

# Usability Testing Protocol

## Roles:

- Facilitator: Alessandro Bianco, Elia Ferraro, Kevin Gjeka, Sylvie Molinatto
- Observers: Alessandro Bianco, Elia Ferraro, Kevin Gjeka, Sylvie Molinatto

## Participants:

- Target Population: Young travelers who want to plan a trip in a city for visiting it
- Age: 20 – 30 years
- Familiarity with trip planning applications: Varying
- Usage of web applications: Moderate to advanced

## Equipment:

- Laptop or Desktop Computer with stable internet connection
- Browser

## Requirements:

- Some pre-defined cities with relative attractions to be selected
- Some pre-stored trips to have a complete homepage with past / ongoing / future trips
- Database connection (Firebase) established for data saving

## Artifacts:

- Informed consent form
- Post-test questionnaire (SUS)

## Tasks:

**T1: Create a new trip to Rome, from May 25<sup>th</sup> 2024 to May 30<sup>th</sup> 2024, for you and your brother (25 and 27 years old) in order to spend less than 300 euros in attractions.**

*Success Criteria:* Participant successfully creates the trip with the correct options.

*Methodology:* Thinking aloud

**T2: Create a new trip to Prague, from October 2<sup>nd</sup> 2024 to October 10<sup>th</sup> 2024, for you, your brother and your sister (20, 23 and 12 years old) in order to spend less than 700 euros in attractions. Note that your sister needs a wheelchair, please, notify the application about this constraint.**

*Success Criteria:* Participant successfully creates the trip with the correct options by providing correct needs to the AI.

*Methodology:* Thinking aloud

**T3: Edit the start time of the first attraction of October 03<sup>rd</sup> 2024 in the trip to Prague and set it to 11:40, the end time should be 12:15.**

*Success Criteria:* Participant successfully edits the correct attraction in the correct day by setting the right time slot.

*Methodology:* Thinking aloud

**T4: Delete the last attraction of the trip to Prague (last trip created)**

*Success Criteria:* Participant successfully deletes the attraction from the trip overview.

*Methodology:* Thinking aloud

**T5: Add the visit to the Lennon Wall from 17:30 to 18 in the last day of the trip to Prague (last trip created)**

*Success Criteria:* Participant successfully adds the attraction the correct time slot to the trip overview.

*Methodology:* Thinking aloud

**T6: Add two days to the end of the trip to Prague (last trip created) and increase the budget available to 1000 euros**

*Success Criteria:* Participant successfully adds two days to the correct trip, at the end and sets the budget to 1000 euros.

*Methodology:* Thinking aloud

**T7: Delete the trip to Prague (last trip created)**

*Success Criteria:* Participant successfully deletes the trip to Prague

*Methodology:* Thinking aloud

**Metrics:**

- Subjective Measures (SUS)
- Success Rate
- Critical Errors

**Script:**

*Facilitator:* Hi, [Participant Name]. I am [Facilitator Name], and today we are here to test the trip planner web application that we have developed. Please, remember that we are evaluating our application and not you, so there are not wrong answers or bad scores from your side. Before we begin, please fill out this document to give us permission to use your recordings for our studies.

*Facilitator:* Do you have any questions or concerns before we start testing the application?

[Start the recording!]

T1) This is your first task to complete. Remember to tell me loudly what are you doing and why.

[Read the first task]

[REPEAT FOR ALL TASKS]

*Facilitator:* The test is ended. Now I will provide you with a questionnaire that you have to complete, taking into account your experience with the application.

[GIVE QUESTIONNAIRE]

*Facilitator:* Do you have any suggestions to improve the trip planner application? Please share any thoughts or ideas you have for enhancing the user experience or adding new features.

Thank you for your time and valuable feedback!

[End of the usability testing session.]