

# White Water Adventure

## Usability Evaluation Report

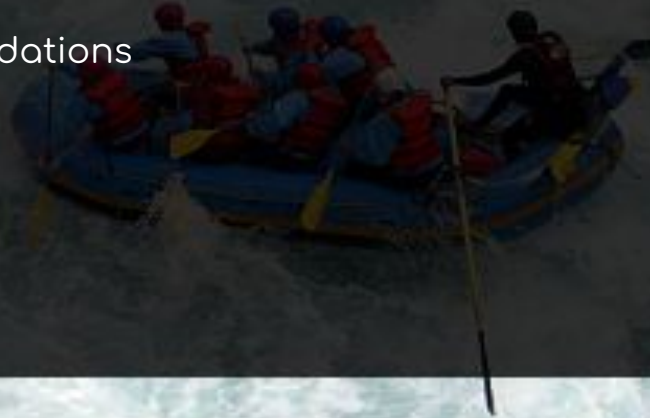


Jit Kumar Monger  
Karma Dorji  
Dorji Thinley  
Nim Zam Gyaltsen  
Bhomeka Basnet



# OVERVIEW

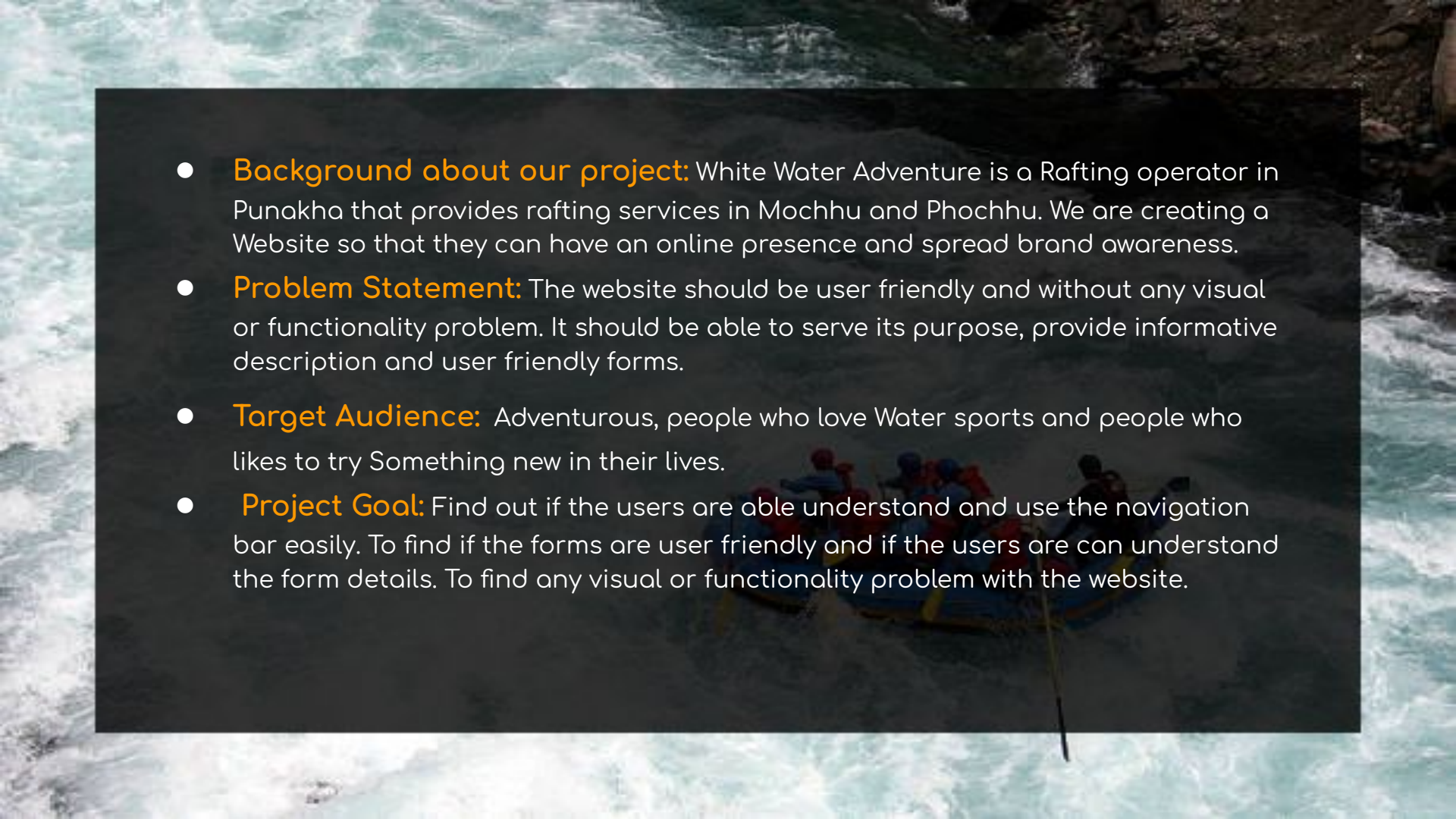
- Background
- Methodology
- Participants
- Usability metrics and goals
- Findings
- Recommendations
- Summary Of Findings And Recommendations
- Summary Of Questionnaire
- Conclusion





# BACKGROUND



- 
- A group of people are white-water rafting on a turbulent river. The water is a mix of white foam and deep blue-green. The rafters are wearing helmets and life jackets, and are using long oars to navigate the rapids. The background is a dark, rocky riverbank.
- **Background about our project:** White Water Adventure is a Rafting operator in Punakha that provides rafting services in Mochhu and Phochhu. We are creating a Website so that they can have an online presence and spread brand awareness.
  - **Problem Statement:** The website should be user friendly and without any visual or functionality problem. It should be able to serve its purpose, provide informative description and user friendly forms.
  - **Target Audience:** Adventurous, people who love Water sports and people who likes to try Something new in their lives.
  - **Project Goal:** Find out if the users are able understand and use the navigation bar easily. To find if the forms are user friendly and if the users are can understand the form details. To find any visual or functionality problem with the website.

# METHODOLOGY



### Who we tested

- Age: Participants ranged from 20 to 25 years old.
- Gender: The group consisted of an equal number of male and female participants.

### What participants did

- Provide a list of the tasks that participants were asked to complete during the test.

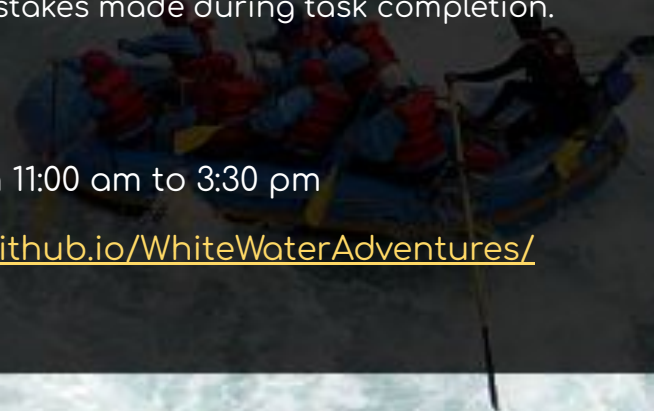
### What data we collected

- Task Completion Rates: Percentage of tasks successfully completed by participants.
- Time on Task: The amount of time participants took to complete each task.
- Error Rates: The number of errors or mistakes made during task completion.

### Where and when we tested

- Conducted in classroom
- Testing Session was started between 11:00 am to 3:30 pm

URL OF THE PROTOTYPE: <https://jitkm96.github.io/WhiteWaterAdventures/>





# STUDY PARTICIPANTS

Participant	Gender	Age	Occupation
1	Female	23 years	Trainees
2	Male	25 years	Trainees
3	Male	25 years	Employed
4	Female	23 years	Trainees
5	Female	26 years	Trainees

# USABILITY METRICS AND GOALS

Task	Expected task completion success rate	Expected task completion time
1	100%	2 minutes
2	100%	2 minutes
3	100%	3 minutes
4	100%	2 minutes
5	100%	2 minutes



# TEST TASK 1

**Task Description:** You are travelling from Thimphu and want to stay at Punakha for weekend after rafting. You want to explore hotels and restaurant in nearby rafting location. Explore the section of the website that provides details on hotels nearby .

Author: Bhomeka Basnet

Facilitator: Nim Zam Gyeltshen

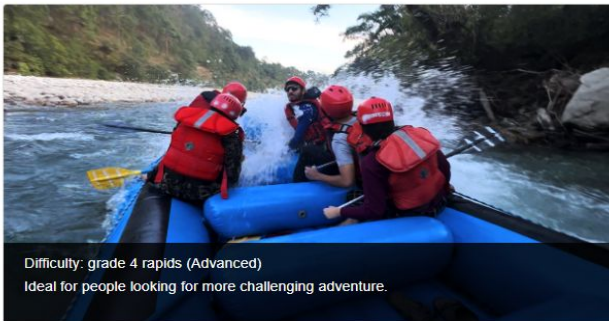
Observer: Bhomeka Basnet



## FINDINGS – SEARCH RESULTS

Participants	Problem	User Thought	Expected Task Time
3,4	If transportation could manage by self it would be easy	After giving hints,they could successfully explore different type of facilities.	1 mins
2,5,1	Easy to Find the services	They can easily find different types of services in our website	25 sec

## Embark on an Unforgettable Adventure with Our White Water Rafting Services in Punakha, Bhutan!



Difficulty: grade 4 rapids (Advanced)  
Ideal for people looking for more challenging adventure.

### Phochhu

The Phochhu is known for its thrilling rapids on the Phochhu river which offers adventure and exciting rafting services.

[Read More](#)

Difficulty: grade 1-2 rapids (Easy)  
Ideal for beginners and families.

### Mochhu

MoChhu river: a gentle, female river ideal for rafting. Embark on a journey through breathtaking landscapes.

[Read More](#)



# SUMMARY TABLE OF FINDINGS AND RECOMMENDATIONS

Task	1
Problem	Cannot click the country name
Heuristic	
Cause	Country Name unable to click
Recommendation	Make the transportation by self so it would be easy
Usability Metrics	

# TEST TASK 2

**Task Description:** You and your friends decide to go for rafting on 31st of May. Book a rafting adventure at Phochhu river for your on that specific date.


Author: Nim Zam

Facilitator: Nim Zam Gyltshen


Observer: Bhomeka Basnet



Click on the services for more details that have been provided!

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## Embark on an Unforgettable Adventure with Our White Water Rafting Services in Punakha, Bhutan!




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[Read More](#)




Services that  
rafting  
company  
provide at the  
end of the  
rafting.


← → ↻ 127.0.0.1:3000/Service.html ☆ 🌱 📄 🌐 ⋮

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## Photography



Photograph at start point



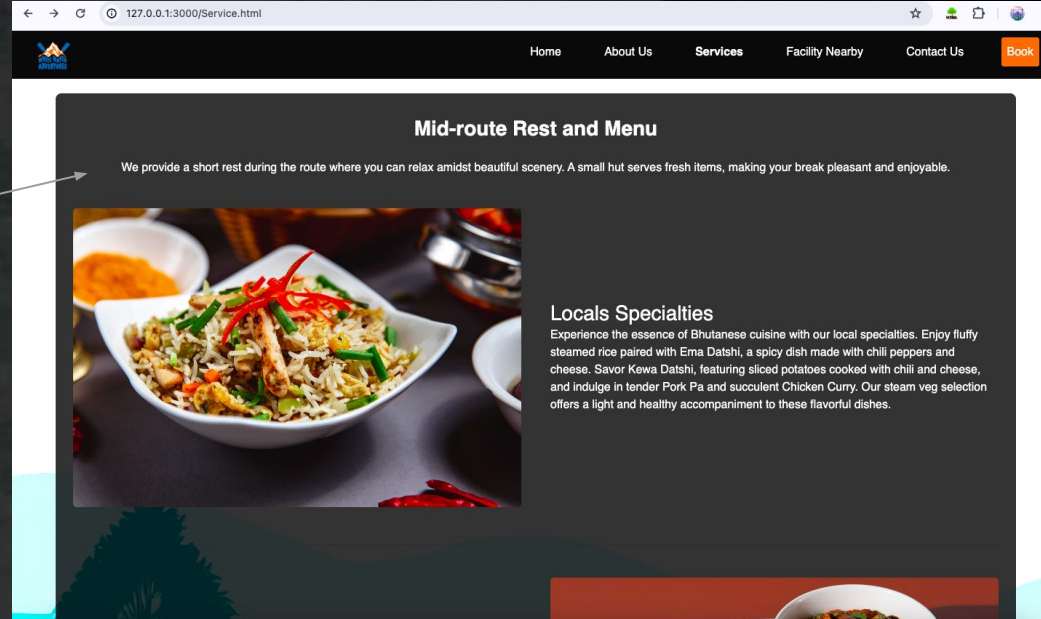
Photograph during the Rafting



Photograph after the Rafting

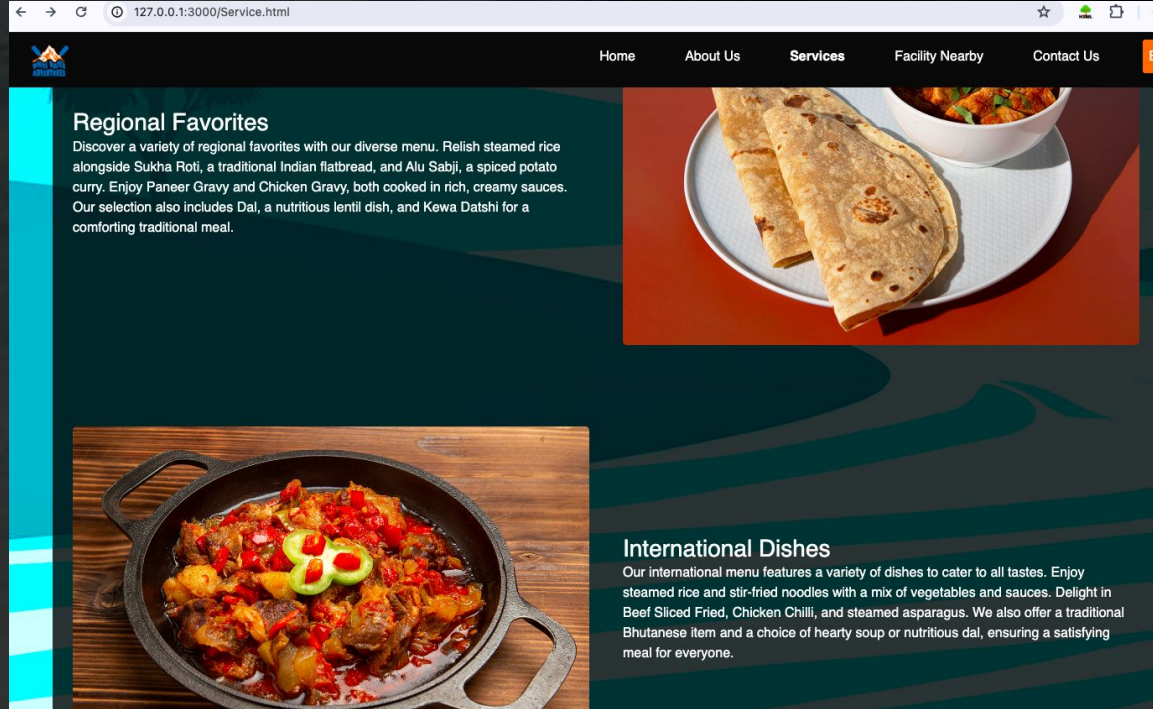
Enhance your adventure with our photography service! Choose to capture moments at the start, during the thrill of rafting, and at the finish line. Opt for one or all three points, and we'll ensure you have stunning photographs to remember your journey.

This is just a  
description  
provided by  
the rafting  
company



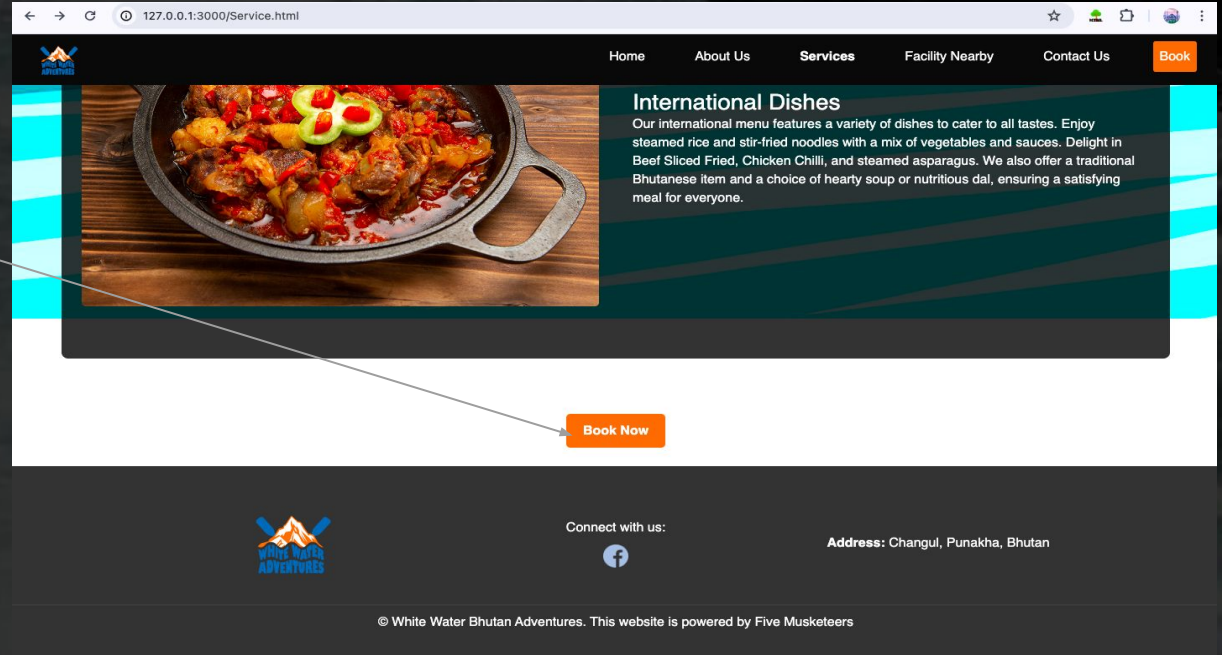


Scroll down  
for more  
information





Booking  
along with  
the services  
provided in  
the website.



For Booking on specific date!

# SUMMARY TABLE OF FINDINGS AND RECOMMENDATIONS

Task	2
Problem	Cannot click on the services that have been provided
Heuristic	
Cause	No validation in Link button.
Recommendation	Make the transportation by self so it would be easy
Usability Metrics	

For Booking on specific date!

## FINDINGS – SEARCH RESULTS

Participants	Problem	User Thought
4,3	Difficult to press on the services that has been provided as a link.	After giving hints,they could successfully understand the concept of this services page.
5,1,2	Had a glitch in the country radio button.	They could easily find the booking button.

For Booking on specific date!



# TEST TASK 3

**Task Description:** You went for rafting with White Water Adventures and want to share your experience/thought with them. You want to share your thoughts to the White Water Adventures. Go to feedback form to give them your feedback.

Author: Karma Dorji


Facilitator: Nim Zam Gyeltshen

Observer: Bhomeka Basnet



Click on Facility Nearby for more




← → ↻ ⓘ 127.0.0.1:3000/Facility.html ☆ 📄 🌐 ⋮

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## Facility Nearby

Experience the thrill of white water rafting with us in Punakha, Bhutan, and make your adventure even more memorable by exploring our featured selection of nearby hotels and restaurants. After conquering the rapids, unwind in comfort at the best local accommodations and savor delicious meals at renowned dining spots. Discover the perfect places to relax and refuel, ensuring your rafting journey is both exhilarating and delightful.

### Hotel





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### Punakha Residency

Punakha Residency is in Khuruthang in Punakha which is a tourist standard hotel based in Punakha (Khuruthang Town), which is the winter capital city of Bhutan.

### Hotel Khurruu Khurruu

The Khurruu Khurruu Hotel gives great packages & offers excellent accommodation, services and facilities to make your stay in Punakha a remarkable journey.

### Six Senses Punakha

Enjoy Six Senses Bhutan hotel deals and booking offers to complement the seasons, a special event, a cultural celebration or even when we don't need a reason.

## Restaurant



**Distance:** 550m from taxi parking  
**Phone Number:** +975 17376745

### Raven Restaurant

Raven Restaurant serves you with Bhutanese, Nepali and Indian Food as well as FastFood.



**Distance:** 550m from taxi parking  
**Phone Number:** +975 17615161

### Kuenga Restaurant

Sangay's hotel offers all the basic needs for stay to all the travelers with tight budget.



**Distance:** 550m from taxi parking  
**Phone Number:** +975 17638107

### Brother Restaurant

Local Restaurant is a series of five lodges spread across the central valleys of Bhutan.





Home

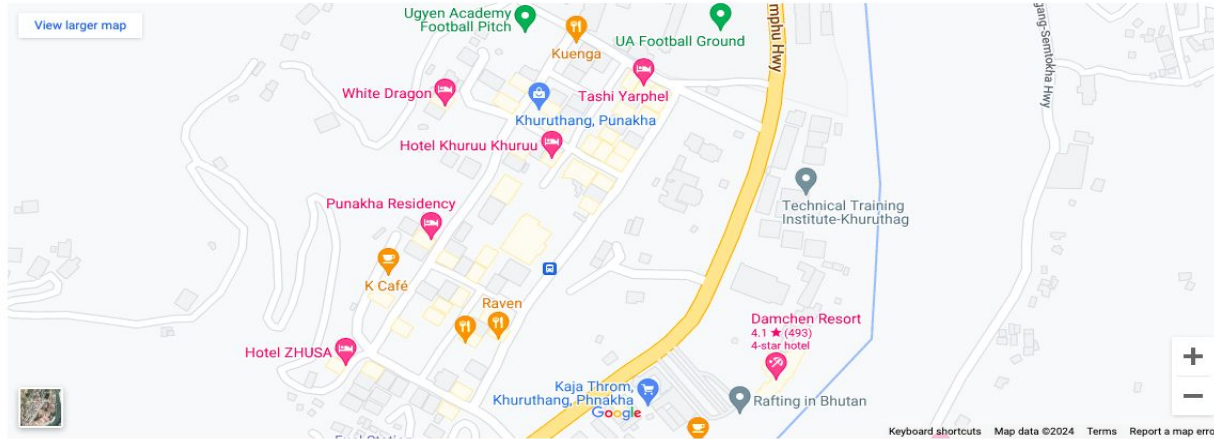
About Us

Services

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Connect with us:



Address: Changul, Punakha, Bhutan

# TEST TASK 4

**Task Description:** You want to go on rafting and but have not been to this part of location before. So you are doing some research on location and route of rafting. Find the rafting route of Mochhu on google map provided in the website.

Author: Dorji Thinley

Facilitator: Nim Zam Gyeltshen

Observer: Bhomeka Basnet

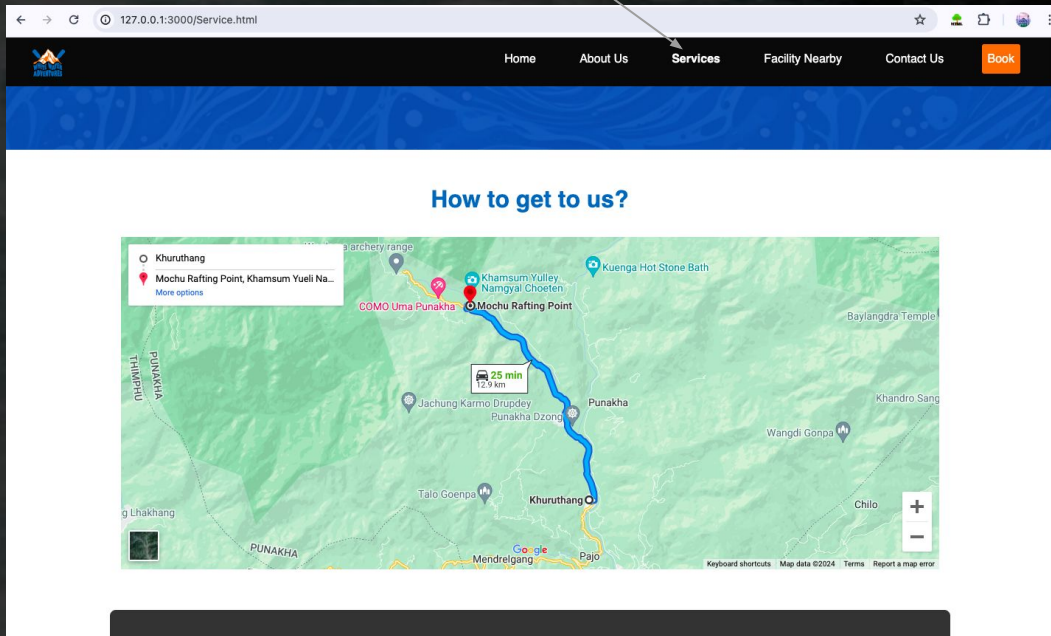


## FINDINGS – SEARCH RESULTS

Participants	Problem	User Thought
3,4	Difficult to locate the Map	After giving hints,they could successfully locate the Map
2,5,1	Easy to Find the services and facility in the Website.	They can easily find different types of services in our website



Click on services to find the Map





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## Services

**Embark on an Unforgettable Adventure with  
Our White Water Rafting Services in Punakha, Bhutan!**



Difficulty: grade 4 rapids (Advanced)  
Ideal for people looking for more challenging adventure.



Difficulty: grade 1-2 rapids (Easy)  
Ideal for beginners and families.



# TEST TASK 5

**Task Description:** You are planning to go for rafting and are doing some research online. This is going to be the first time you are going for rafting and don't have much idea. You are looking for some information of rafting and its process. Go to Mochhu section to learn about the rafting trip description.

Author: Jit Kumar Monger

Facilitator: Nim Zam Gyeltshen

Observer: Bhomeka Basnet

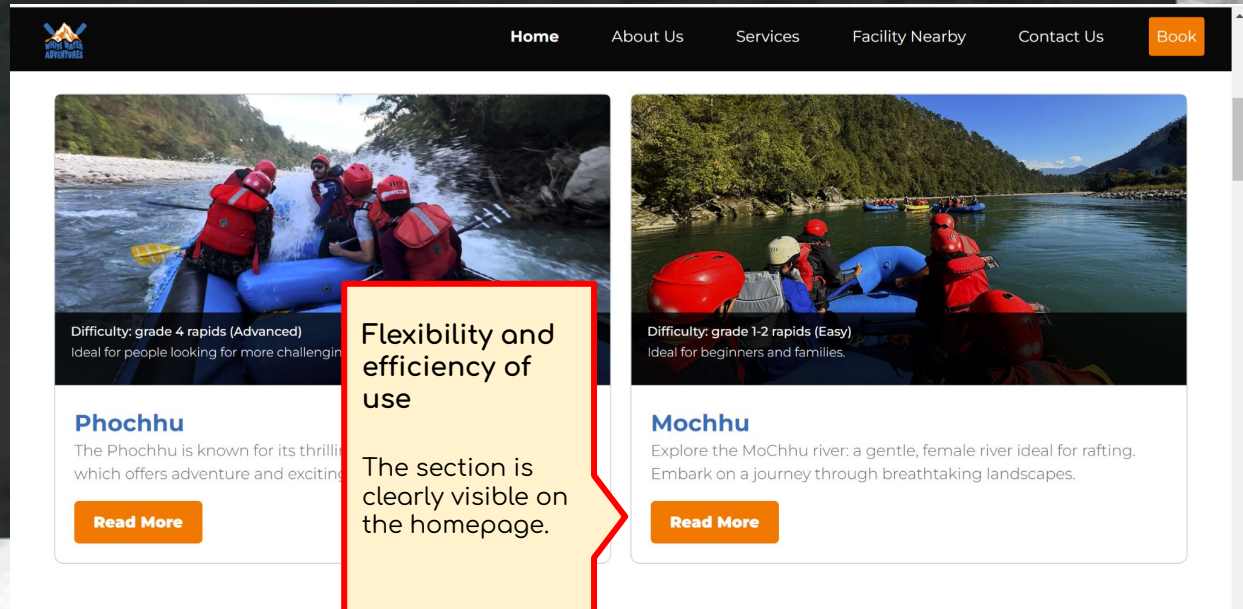


# FINDINGS – SEARCH RESULTS (Task 5)

All the participants were able to easily find the Mochhu section and find the information on description of trip.

All participants were able to find the Mochhu section easily.

Participant 2 suggested we could add video in mochhu card section.



# Mochhu



The Mochhu River, also known as the Mo Chhu or the Mother River, flows through the beautiful Punakha Valley in Bhutan. Rafting here is a captivating experience that combines the adrenaline rush of white water with breathtaking views of lush green valleys and ancient temples. It's also a thrilling adventure amidst stunning natural landscapes.

## Trip Details

- Overall trip duration: 2 hours 30 minutes
- Rafting Duration: 1 hour 30 minutes on the water
- Necessary rafting equipment provided (helmets, life jackets, and paddles)
- Safety briefings and instructions by Guide.
- Basic Rafting Training is provided by the guide

Heuristics Violate: None

## Aesthetic and minimalist design

The design is simple focusing to provide only the necessary details that would be helpful to the users.

# TASK 5: SUMMARY TABLE OF FINDINGS AND RECOMMENDATIONS

Over all, the participants were able to easily complete the task without any problems. They were able to easily locate the section page from the home page and find the required informations. The said that the page was clean and simple.

Expected time to complete the task	Average time taken to complete the task	Task Completion
2 Mins	1 mins 18 sec	100%



# SUMMARY OF RESULTS

## from the subjective satisfaction questionnaire

	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Mean Rating	Percent Agree
Thought Website was easy to use			1		5	4.6	84%
Would use website frequently			4	1	1	3	34%
Found it difficult to keep track of where they were in website		5	1			5	0%

# CONCLUSION

Over all the participants did not face any major confusion or problem while conducting the task. However they found some glitches and some bugs in the Websites:

- First 2 participants were not able to get the county list from drop down menu while booking were not able to submit the form.
- ❖ The issue was due to internet connection. It was resolved when we used our personal hotspot for next participants.
- The review section in home page appeared to have some glitches, where repeated reviews appeared.
- ❖ The issue was due to fault in embedding the code from the third party website. It was resolved by correctly embedding the code again from the third party website.