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

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| **User Type** |
| Customer |

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| **Actions to Perform** |
| * Attempt log-in in various states   + Attempt with username: invaliduser     - Any password   + Attempt with username: cukebb     - Password = flow * Navigate to the timetable page * Find the timetable entry for travel from Exeter Central Station to Exeter St Thomas Station.   + Select the above entry and view the details.   + Book a ticket for the above entry. |

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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 |
| 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. |  |