Desktop Application Evaluation Plan

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| **User Type** |
| Staff Member: Driver  Staff Member: Cabin Crew |

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| **Actions to Perform** |
| **All User Types:**   * Attempt log-in in various states   + Attempt with username: invaliduser   + Attempt with username: DTMan   **As a Driver:**   * View timetable   + Identify specific timetable entry based on departure time of 9:50. * Add comments to a timetable entry.   + Add comment “Possible Train Issues”.   + Submit comment. * Acknowledge the “Route Change” notification in the notifications list.   **As Cabin Crew:**   * View timetable   + Identify specific timetable entry based on departure time of 9:50. * Acknowledge the “Route Change” notification in the notifications list. * Search for a customer record   + Search for a record with an ID of 33   + Flag Customer 33 as a possible issue * Search for a journey record   + Search for journeys departing from Exeter Central * Validate a ticket   + Check if ticket number 330459 is valid |

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| **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 |
| Please write any further feedback you felt the log-in process needed in the space to the right, if any. |  |
| The driver timetable was readable and clear | 1 2 3 4 5 6 7 8 9 10 |
| Please write any further feedback you have for the driver timetable design or information shown in the space to the right, if any. |  |
| The notifications feed was readable and clear | 1 2 3 4 5 6 7 8 9 10 |
| Please write any further feedback you have for the notification feed design or information shown in the space to the right, if any. |  |
| Adding additional comments to a timetable entry was easy and clear. | 1 2 3 4 5 6 7 8 9 10 |
| Please write any further feedback you have for the timetable comment process shown in the space to the right, if any. |  |
| Searching for a customer record is intuitive and easy to perform. | 1 2 3 4 5 6 7 8 9 10 |
| Please write any further feedback you have for the customer search process shown in the space to the right, if any. |  |
| Searching for a journey record is intuitive and easy to perform. | 1 2 3 4 5 6 7 8 9 10 |
| Please write any further feedback you have for the customer search process shown in the space to the right, if any. |  |
| Validating a ticket is intuitive and easy. | 1 2 3 4 5 6 7 8 9 10 |
| Please write any further feedback you have for the ticket validation process shown in the space to the right, if any. |  |
| The interface displayed for driver accounts is easily navigated and clear. | 1 2 3 4 5 6 7 8 9 10 |
| The interface displayed for cabin crew accounts is easily navigated and clear. | 1 2 3 4 5 6 7 8 9 10 |
| Please write any further comments, issues or improvements you feel the website needs in the space to the right. |  |