

Rating After Watching User Flow — Test Protocol

Project: Sunday Night Movie

Student: ElMahmoudi Abderrahman

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Version: V1

1. Objective / Research Goal

The goal of this test is to evaluate how easily users can rate a movie after watching and submit feedback. The test aims to determine:

- Whether users understand the rating process
 - If users can successfully submit a review or skip it
 - How intuitive it is to view past ratings
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2. Test Participants

- 5 participants, aged 18–35
 - Regular movie watchers
 - Familiar with mobile or web apps
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3. Test Setup

- **Device:** Laptop, tablet, or mobile showing the Rating wireframes
 - **Observers:** 1 note-taker / facilitator
 - **Environment:** Quiet, minimal distractions
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4. Test Tasks

Participants will be asked to perform the following tasks:

1. Navigate to the Rate Service Screen after completing a movie.
 - **Task:** Select a star rating (1–5).
 - **Task:** Optionally enter a short text review.
 - **Task:** Submit the rating.
 - **Task:** Locate and click the Submit button.
 - **Task:** Observe the Submit Confirmation Screen.
 - **Task:** Verify the rating was submitted successfully.
 2. Navigate to the View Ratings Screen.
 - **Task:** Check past ratings and average score.
 - **Task:** Read at least one review.
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5. Metrics

- **Success Criteria:** Users can complete rating tasks without assistance

- **Time to Complete:** Measure time per task
 - **Errors/Confusion:** Note hesitation, misclicks, or skipped steps
 - **Feedback:** Record any comments about clarity, usability, or layout
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6. Observations / Notes

- Record behaviors, questions, or misunderstandings
 - Note if users skip the rating or struggle to submit feedback
 - Identify any difficulty reading past reviews or average rating
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7. Post-Test Questions

1. Was submitting a rating clear and intuitive?
 2. Did you find the option to skip feedback useful?
 3. How could this rating flow be improved?
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8. Deliverables

- Screenshots / photos of participants using the wireframes
- Observations recorded in the notes
- Summary of 3 actionable improvements in a separate PDF