

Usability Review User Type, Actions and Survey (For application so far)

User Type
Customer

Actions to Perform
<ul style="list-style-type: none">• Attempt log-in in various states<ul style="list-style-type: none">○ Attempt with username: invaliduser<ul style="list-style-type: none">▪ Any password○ Attempt with username: cukebb<ul style="list-style-type: none">▪ Password = flow• Navigate to the timetable page• Find the timetable entry for travel from Exeter Central Station to Exeter St Thomas Station.<ul style="list-style-type: none">○ Select the above entry and view the details.○ Book a ticket for the above entry.

Question	Rating/Notes
Please rate each question from 1 – 10. 10 being “Fully agree”, 1 being “Fully disagree” and 5 being “Neither agree or disagree”. Circle your answer.	
The application was easy to navigate.	1 2 3 4 5 6 7 8 9 10
I had a good awareness of where I was in the application at all times.	1 2 3 4 5 6 7 8 9 10
I found it easy to access specific functions quickly.	1 2 3 4 5 6 7 8 9 10
The application was visually appealing.	1 2 3 4 5 6 7 8 9 10
The log-in process provided informative feedback upon incorrect data entry, as well as on completion.	1 2 3 4 5 6 7 8 9 10
The timetable was readable and clear	1 2 3 4 5 6 7 8 9 10
The individual ticket view was readable and clear	1 2 3 4 5 6 7 8 9 10
Please write any further feedback you have for the timetable design or information shown in the space to the right, if any.	
Please write any further comments, issues or improvements you feel the website needs in the space to the right.	