

# Testathon 2.0 Feedback Report

## 1. Test Overall

Project Name: Tourlingo

Test Time: 11.08.2025

Tested People: 16

Tested Device: 16 Desktop (2 of them tested mobile as well)

## 2. Main Improvements Implemented Since Testathon 1.0

- **Tutorial implementation:** Implemented a tutorial for first-time users, for better user guidance and reducing dependency on external assistance.
- **Map navigation:** Added static navigation function to the map page.
- **Translation in cultural tips page:** Resolved the translation issue where cultural tips titles remained untranslated.

## 3. Test Result Comparison

### 3.1 System Usability Comparison

Question	Testathon 1.0	Testathon 2.0	Improvement	Change %
System Ease of Use	4.07/5	4.25/5	+0.18	+4.4%
Information Accessibility	3.73/5	4.06/5	+0.33	+8.8%
Navigation & Structure	4.06/5	4.25/5+	+0.19	+4.7%
System Independence	3.93/5	4.12/5	+0.19	+4.8%
Reuse Intention	3.40/5	4.12/5	+0.72	+21.2%

### 3.2 Interface Design Comparison

Question	Testathon 1.0	Testathon 2.0	Improvement	Change %
Visual Appeal	3.73/5	4.00/5	+0.27	+7.2%
Information Presentation	4.00/5	4.19/5	+0.19	+4.8%
Design Consistency	4.27/5	4.43/5	+0.16	+3.7%

### 3.3 Page Performance Comparison

#### Map Page

- **Testathon 1.0:** 80% Good/Very Good, 20% Normal, 0% Negative
- **Testathon 2.0:** 81.25% Good/Very Good (13/16), 12.5% Normal (2/16), 6.25% Bad (1/16)

Maintains strong performance with slight variation.

#### Recommendation Page

- **Testathon 1.0:** 47% Good/Above, 53% Normal/Below
- **Testathon 2.0:** 75% Good/Very Good (12/16), 25% Normal (4/16), 0% Negative

Remarkable improvement of +28% in positive ratings.

#### Essential Page

- **Testathon 1.0:** 57% Good/Very Good, 43% Normal/Below
- **Testathon 2.0:** 75% Good/Very Good (12/16), 25% Normal (4/16), 0% Negative

Significant improvement of +18% in positive ratings.

#### Cultural Tips Page Performance

- **Testathon 1.0:** 67% Good/Very Good, 33% Normal/Below
- **Testathon 2.0:** 75% Good/Very Good (12/16), 18.75% Normal (3/16), 6.25% Bad (1/16)

Modest improvement of +8%.

## 4. Analysis of Current Test Results

### Most Significant Improvements:

- **Reuse Intention (+21.2%):** The most improvement, indicating enhanced user satisfaction.

- **Information Accessibility (+8.8%):** Successfully addressed the lowest-performing metric from Testathon 1.0. Improved user confidence in navigating the system without assistance.

## What Users Find Useful

- Toilet function.
- Essentials function is brilliant for emergency situations.
- Highlighting of places when click the pin.
- Support lots of languages.
- Tips part.

## Things to Improve Based on Feedback

- Tutorial function:
  - Suggestion to move question mark position next to search bar for better visibility.
  - No need tutorial when enter the language selection page, pop up the tutorial after entering the main map page.
- Map page:
  - The navigation side panel exists on another page if users don't click the close button to close it, and it will overlap with other side panel in recommendation and essential page.
  - Navigation suggestions should pop up automatically after searching a specific place.
  - Suggest possible places when typos are made in search.
  - When clicking pin just below search bar, popup hides below search bar.
  - Skipping the sea, only land roads are considered. Time for sea is not added.
- Recommendation and Essential page:
  - When the side panel is open, users want to close by clicking elsewhere for more intuitive operation, same in the essential page.
  - The left side of webpage doesn't close automatically when the search bar is clicked, same in the map and essential page.
  - Fly to selected location on map when using recommendations.
  - When selecting cards, the map should scroll and centre to that pin.
  - Recommendation cards currently provide little helpful information.
  - Road and description were the same for all the popups or cards.
- Cultural tips page:
  - More travel advice is needed.

- More region-based etiquettes like local slang.
- Add pronunciation of local language phrases in common phrases section.
- Dislike how active section in cultural tips goes to the top and then opens.
- Translation:
  - Translation issues with Portuguese (Brazil).
  - Change language of places mentioned in the map.
  - "Select language" button text should be translated when language is clicked.
  - Tutorial buttons are not translated.
  - Common phrases half translated and half in english.

## 5. User Wanted Feature in the Future

- AI functionality suggestions
  - Have an interactive AI agent chat in the right corner.
  - AI assistant suggested to improve search experience.
- Trip planning function
  - Planning trips from different places by choosing the duration.
- Navigation
  - Dynamic navigation and location.
  - Different routes of travelling.