Book It Usability Testing Form
Version 2.0

Date: 4/15/14

Name: Nick Ver Voort

Email: noldorma@gmail.com

Browser name: Firefox

Thank you for taking the time to perform our usability test!

Please perform the following steps and feel free to leave comments at the bottom of the

next page:

Difficulty rating scale (1 – 10): 1 = easy, 5 = moderate, 10 = difficult

1. Select an employee you would like to make an appointment with.

   Difficulty rating (circle one) (1) 2 3 4 5 6 7 8 9 10

2. Select a date outside of the current month for your appointment.

   Difficulty rating (circle one) (1) 2 3 4 5 6 7 8 9 10

3. Create the appointment.

   Difficulty rating (circle one) (1) 2 3 4 5 6 7 8 9 10

Comments:

Nothing to note, using the site is very straightforward.

Evaluation Form

User Name: *Nick Ver Voort*

Describe user actions: *Clicks Employee*
May 9th 1200
Completed Appointment

1. Create an account.

   User difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

   Notes: Removed from beta

2. Select an employee you would like to make an appointment with.

   User difficulty rating (circle one): (1) 2 3 4 5 6 7 8 9 10

   Notes: _____

3. Select a date outside of the current month for your appointment.

User difficulty rating (circle one): (1) 2 3 4 5 6 7 8 9 10

Notes: _____

_____

_____

_____

4. Create the appointment.

Difficulty rating (circle one): (1) 2 3 4 5 6 7 8 9 10

Notes: _____

_____

_____

_____

Q/A

1) A company to allow people to make appointments w/staff.

3) As easy as any other works. Very clear.

5) Depends on kind of appointment.
   – Messages about appointment, details.

6) Can't imagine it would be easier.

Book It Usability Testing Form
Version 2.0

Date: _____ 4/15/14 _____

Name: _____ Ken Kleiner _____

Email: _____ Ken_kleiner@cml.edu _____

Browser name: _____ Firefox _____

Thank you for taking the time to perform our usability test!

Please perform the following steps and feel free to leave comments at the bottom of the

next page:

Difficulty rating scale (1 – 10): 1 = easy, 5 = moderate, 10 = difficult

1. Select an employee you would like to make an appointment with.

   Difficulty rating (circle one): (1) 2 3 4 5 6 7 8 9 10

2. Select a date outside of the current month for your appointment.

   Difficulty rating (circle one): (1) 2 3 4 5 6 7 8 9 10

3. Create the appointment.

   Difficulty rating (circle one): 1 (2) 3 4 5 6 7 8 9 10

Comments:

Was confused over timer on bottom of ~~reg~~ registration page

Evaluation Form

User Name: _Ken Kleiner_

Describe user actions: _____

Clicked employee

5/16/2014   1200   - polar issue

_____

~~1. Create an account.~~

    ~~User difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10~~

    ~~Notes:~~ ___Removed from beta_____

    _____

    _____

    _____

2. Select an employee you would like to make an appointment with.

    User difficulty rating (circle one): (1) 2 3 4 5 6 7 8 9 10

    Notes: _____

    _____

    _____

    _____

3. Select a date outside of the current month for your appointment.

User difficulty rating (circle one) (1) 2 3 4 5 6 7 8 9 10

Notes: _____

_____

_____

_____

4. Create the appointment.

Difficulty rating (circle one): 1 (2) 3 4 5 6 7 8 9 10

Notes: _____

Attempted .and. il phone

Queston clarl timer - confuml

_____

Q/A

1) Whet was appouctul fr? Make appoutul with...somun

3) Very eazy

5) Induce whet the timer is fr

6) Can't think of any. Cursor needs to chage
   fer time slot.

Book It Usability Testing Form
Version 2.0

Date: April 15 2014

Name: Nicholas S/Pierre

Email: nico200@gmail.com

Browser name: Firefox

Thank you for taking the time to perform our usability test!

Please perform the following steps and feel free to leave comments at the bottom of the next page:

Difficulty rating scale (1 – 10): 1 = easy, 5 = moderate, 10 = difficult

1. Select an employee you would like to make an appointment with.

    Difficulty rating (circle one): (1) 2 3 4 5 6 7 8 9 10

2. Select a date outside of the current month for your appointment.

    Difficulty rating (circle one): 1 (2) 3 4 5 6 7 8 9 10

3. Create the appointment.

    Difficulty rating (circle one): 1 2 3 4 (5) 6 7 8 9 10

Comments:

- Calendar kinda big for page, should be able to fit all of this on a macbook bro

- info text really small

- hover styles on employees
- Clickability on employees

- hover on time selector styles

Evaluation Form

User Name: _Nick St. Pierre_

Describe user actions: _____

_____

_____

_____

1. ~~Create an account.~~

    ~~User difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10~~

    ~~Notes:~~ ___Removed from beta_____

    _____

    _____

    _____

2. Select an employee you would like to make an appointment with.

    User difficulty rating (circle one) (1) 2 3 4 5 6 7 8 9 10

    Notes: _Clicked ~~a~~ right on photo_____

    _____

    _____

    _____

3. Select a date outside of the current month for your appointment.

User difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

Notes: _User was confused when he couldn't_
select @ 5pm. Should style taken times
differently

4. Create the appointment.

    Difficulty rating (circle one): (1) 2 3 4 5 6 7 8 9 10

    Notes: _____

Purpose:

- employee photo shouldn't be only clickable
  past
- Hovering over day/time color should be
  darker
- Comment for appointments
- Grey out non-selectable times
- Have appt. form pop up on home page
- Intro page saying what book it does.

Book It Usability Testing Form
Version 2.0

Date: _4/15/2014_

Name: _Virginia_

Email: _Virginia.Liu.Dulcimer@gmail.com_

Browser name: _Firefox_

Thank you for taking the time to perform our usability test!

Please perform the following steps and feel free to leave comments at the bottom of the

next page:

Difficulty rating scale (1 – 10): 1 = easy, 5 = moderate, 10 = difficult

1. Select an employee you would like to make an appointment with.

   Difficulty rating (circle one): 1   2   3   4   5   6   7   8   9   (10)

2. Select a date outside of the current month for your appointment.

   Difficulty rating (circle one): 1   2   3   4   5   6   7   8   9   (10)

3. Create the appointment.

   Difficulty rating (circle one): 1   2   3   4   5   6   7   8   9   (10)

Comments:

Normal people don't use military time.

Evaluation Form

User Name: Virginia Liu

Describe user actions: Clicked on employee ⇒ next month ⇒ day ⇒ time ⇒ ~~e~~ Filled form.

1. ~~Create an account.~~

   ~~User difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10~~

   ~~Notes:~~ ___ Removed from beta ___

2. Select an employee you would like to make an appointment with.

   User difficulty rating (circle one): (1) 2 3 4 5 6 7 8 9 10

   Notes: _____

3. Select a date outside of the current month for your appointment.

User difficulty rating (circle one): (1) 2 3 4 5 6 7 8 9 10

Notes: _____

_____

_____

_____

4. Create the appointment.

Difficulty rating (circle one): 1 2 (3) 4 5 6 7 8 9 10

Notes: Had trouble w/ autofill on form

_____

_____

_____

Purpose: An appt. making site

— Not difficult to create an appointment
— Add a comments section to appt. form i.e.
  a description of service you want done
— Military time on time selector is not normal.
  Change

Book It Usability Testing Form
Version 2.0

Date: Apr 15, 2014

Name: Daniel Scanlan

Email: daniel_scanlan@student.uml.edu

Browser name: Chrome (Mac)

Thank you for taking the time to perform our usability test!

Please perform the following steps and feel free to leave comments at the bottom of the

next page:

Difficulty rating scale (1 – 10): 1 = easy, 5 = moderate, 10 = difficult

1. Select an employee you would like to make an appointment with.

   Difficulty rating (circle one): 1 ② 3 4 5 6 7 8 9 10

2. Select a date outside of the current month for your appointment.

   Difficulty rating (circle one): 1 ② 3 4 5 6 7 8 9 10

3. Create the appointment.

   Difficulty rating (circle one): 1 ② 3 4 5 6 7 8 9 10

Comments:

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

Evaluation Form

User Name: _Daniel S_

Describe user actions: _Figuiring out what to click_
box - visually look like button itself
think only goes to ~130

1. ~~Create an account.~~

   ~~User difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10~~

   ~~Notes:~~ ___Removed from beta___

   _____

   _____

   _____

2. Select an employee you would like to make an appointment with.

   User difficulty rating (circle one): (1) 2 3 4 5 6 7 8 9 10

   Notes: _took a few seconds to figure out_
   what to click the picture of employ ess
   more click. made appointment with ease

   _____

3. Select a date outside of the current month for your appointment.

User difficulty rating (circle one): (1) 2 3 4 5 6 7 8 9 10

Notes: _____

_____

_____

_____

4. Create the appointment.

Difficulty rating (circle one): (1) 2 3 4 5 6 7 8 9 10

Notes: was confused by idle timer

_____

_____

_____

> maybe change date color
if day booked.   name
                                              show
1) booking an appoint, don't expestise apear disap

2)

3) straight forward

5) right align labels looks clean
milatary time - maybe
decrease space / even out
idle time how do ppl know - looks like
button
change appt from form tool tip
change, put on main page

6)
booked day - different color - icon maybe?
polished / clean, simple

Book It Usability Testing Form
Version 2.0

Date: _4 / 15 / 14_

Name: _Jack kallas_

Email: _Jack.kallas @ gmail.com_

Browser name: _Chrome_

Thank you for taking the time to perform our usability test!

Please perform the following steps and feel free to leave comments at the bottom of the

next page:

Difficulty rating scale (1 – 10): 1 = easy, 5 = moderate, 10 = difficult

1. Select an employee you would like to make an appointment with.

    Difficulty rating (circle one): (1) 2 3 4 5 6 7 8 9 10

2. Select a date outside of the current month for your appointment.

    Difficulty rating (circle one) (1) 2 3 4 5 6 7 8 9 10

3. Create the appointment.

    Difficulty rating (circle one) (1) 2 3 4 5 6 7 8 9 10

Comments:

Very clean UI

Evaluation Form

User Name:
Jack K.

Describe user actions: _Clicked quickly w/ ease no hesitation_

_____

_____

_____

1. ~~Create an account.~~

    ~~User difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10~~

    ~~Notes:~~ ___ Removed from beta _____

    _____

    _____

    _____

2. Select an employee you would like to make an appointment with.

    User difficulty rating (circle one) (1) 2 3 4 5 6 7 8 9 10

    Notes: _No effort in making appointment_

    _____

    _____

    _____

3. Select a date outside of the current month for your appointment.

User difficulty rating (circle one) (1) 2 3 4 5 6 7 8 9 10

Notes: _made appointment with ease_

4. Create the appointment.

   Difficulty rating (circle one) (1) 2 3 4 5 6 7 8 9 10

   Notes: _____

1) making w/ specialist

2) ~~(crossed out)~~

3) very easy

5) picture of specalist

6) make calendar bigger
   clean looking now

Book It Usability Testing Form
Version 2.0

Date: _____

Name: _Curran Kelleher_

Email: _currn.Kelleher@gmail.com_

Browser name: _FF_

Thank you for taking the time to perform our usability test!

Please perform the following steps and feel free to leave comments at the bottom of the

next page:

Difficulty rating scale (1 – 10): 1 = easy, 5 = moderate, 10 = difficult

1. Select an employee you would like to make an appointment with.

    Difficulty rating (circle one): (1) 2   3   4   5   6   7   8   9   10

2. Select a date outside of the current month for your appointment.

    Difficulty rating (circle one): (1) 2   3   4   5   6   7   8   9   10

3. Create the appointment.

    Difficulty rating (circle one): (1) 2   3   4   5   6   7   8   9   10

Comments:

Evaluation Form

User Name: _Curran_

Describe user actions: _Tried to click on name_

1. ~~Create an account.~~

   ~~User difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10~~

   ~~Notes:~~ ___Removed from beta___

2. Select an employee you would like to make an appointment with.

   User difficulty rating (circle one): 1 2 ③ 4 5 6 7 8 9 10

   Notes: _Tried to click on name not photo_

3. Select a date outside of the current month for your appointment.

User difficulty rating (circle one): 1 2 3 (4) 5 6 7 8 9 10

Notes: Had trouble w/ greyed out days: didn't know what it meant. Should use css pointer for times

4. Create the appointment.

Difficulty rating (circle one): 1 2 3 4 (5) 6 7 8 9 10

Notes: Confused by idle timer: thought it meant 2 hour appointment. Curious about lack of confirmation email.

Purpose:

— Email confirmation would be nice

Book It Usability Testing Form
Version 2.0

Date: _4/15/14_

Name: _Mark Field_

Email: _mark-field@uml.edu_

Browser name: _firefox_

Thank you for taking the time to perform our usability test!

Please perform the following steps and feel free to leave comments at the bottom of the

next page:

Difficulty rating scale (1 – 10): 1 = easy, 5 = moderate, 10 = difficult

1. Select an employee you would like to make an appointment with.

   Difficulty rating (circle one): ① 2   3   4   5   6   7   8   9   10

2. Select a date outside of the current month for your appointment.

   Difficulty rating (circle one): ① 2   3   4   5   6   7   8   9   10

3. Create the appointment.

   Difficulty rating (circle one): ① 2   3   4   5   6   7   8   9   10

Comments:

The employee "card" could be clickable, rather than just the picture as nothing else is interactive in it.

I like the animation after clicking an employee

Why are some future dates blocked out? Booked?

Evaluation Form

User Name: _Mark Field_

Describe user actions: _____

_____

_____

_____

1. ~~Create an account.~~

   ~~User difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10~~

   ~~Notes:~~ ___Removed from beta___

   _____

   _____

   _____

2. Select an employee you would like to make an appointment with.

   User difficulty rating (circle one) ① 2 3 4 5 6 7 8 9 10

   Notes: _Chroj_

   _____

   _____

   _____

3. Select a date outside of the current month for your appointment.

User difficulty rating (circle one): (1) 2 3 4 5 6 7 8 9 10

Notes: _15 · May   12:00_

4. Create the appointment.

Difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

Notes: _Created appointment w/o issue. Didn't allow_
input values.

Q & A

1) Book meetings.

3) Very easy

5) Phone Mask Time = same funct as previous page

6) Jquery plugin extension to also click day & time simultaneously

Book It Usability Testing Form
Version 2.0

Date: _4/15/14_

Name: _David Jelley, Jr._

Email: _David DJelleyJr@gmail.com_

Browser name: _Firefox_

Thank you for taking the time to perform our usability test!

Please perform the following steps and feel free to leave comments at the bottom of the

next page:

Difficulty rating scale (1 – 10): 1 = easy, 5 = moderate, 10 = difficult

1. Select an employee you would like to make an appointment with.

   Difficulty rating (circle one): (1) 2 3 4 5 6 7 8 9 10

2. Select a date outside of the current month for your appointment.

   Difficulty rating (circle one): (1) 2 3 4 5 6 7 8 9 10

3. Create the appointment.

   Difficulty rating (circle one) (1) 2 3 4 5 6 7 8 9 10

Comments:

- Canceling Appointment goes back to beginning.
- Selecting the time might not be intuitive. Took me a second to realize just clicking it would work.
- Any ~~time~~ Phone # format?
- Confirmation ~~tools~~ blends in with background
- At calendar can't go back.
- At calendar I didn't know I could switch people

Evaluation Form

User Name: *David Jelly*

Describe user actions: _____

scroll.g ? 2 d.sc dates, cancelled with of appoint.

1. ~~Create an account.~~

    ~~User difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10~~

    ~~Notes:~~ ___Removed from beta_____

    _____

    _____

    _____

2. Select an employee you would like to make an appointment with.

    User difficulty rating (circle one): (1) 2 3 4 5 6 7 8 9 10

    Notes: _*Click Cn,*_____

    _____

    _____

    _____

3. Select a date outside of the current month for your appointment.

User difficulty rating (circle one) 1 2 3 4 5 6 7 8 9 10

Notes: _July 17 2014_

_1000_

4. Create the appointment.

Difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

Notes: _No ~~validation handled~~_

Invalid email. validation ok

Q & A

1) To schedule appointments w/ prompt displayed.

3) Simple & should found.

5) Somehow to let user know where they are.

6) Time slots - clicking on time to select not intuitive. Intuitive user.

Blocky looking.

Book It Usability Testing Form
Version 2.0

Date: _April 15_

Name: _Sarah Croughwell_

Email: _Sarah_Croughwell @ student.uml.edu_

Browser name: _Firefox_

Thank you for taking the time to perform our usability test!

Please perform the following steps and feel free to leave comments at the bottom of the next page:

Difficulty rating scale (1 – 10): 1 = easy, 5 = moderate, 10 = difficult

1. Select an employee you would like to make an appointment with.

   Difficulty rating (circle one): 1 2 3 ④ 5 6 ⑦ 8 9 10

   The use of boxes makes it seem that the entire element, and not just the picture is a clickable link

2. Select a date outside of the current month for your appointment.

   Difficulty rating (circle one) ① 2 3 4 5 6 7 8 9 10

   Easy & intuative!

3. Create the appointment.

   Difficulty rating (circle one): 1 2 ③ 4 5 6 7 8 9 10

   Use of military time may be difficult for the user who may not be used to it

Comments:

Tool tip provides helpful info, however I didn't notice it at first, maybe a scale change or animation would call attention to itself more. Overall site is pretty intuative minus a few things.

Evaluation Form

User Name: Sarah

Describe user actions: ₡

~~1. Create an account.~~

    ~~User difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10~~

    ~~Notes:~~   Removed from beta

2. Select an employee you would like to make an appointment with.

    User difficulty rating (circle one): 1 ②3 4 5 6 7 8 9 10

    Notes: attempted to select text under photo

3. Select a date outside of the current month for your appointment.

User difficulty rating (circle one) ① 2 3 4 5 6 7 8 9 10

Notes: _____

_____

_____

_____

4. Create the appointment.

Difficulty rating (circle one): ① 2 3 4 5 6 7 8 9 10

Notes: _____

_____

_____

_____

- Don't place expertise in same boxes as photo
- Don't use dummy text
- Don't need underline expertise, just bold

Purpose: Didn't know it was for appointments right at start
- Really easy to create an appt
- Add date and time to appt. Success modal on homepage
- Use of military time on appt. creation form is bad
- Add a brief description under book it logo i.e. "#1 booking software"
- Comments section for appointment creation