Pre Test Questionnaire:
1) Have you booked an appointment from your phone before? yse
2) What service-
3) How often- once

Participant used their own phone

Background data/ check-list

You want to get your car service and decide to schedule an appointment using the mobile app. Your information is as followed:

Your car is a 2009 Hyundai Sonata with 68,000 miles, [trim} GSL 6, and you would like to get it serviced. You want to go into the dealer next Friday at 8:15am. Also you would like to use the shuttle service. *(customer will have a cheat sheet)*

<u>Case 1:</u>

Schedule your appointment

Using the vehicle and appointment data provided navigate through the app to set up your appointment. Explain your thought process as you complete this task.

Notes

Severe condition- checked and cant change was annoying

doesnt notice mileage at top- noticed on second round
factory recommend

calendar interesting
saw advisor
didnt use calendar feature, scrolled

back button was pressed and had to start over

scrolled to transportation
scrolled down to times

tried to scroll until next week couldn't find it, expanded times on last one and that didnt work, eventually scrolled back up to top, saw calendar and press right forward button. then went down to friday

found calendar thought could just scroll down for next friday

chose new time- 8:30

QUESTIONS:

1. On a scale from 1-5 how easy was it for you to select the day and time you wanted, 5 being no problems 1 being very frustrating?
8 on scale from 1-10
2. In selecting the time, did what you were expecting to happen occur?

unexpected.

3. Did you notice the advisor option? Is this an appealing change for you to be able to make?

yes, no not really appealing, have no prior relationship, didnt even click it

4. Were the descriptions provided in the app detailed and clear enough?

straight forward not needed, wanted shuttle, saw title and selected it, didnt bother with other options

5. How was the navigation through the scheduling page?
    ok

6. How pleasant was your navigation experience through the app?
    *It was super easy and straightforward, no problems
    * It was fairly simple to go through, some things I had to try and figure out-
    * It was very confusing and frustrating

7. Do you feel confident in your booking of this appointment? Would it be safe to say that you feel secure that your appointment is successfully booked with the features you wanted?

yes

Notes:

compared experience to previous time. felt lots of improvement.
probably with phone, pressing back button

Post Test Questionnaire:

1. Did you bail out of this task at any time? no
2. Where did you bail and why? na
3. Rate how easy it was for you to complete this task on a scale from 1-10

4. Would you ever schedule on your mobile device like this, after going through this?- more with desktop, call bluetooth, personal , different schedule compared to calling
5. What was the most frustrating part of this task?- back button.
6. What would make your experience with this scheduling app better?- If you could improve this experience how would you do it.

back button
saving info

odd calendar feature
didnt know what it was at first
couldn't read it, the lines were confusing

had bias towards phone call because more personal experience, can easily do it in the car through bluetooth, times available aren't always available online

in time selection- didnt understand the drop down, was confusing, also difficult to read the show all, didnt make sense. participant was confused on why the three times were shown.
when expanded all on the last day on page was expecting to see the next week show up to scroll to the next friday- "thats what others do"

Pre Test Questionnaire:
1) Have you booked an appointment from your phone before-
2) What service-
3) How often-

1) On a scale from 1-5 how easy was it for you to select the day and time you wanted?

2) In selecting the time, did what you were expecting to happen occur?

3) Did you notice the advisor option? Is this an appealing change for you to be able to make?

4) Were the descriptions provided in the app detailed and clear enough?

5) How was the navigation through the scheduling page? How pleasant was your navigation experience through the app?
        *It was super easy and straightforward, no problems
        *It was fairly simple to go through, some things I had to try and figure out
        *It was very confusing and frustrating

6)Do you feel confident in your booking of this appointment? Would it be safe to say that you feel secure that your appointment is successfully booked with the features you wanted?

1. Did you bail out of this task at any time?
2. Where did you bail and why?
3. Rate how easy it was for you to complete this task on a scale from 1-10
4. Would you ever schedule on your mobile device like this?
5. What was the most frustrating part of this task?
6. What would make your experience with this scheduling app better?