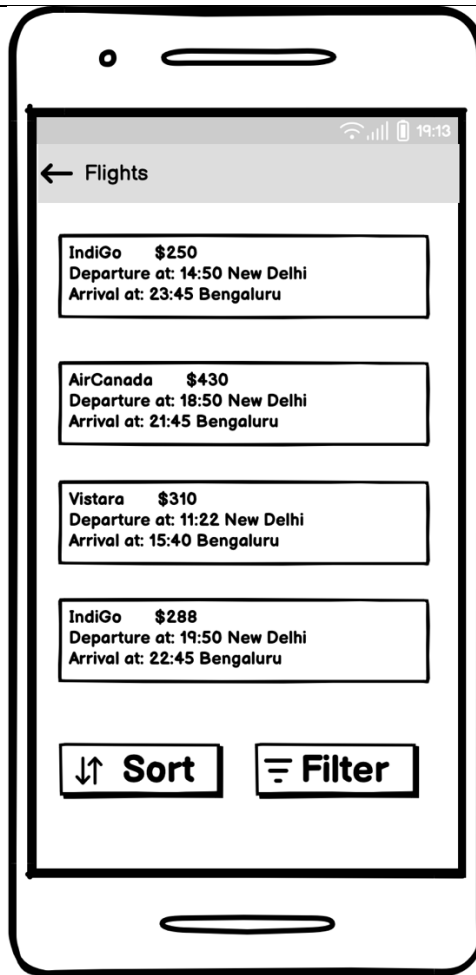


Image 3: Steps 7

← Filters

Time Filter

Depart After Select Time ▼

Arrive By Select Time ▼

Price

\$200 \$700

Airlines

☐ Air India

☒ Indigo

☐ Air Canada

Submit

Image 4: Steps 8-9

← Filters

Time Filter

Depart After 12:00 pm ▾

Arrive By 18:00 pm ▾

Price

\$200 ————— \$700

Airlines

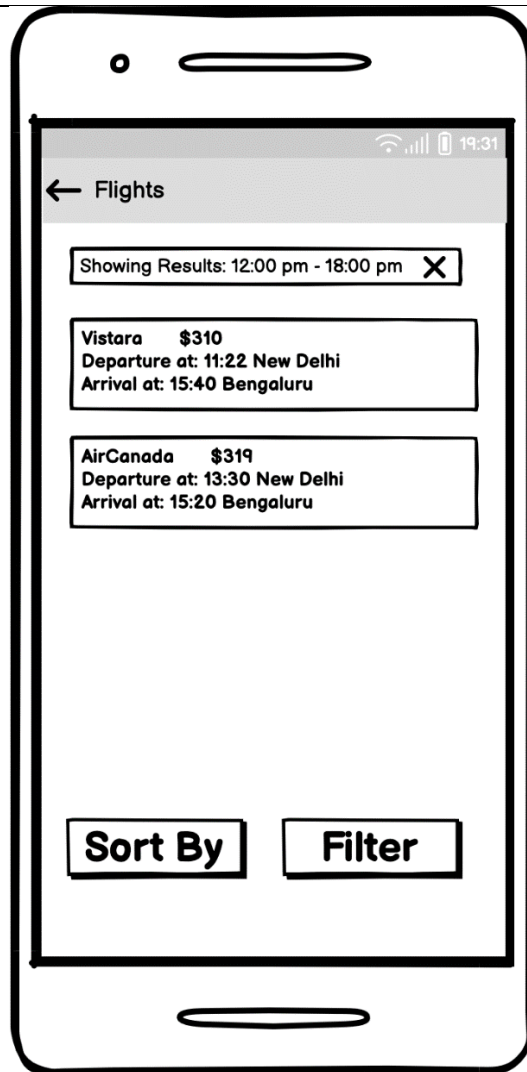
☐ Air India

☒ Indigo

☐ Air Canada

Submit

Image 5: Steps 10-12



Feature 2: Filtering available activities/attractions based on dates provided by user

Task Name: Filter attractions based on dates

Task Scenario: Abby is a PHD student who lives in Halifax, NS. She is presenting her research in Dubai on her area of interest. She wants to make most of the trip and wants to visit some of the famous attractions during the trip. She has time from 17/Nov/2022 to 20/Nov/2022. She wants to see the available attractions on the desired dates.

Use-Case

Normal Case

1. The system displays the various features in the app.
2. The user selects the activities option.
3. The system displays various cities and a search bar to search the city.
4. User enters a city.
5. The system displays the various activities in the city and a filter.

6. The user clicks the filter button.
7. The system displays the various filters.
8. The user provides the start and end dates.
9. The user applies the filter.
10. The system displays the activities and attractions based on the dates selected.
11. The system shows a tag for the applied filter.

Alternative Case

4.1 User enters the invalid city which doesn't exist. The system prompts the user to provide a valid city again (#4).

8.1 User provides invalid start date and end date. The system prompts the user to enter valid date again (#8).

Prototype Images (you may have more or fewer images that rows – add and delete as necessary)

Image 1: Steps 1-2



Image 2: Step 3

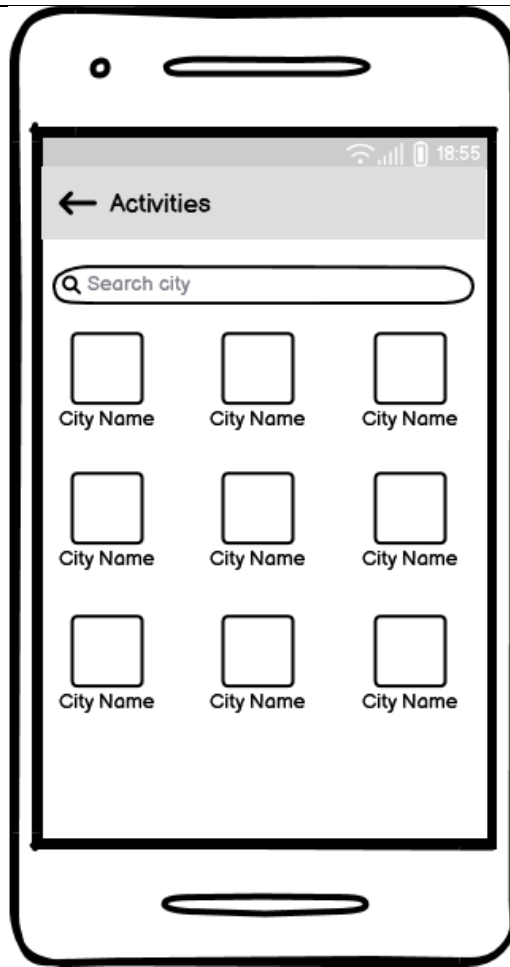


Image 3: Step 4

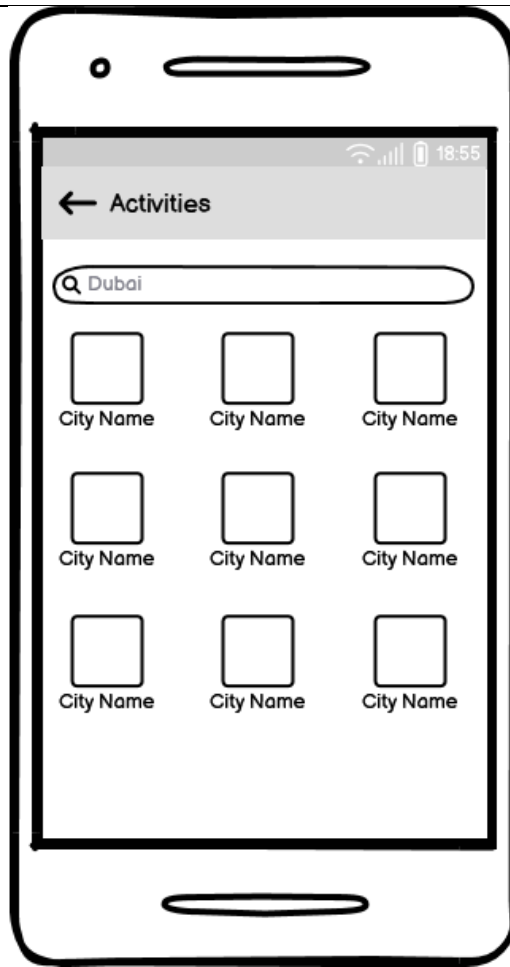


Image 4: Steps 5-6

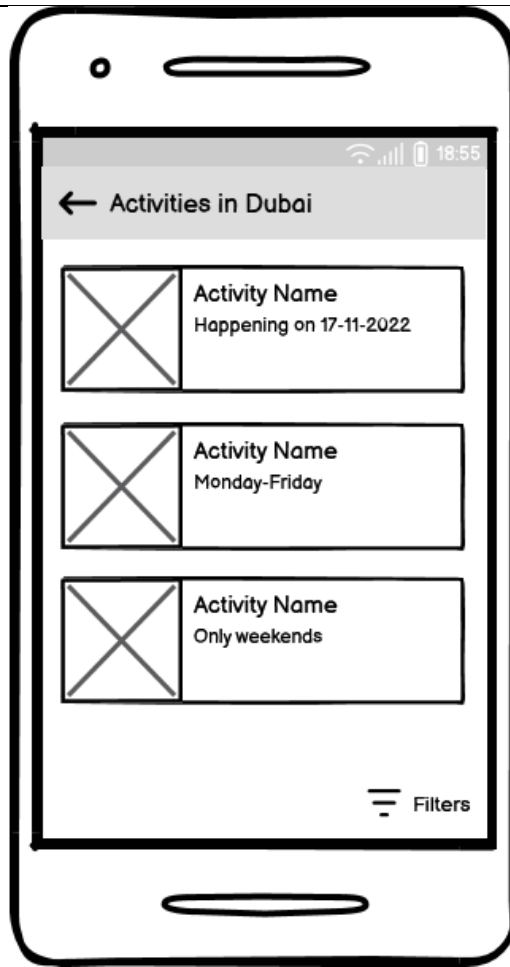


Image 5: Steps 7, 8 and 9

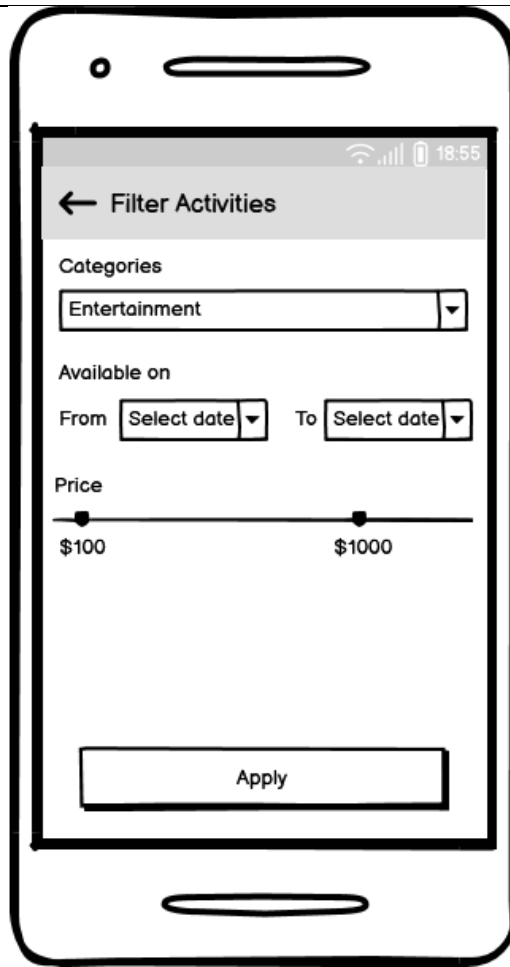


Image 6: Steps 10-11



Feature 3: Compare the two hotels selected by user.

Task Name: Filter attractions based on dates

Task Scenario: Abby is a PHD student who lives in Halifax, NS. She is presenting her research in Dubai on her area of interest. She wants to book hotels for the trip for the dates 17/Nov/2022 to 20/Nov/2022. She goes through the various hotels and wants to compare two hotels. She should be able to compare two hotels and make a wise choice based on her preferences and requirements.

Use-Case

Normal Case

1. The system displays the various features in the app.
2. The user selects the hotels option.
3. The system prompts the user to enter the hotel details like city, dates etc.
4. The user provides the details to the system.
5. The user applies the search.
6. The system displays a list of hotels based on the details provided by user.
7. The user goes through the list and clicks on hotel 1 to view more about it.
8. The system displays the details of hotel 1.
9. The system gives an option to user to add it to compare.
10. The user selects the option to add to compare.

11. The user goes back to the list of hotels.
12. The user selects the hotel 2.
13. The system displays the details of user 2.
14. The system also gives user an option to compare this hotel with previously selected hotel.
15. User selects the option to compare with previously selected hotel.
16. The system displays the comparison of the two hotels and helps user to make the choice.

Alternative Case

4.1 User provides invalid details to the system. The system asks the user to provide the correct details again (#4).

Prototype Images (you may have more or fewer images that rows – add and delete as necessary)

Image 1: Steps 1-2



Image 2: Steps 3-5

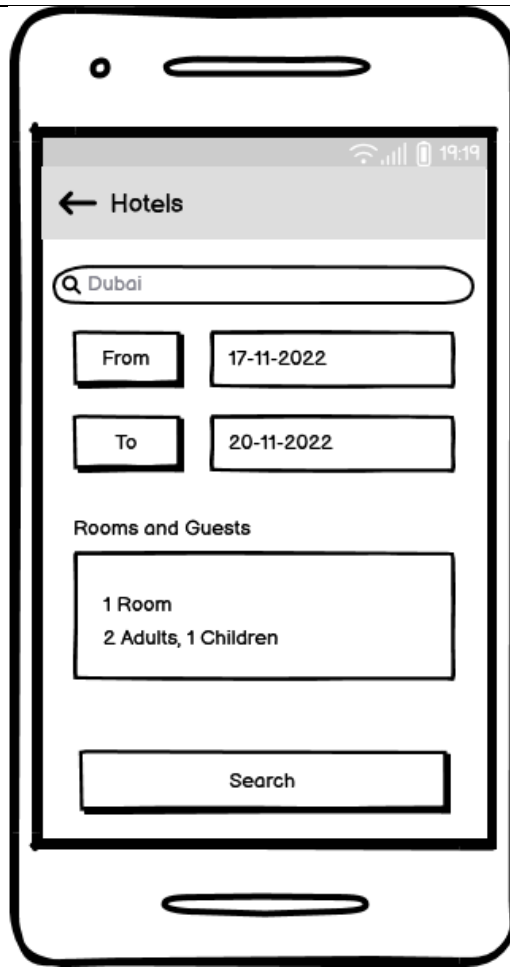


Image 3: Steps 6-7

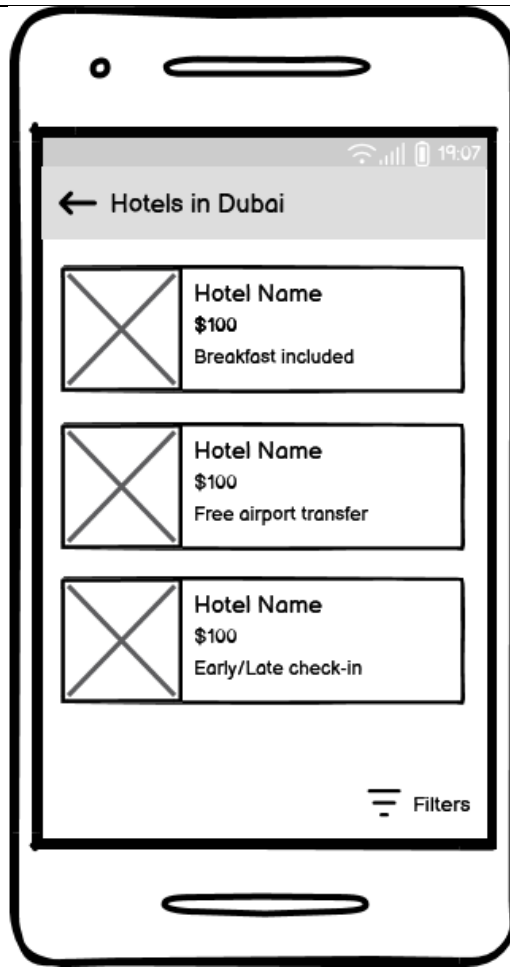


Image 4: Steps 8-10

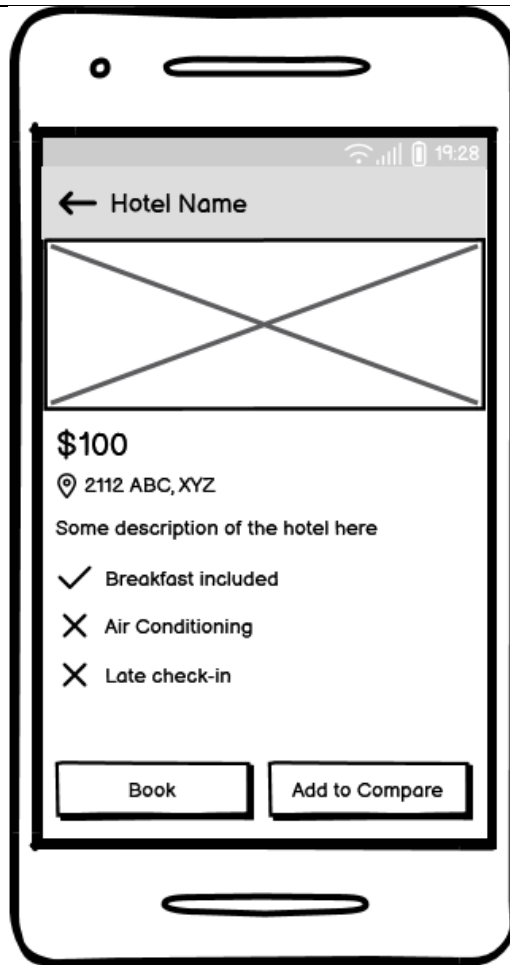


Image 5: Steps 11-12

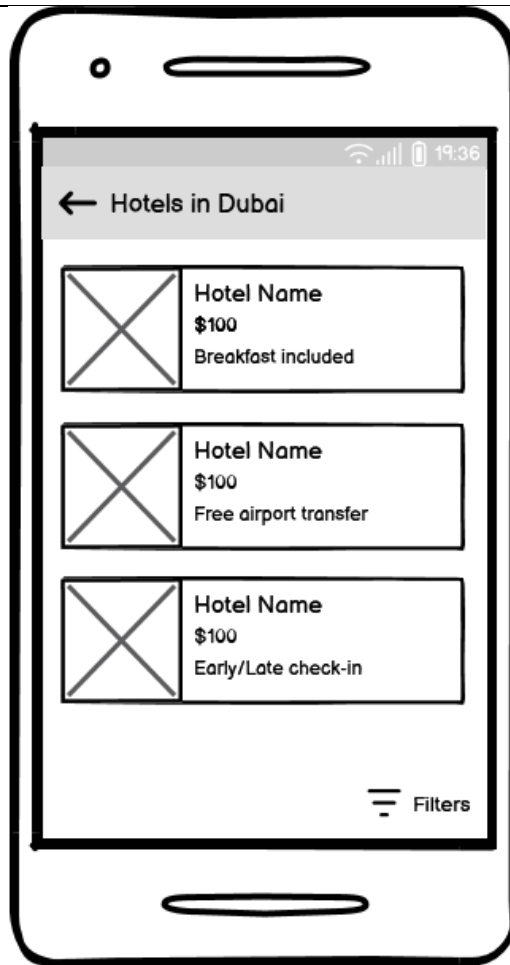


Image 6: Steps 13-15

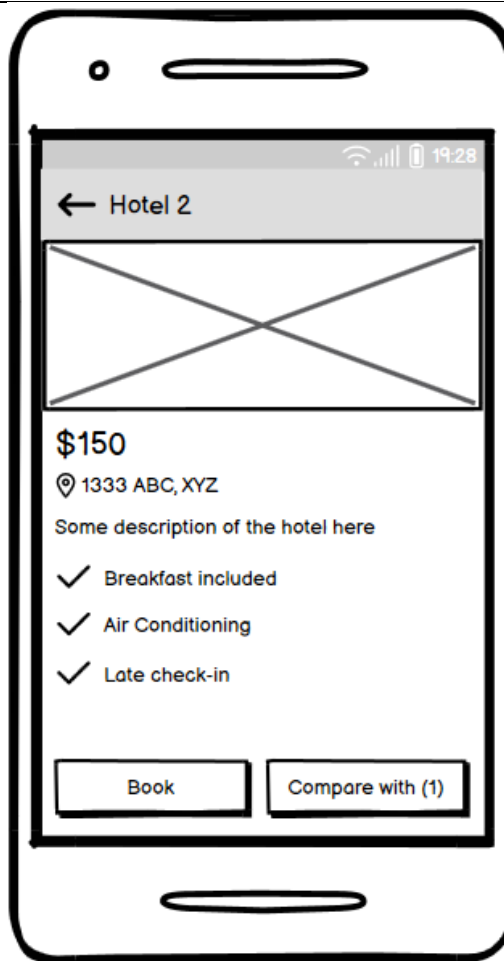


Image 7: Steps 16

← Compare		
Features	Hotel 1	Hotel 2
Price	\$100	\$150
Breakfast	✗	✓
Late check-in	✗	✓
Distance from airport	5mi	1.2mi
Spa	✗	✓
Rating (5)	3.8	4.7
Refundable	✗	✓
Wifi	✓	✓

Appendix C - Cognitive Walkthrough Sheets

Date of Evaluation: _____

Names of Evaluators: _____

Instructions:

In pairs, the evaluators will be walkthrough the system for each task. For each step of the use-case the evaluators will answer three questions – if Abby will know what action to take, how to do the action, and then if Abby can tell if the actions taken is correct (yes, no or maybe with a short reasons). Give any problems (a "No" or "Maybe" a severity rating from 1 to 5 (where 1 is minor and 5 is critical).

Description of System:

An android application that facilitates user to do bookings for their vacations. It allows users to book flights, hotels, activities, packages and other essential aspects for the travel.

Typical Users: Below are the different personas for the different tasks.

Abby is a PhD student who lives in Halifax, NS. Abby is going to Delhi to give surprise to her mother for her birthday at 12:00 am which is on that 8th December 2022; however, she has to attend a conference on that same day at 01:00 pm in the afternoon. She is unsure about the flight that in between this time range which is from 01:00 pm – 12:00. Abby uses “MakeMyTrip” application to book flight tickets using time filter.

Abby is a PHD student who lives in Halifax, NS. She is presenting her research in Dubai on her area of interest. She wants to make most of the trip and wants to visit some of the famous attractions during the trip. She has time from 17/Nov/2022 to 20/Nov/2022. She wants to see the available attractions on the desired dates.

Abby is a PHD student who lives in Halifax, NS. She is presenting her research in Dubai on her area of interest. She wants to book hotels for the trip for the dates 17/Nov/2022 to 20/Nov/2022. She goes through the various hotels and wants to compare two hotels. She should be able to compare two hotels and make a wise choice based on her preferences and requirements.

Typical Tasks:

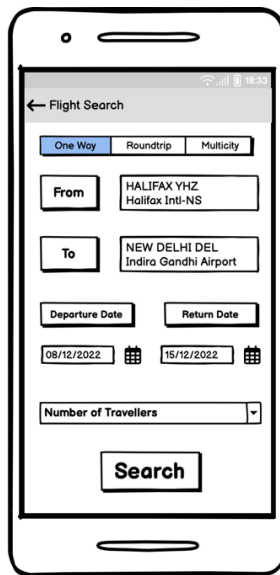
1. Users can filter the flights based on the time.
2. Users can view the available activities and attractions for booking on desired dates.
3. Users can compare two hotels.

Cognitive Walkthrough Sheet [Evaluation Sheet/s – Task 1]

Task Title: Filter flights according to certain range of travel time

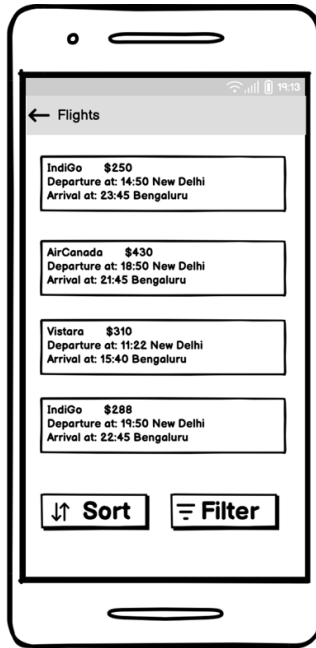
Task Scenario:

Abby is a PhD student who lives in Halifax, NS. Abby is going to Delhi to give surprise to her mother for her birthday at 12:00 am which is on that 8th December 2022; however, she has to attend a conference on that same day at 01:00 pm in the afternoon. She is unsure about the flight that in between this time range which is from 01:00 pm – 12:00. Abby uses “MakeMyTrip” application to book flight tickets using time filter.



Step 1: Abby enters the desired details of the flight like source, destination, dates (Step 1-3 in use case).

Question	Yes (reason/s)	No (reason/s)	Maybe (reason/s)	Severity Rating (1-5)
Will the correct action be sufficiently evident to Abby? ("Know what to do?" -Will the Abby know what to do to achieve the task?)				
Will the Abby notice that the correct action is available? ("See how to do it" - Can users see the button or menu item that they should use for the next action? Is it apparent when needed?)				
Will the Abby associate and interpret the response from the action correctly ("Understand correct action/not correction" - will users know from the feedback that they have made a correct or incorrect choice of action?)				



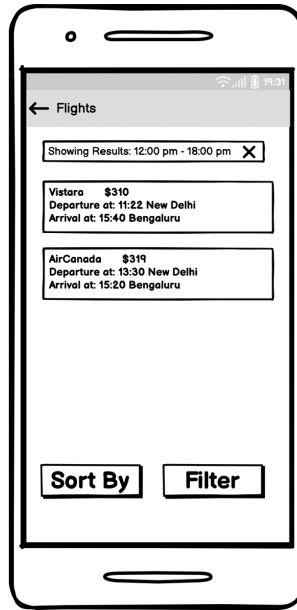
Step 2: Abby views the list of flights and clicks on filter button (Step 4- in use case).

Question	Yes (reason/s)	No (reason/s)	Maybe (reason/s)	Severity Rating (1-5)
Will the correct action be sufficiently evident to Abby? ("Know what to do?" -Will the Abby know what to do to achieve the task?)				
Will the Abby notice that the correct action is available? ("See how to do it" - Can users see the button or menu item that they should use for the next action? Is it apparent when needed?)				
Will the Abby associate and interpret the response from the action correctly ("Understand correct action/not correction" - will users know from the feedback that they have made a correct or incorrect choice of action?)				



Step 3: Abby provides the depart after and arrive by time and submits the request (Steps 7-9 in use-case).

Question	Yes (reason/s)	No (reason/s)	Maybe (reason/s)	Severity Rating (1-5)
Will the correct action be sufficiently evident to Abby? ("Know what to do?" -Will the Abby know what to do to achieve the task?)				
Will the Abby notice that the correct action is available? ("See how to do it" - Can users see the button or menu item that they should use for the next action? Is it apparent when needed?)				
Will the Abby associate and interpret the response from the action correctly ("Understand correct action/not correction" - will users know from the feedback that they have made a correct or incorrect choice of action?)				



Step 4: Abby views the filtered flights and can see that time filter is applied (Steps 10-12 in use-case).

Question	Yes (reason/s)	No (reason/s)	Maybe (reason/s)	Severity Rating (1-5)
Will the correct action be sufficiently evident to Abby? ("Know what to do?" -Will the Abby know what to do to achieve the task?)				
Will the Abby notice that the correct action is available? ("See how to do it" - Can users see the button or menu item that they should use for the next action? Is it apparent when needed?)				
Will the Abby associate and interpret the response from the action correctly ("Understand correct action/not correction" - will users know from the feedback that they have made a correct or incorrect choice of action?)				

Cognitive Walkthrough Sheet [Evaluation Sheet/s – Task 2]

Task Title: Filter flights according to certain range of travel time

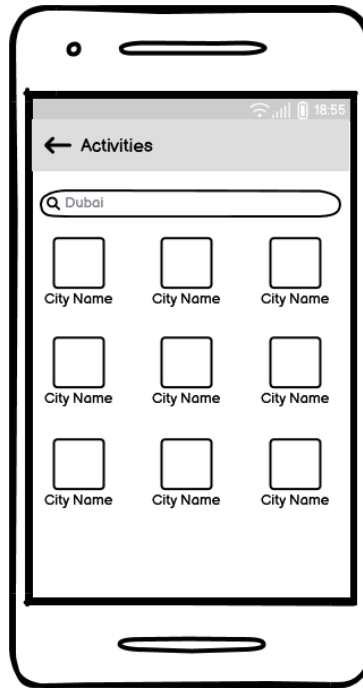
Task Scenario:

Abby is a PHD student who lives in Halifax, NS. She is presenting her research in Dubai on her area of interest. She wants to make the most of the trip and visit some of the famous attractions. She has time from 17/Nov/2022 to 20/Nov/2022. She wants to see the available attractions on the desired dates.



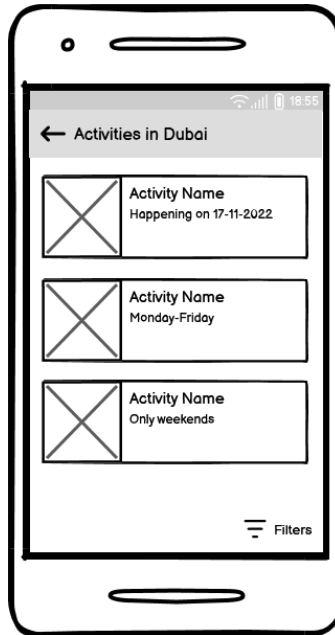
Step 1: Abby selects the activities option from the homepage (Step 1-2 in use-case).

Question	Yes (reason/s)	No (reason/s)	Maybe (reason/s)	Severity Rating (1-5)
Will the correct action be sufficiently evident to Abby? (“Know what to do?” -Will the Abby know what to do to achieve the task?)				
Will the Abby notice that the correct action is available? (“See how to do it” - Can users see the button or menu item that they should use for the next action? Is it apparent when needed?)				
Will the Abby associate and interpret the response from the action correctly (“Understand correct action/not correction” - will users know from the feedback that they have made a correct or incorrect choice of action?)				



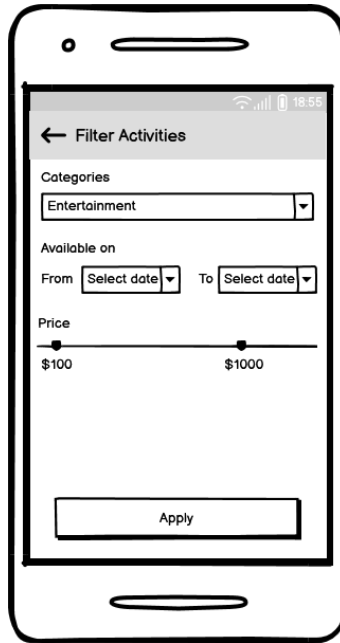
Step 2: Abby enters the city name – ‘Dubai’ (Steps 3-4 in use-case)

Question	Yes (reason/s)	No (reason/s)	Maybe (reason/s)	Severity Rating (1-5)
Will the correct action be sufficiently evident to Abby? (“Know what to do?” -Will the Abby know what to do to achieve the task?)				
Will the Abby notice that the correct action is available? (“See how to do it” - Can users see the button or menu item that they should use for the next action? Is it apparent when needed?)				
Will the Abby associate and interpret the response from the action correctly (“Understand correct action/not correction” - will users know from the feedback that they have made a correct or incorrect choice of action?)				



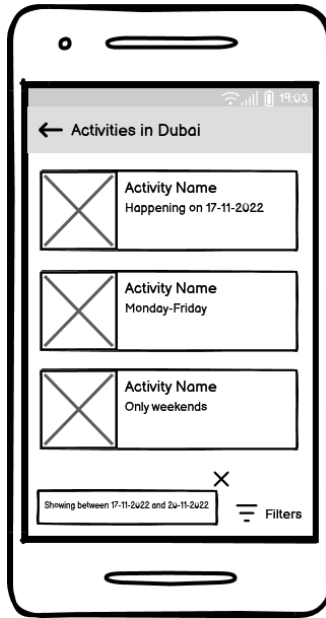
Step 3: Abby views the activities in Dubai and clicks filter button (Step 5-6 in use case).

Question	Yes (reason/s)	No (reason/s)	Maybe (reason/s)	Severity Rating (1-5)
Will the correct action be sufficiently evident to Abby? ("Know what to do?" -Will the Abby know what to do to achieve the task?)				
Will the Abby notice that the correct action is available? ("See how to do it" - Can users see the button or menu item that they should use for the next action? Is it apparent when needed?)				
Will the Abby associate and interpret the response from the action correctly ("Understand correct action/not correction" - will users know from the feedback that they have made a correct or incorrect choice of action?)				



Step 4: Abby views the filters and enters date range for the activities and applies filter (Steps 7-9 in use-case).

Question	Yes (reason/s)	No (reason/s)	Maybe (reason/s)	Severity Rating (1-5)
Will the correct action be sufficiently evident to Abby? (“Know what to do?” -Will the Abby know what to do to achieve the task?)				
Will the Abby notice that the correct action is available? (“See how to do it” - Can users see the button or menu item that they should use for the next action? Is it apparent when needed?)				
Will the Abby associate and interpret the response from the action correctly (“Understand correct action/not correction” - will users know from the feedback that they have made a correct or incorrect choice of action?)				



Step 5: Abby views the available activities on the time range and can see the applied filter as well (Steps 10-11 in use-case).

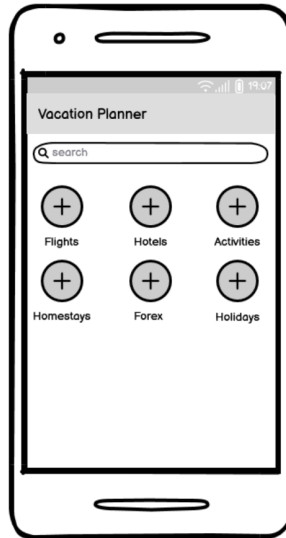
Question	Yes (reason/s)	No (reason/s)	Maybe (reason/s)	Severity Rating (1-5)
Will the correct action be sufficiently evident to Abby? (“Know what to do?” -Will the Abby know what to do to achieve the task?)				
Will the Abby notice that the correct action is available? (“See how to do it” - Can users see the button or menu item that they should use for the next action? Is it apparent when needed?)				
Will the Abby associate and interpret the response from the action correctly (“Understand correct action/not correction” - will users know from the feedback that they have made a correct or incorrect choice of action?)				

Cognitive Walkthrough Sheet [Evaluation Sheet/s – Task 3]

Task Title: Compare the two hotels selected by user.

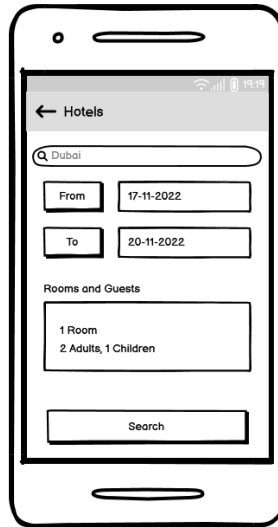
Task Scenario:

Abby is a PHD student who lives in Halifax, NS. She is presenting her research in Dubai on her area of interest. She wants to book hotels for the trip for the dates 17/Nov/2022 to 20/Nov/2022. She goes through the various hotels and wants to compare two hotels. She should be able to compare two hotels and make a wise choice based on her preferences and requirements.



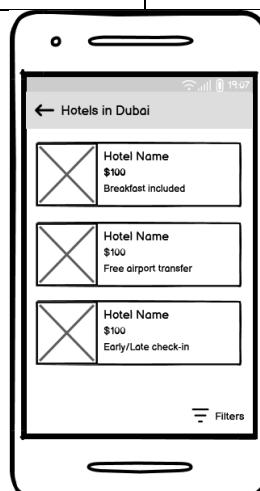
Step 1: Abby chooses Hotels from the home page. (Steps 1-2 from use-case)

Question	Yes (reason/s)	No (reason/s)	Maybe (reason/s)	Severity Rating (1-5)
Will the correct action be sufficiently evident to Abby? ("Know what to do?" -Will the Abby know what to do to achieve the task?)				
Will the Abby notice that the correct action is available? ("See how to do it" - Can users see the button or menu item that they should use for the next action? Is it apparent when needed?)				
Will the Abby associate and interpret the response from the action correctly ("Understand correct action/not correction" - will users know from the feedback that they have made a correct or incorrect choice of action?)				



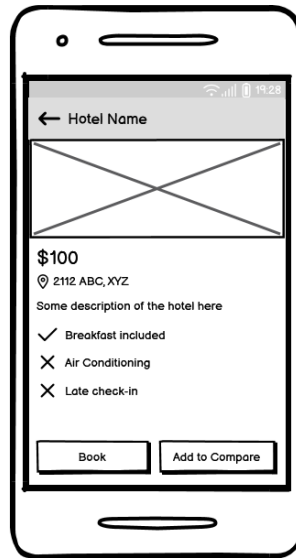
Step 2: Abby fills all the details like time range, number of rooms and guests. (Steps 3-5 from use-case)

Question	Yes (reason/s)	No (reason/s)	Maybe (reason/s)	Severity Rating (1-5)
Will the correct action be sufficiently evident to Abby? ("Know what to do?" -Will the Abby know what to do to achieve the task?)				
Will the Abby notice that the correct action is available? ("See how to do it" - Can users see the button or menu item that they should use for the next action? Is it apparent when needed?)				
Will the Abby associate and interpret the response from the action correctly ("Understand correct action/not correction" - will users know from the feedback that they have made a correct or incorrect choice of action?)				



Step 3: Abby clicks any hotel from the given list of hotels (Steps 6-7 in use-case)

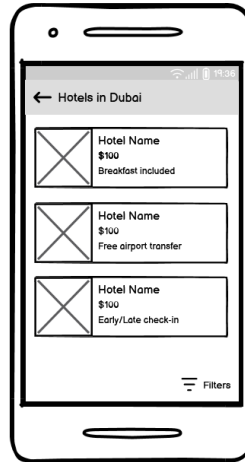
Question	Yes (reason/s)	No (reason/s)	Maybe (reason/s)	Severity Rating (1-5)
Will the correct action be sufficiently evident to Abby? ("Know what to do?" -Will the Abby know what to do to achieve the task?)				
Will the Abby notice that the correct action is available? ("See how to do it" - Can users see the button or menu item that they should use for the next action? Is it apparent when needed?)				
Will the Abby associate and interpret the response from the action correctly ("Understand correct action/not correction" - will users know from the feedback that they have made a correct or incorrect choice of action?)				



Step 4: Abby selects "Add to Compare" after seeing all the information of the hotel. (Step 8-10 in use-case)

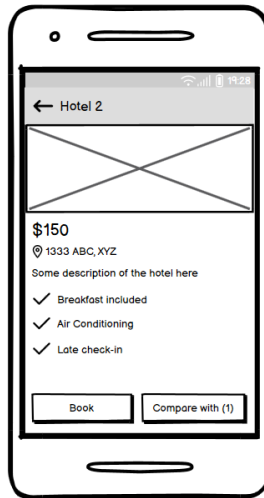
Question	Yes (reason/s)	No (reason/s)	Maybe (reason/s)	Severity Rating (1-5)
Will the correct action be sufficiently evident to Abby? ("Know what to do?" -Will the Abby know what to do to achieve the task?)				
Will the Abby notice that the correct action is available? ("See how to do it" - Can users see the button or menu item that they				

should use for the next action? Is it apparent when needed?)				
Will the Abby associate and interpret the response from the action correctly (“Understand correct action/not correction” - will users know from the feedback that they have made a correct or incorrect choice of action?)				



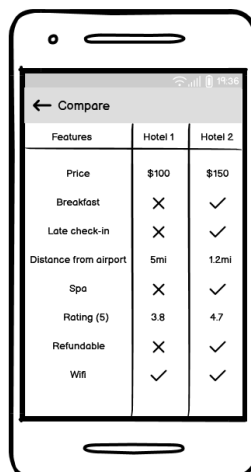
Step 5: Abby goes back and selects other Hotel. (Step 11-12 in use-case)

Question	Yes (reason/s)	No (reason/s)	Maybe (reason/s)	Severity Rating (1-5)
Will the correct action be sufficiently evident to Abby? (“Know what to do?” -Will the Abby know what to do to achieve the task?)				
Will the Abby notice that the correct action is available? (“See how to do it” - Can users see the button or menu item that they should use for the next action? Is it apparent when needed?)				
Will the Abby associate and interpret the response from the action correctly (“Understand correct action/not correction” - will users know from the feedback that they have made a correct or incorrect choice of action?)				



Step 6 : Abby selects “Compare with (1)” to compare with previous hotel. (Steps 10-15 in use-case)

Question	Yes (reason/s)	No (reason/s)	Maybe (reason/s)	Severity Rating (1-5)
Will the correct action be sufficiently evident to Abby? (“Know what to do?” -Will the Abby know what to do to achieve the task?)				
Will the Abby notice that the correct action is available? (“See how to do it” - Can users see the button or menu item that they should use for the next action? Is it apparent when needed?)				
Will the Abby associate and interpret the response from the action correctly (“Understand correct action/not correction” - will users know from the feedback that they have made a correct or incorrect choice of action?)				



Step 7: Abby can easily compare two selected hotels from this chart. (Step 16 in use-case)

Question	Yes (reason/s)	No (reason/s)	Maybe (reason/s)	Severity Rating (1-5)
Will the correct action be sufficiently evident to Abby? ("Know what to do?" -Will the Abby know what to do to achieve the task?)				
Will the Abby notice that the correct action is available? ("See how to do it" - Can users see the button or menu item that they should use for the next action? Is it apparent when needed?)				
Will the Abby associate and interpret the response from the action correctly ("Understand correct action/not correction" - will users know from the feedback that they have made a correct or incorrect choice of action?)				

Appendix D – Work Breakdown

Milestone 2 Work Breakdown

The template has several sections and appendices. It is assumed that all members will contribute to the main parts of the assignment (e.g., analysis, task lists, use-cases, prototype details) but other parts may be assigned to different team members.

As well, everyone should take turns for the Milestones/final report as proofreaders to ensure that the team hands in a complete, cohesive, and well organized (with consistent layout/fonts) document. This extra step which doesn't take a lot of time, can have a substantial impact on your grade.

At the end of the project, your teammates will evaluate your overall performance and participation in the group project.

Activity	Team members who helped or were responsible
Study Summary and Analysis	Harsh Kamleshbhai Shah, Hrishi Patel, Karan Singh Rathore, Faiza Umatiya, Qiwei Sun
Data Modeling: Task List Scenarios Use Cases Prototype	Harsh Kamleshbhai Shah, Hrishi Patel, Karan Singh Rathore, Faiza Umatiya, Qiwei Sun
Cognitive Walkthrough Description	Harsh Kamleshbhai Shah, Hrishi Patel, Karan Singh Rathore, Faiza Umatiya, Qiwei Sun
Appendix Task, scenarios, use-cases and prototype Cognitive Walkthrough sheets	Harsh Kamleshbhai Shah, Hrishi Patel, Karan Singh Rathore, Faiza Umatiya, Qiwei Sun
Proofreader/s	Harsh Kamleshbhai Shah, Hrishi Patel, Karan Singh Rathore, Faiza Umatiya, Qiwei Sun