Here we have Emmett McKinley and for our first task I would like you to find the historical information so locate the history section and summarize the key facts alright so I see at the top there's a history tab I'm going to click that it's one of the four oh there's also a video all right so historical facts on the left it opened in 1977 that's a stunning panoramic view there's a railway historic places in 1977 and it goes on one through 10 and it's become a cultural icon of Pittsburgh and it's featured prominently in the cities emotional materials and there's also a timeline which kind of touches on other information but that's like the gist of it from what I got from skimming OK for our next task I'd like you to check the hours and the ticket prices so find the operating hours and ticket costs OK that's probably not in the history section I imagine bought I just went back to the home page the hours are Monday to Sunday 6:30 AM to 12:30 AM the ticket prices is for adults 2.50 each and then there's first age 6 to 11 is 1.25 each yeah and that's on the left on the home page and it's also on the visit tab that I just clicked OK so for our next task I'd like you to find the contact information so locate an e-mail or phone number for the Duquesne incline OK that's probably going to be in the contacts tab at the top so I'm going to click that ah contact info so there's the parking there's the phone number the fax OK fax and then there's the e-mail and mailing address and wheelchair accessibility all on the left OK for the next task I'd like you to check the accessibility features to verify if the incline is weird wheelchair accessible as we have just discovered that that happens to be listed in the contact information yeah OK so for our fifth task I'd like you to locate the group rates for the event so find details about private tours or group discounts OK so home has the general stuff if I want more specific I'm guessing that's in the visit tab yeah so there's the fare cost for the individual but then yeah oh you're getting a FaceTime call how can I navigate back hold up technical difficulties there we go OK so I see under the single fare cost there's the group rates there's adult adults aged 12 to 64 is 1.75 per and then there's children 6:00 to 11:00 is $1.00 each and then it also it gives the round trip prices for both and the payment and methods and also wheelchair accessibilities mentioned again OK great so now that we're done with the tasks we can get to the questions so first of all how comfortable would you be using this website travel planning on a scale of one to five probably 5 I mean I want to visit it I click the visit tab and it pretty much has everything I need yeah OK next question what are you looking for first when you get on a website like this well it depends I mean if I'm trying to visit it then probably like the hours and ticket info which on the left but then if I'm just curious about its history and the history of it so I mean I could be two things but it sounds like an interesting place to visit so I'll just say visiting info OK and then for our next question what was your thought process as you navigated through the website look at the home page and then if I need to go more specific look at the other main website like subpages at the top which is home visit history and contact and then just click on one of those depending on what I think I need okay last question what would you change to improve the experience let me think I would maybe I'm just looking through it again group rates are valid for 10 or more people contact maybe I'd put well you put contact information maybe I'd put actual the phone number and the e-mail right under contact info instead of putting parking first because under contact info you'd expect the direct contact info first alright well thank you for all the feedback and that is our first user test finished sweet thanks.