

WEEK 5: ACTIVITY 2

Initial HTA:

0. Select seat(s) and view price
- 1 Open app and log in
- 2 Search for film
- 3 Select cinema and showtime
- 4 Open seating plan
- 5 Review availability and prices
- 6 Choose seat(s)
- 7 Confirm selection

Timing Notes:

- Roughly one minute to complete the whole process.
- The process is straight forward, there are little to no confusions.
- The option for people with hearing impairments is easy to notice.
- The only confusion is for seat selection, a change should be made when displaying the price of the seat as it can be a little confusing since the total is right inside it.

Refine HTA:

Plan 0: Select seat(s) and view price

Plan: Fixed sequence

Plan 1: Open app and log in

- 1.1 Click on the app icon.
 - 1.2 Log into the account
 - 1.3 Wait until it loads
- Plan: Fixed sequence

Plan2: Search for film

- 2.1 Click on the search bar
 - 2.2 Type the name of the movie
 - 2.3 Select the corresponding movie
- Plan: Fixed sequence

Plan 3: Select cinema and showtime

- 3.1 Select the cinema from the list

3.2 Select the desired date

3.3 Select the preferred showtime

3.4 If showtime unavailable – Choose alternative

Plan: Fixed sequence with optional task -> Unavailable showtime

Plan 4: Open seating plan

4.1 Click the button to select seats

4.2 Wait for the seat map to load

4.3 Verify into the available seat if they are accessible.

Plan: Fixed sequence with optional task -> Check accessibility

Plan 5: Review availability and prices

5.1 Observe the seat colors and icons to check their availability

5.2 Observe the legend to check the price of the seats

5.3 Compare the seats available and their prices

Plan: Fixed sequence

Plan 6: Choose seat(s)

6.1 Click the desired seat

6.2 The seat will become highlighted as feedback/response to the user action

6.3 Review the information, like the total price

6.4 Click continue or deselect button

Plan: Cycles

Plan 7: Confirm selection

7.1 Click on the button to confirm the seat chosen

7.2 Check the summary panel (seat number, price and the accessibility options)

7.3 Process with the payment

Plan: Fixed sequence