**User Testing of Moffat-Bay Website**

**Test Purpose:**

The purpose of this user testing is to evaluate the overall user experience and functionality of the Moffat-Bay Lodge and Marina website. To ensure that it meets the needs and requirements of both potential guests and the Lodge while providing a seamless and informative experience.

**Test Objective:**

1. Usability and Navigation:
   1. Test the ease of navigation of the website, focusing on the navigation menu, the landing, about us, attractions, user account, and reservation related pages.
   2. Identify any navigation issues or confusion that users may encounter.
   3. Evaluate the clarity and intuitiveness of the menu and links.
   4. Evaluate if the mobile navigation drop down menu is intuitive and easy to use.
2. Information Accessibility:
3. Assess how easily the users can find essential information such as contact details, location, pricing, overview of lodge attractions/services, and reservation information.
4. Check if the attractions page provides comprehensive information about nearby activities (Hiking, Kayaking, Whale Watching, Scuba Diving).
5. Check if the about us page provides comprehensive information about the lodge, the provided services, activities, (Multiple pictures of lodge, overview of lodge/location, list of attractions, marina services, events/hosting services, leisure services), and contact details (phone, email, address, email submit form).
6. Check if the reservation pages provide comprehensive information on the rooms, pricing, and amenities. (King/Queen/Double Queen/Double Full, price per night, total stay price, room pictures, checkout time, number of guests, room amenities).
7. Reservation Process:
   1. Evaluate the efficiency and user-friendliness of the reservation booking process, including the booking, reservation summary, confirmation, and look up pages.
   2. Ensure users can easily select desired dates, number of guests, and room for booking.
   3. Verify that the reservation process is free from errors and technical issues.
   4. Verify that users receive a summary of potential reservation before either confirming or canceling.
   5. Verify that users receive a confirmation summary of confirmed reservation with all details listed. (Pricing, check-in/out dates, room details, room number, confirmation number, contact details, and number of guests).
   6. Verify that users can easily navigate to reservation lookup page and search for their existing reservation by confirmation key. That reservation lookup displays all reservation details. (Pricing, check-in/out dates, room details, room number, confirmation number, contact details, and number of guests).
   7. Verify that users may select to delete their looked-up reservation if they so choose by clicking “delete reservation” and then confirming this in a pop-up confirmation. This should also display a success message to the user to verify the result.
8. User Account Management:
9. Assess the user registration and login/logout process for ease of use and clarity.
10. Test the functionality of the user registration page, user login page, and user logout.
11. Test the functionality of the user profile page, including the ability to update personal profile information and view their current information.
12. Test the functionality of the user forgot/change password.
13. Mobile Responsiveness:
14. Ensure that the website is responsive and functional on different devices and viewport sizes, including desktops, laptops, tablets, and phones.
15. Appearance and Design:
16. Assess the visual appeal and design consistency of the website, including the use of colors, fonts, images, and overall aesthetics.
17. Evaluate the layout and structure of all pages to ensure they are visually appealing, cohesive, and easy to follow.
18. Determine if the design elements align with brand identity and evoke a sense of trust and professionalism.
19. Collect use feedback on overall visual impression.
20. Content Clarity and Persuasion:
21. Evaluate the clarity and persuasiveness of the content on the landing page, about us page, and attractions page, focusing on its ability to encourage users explore website further and to make a reservation.
22. Error Handling:
23. Test the website’s error-handling capabilities such as providing clear error messages that correspond to a particular user mistake.
24. Security and Privacy:
25. Ensure that user data is handled securely during reservation, registration, login, and lookup processes.
26. Changing or viewing sensitive information should require user authentication such as viewing private reservation records, deleting reservation, or changing profile/password.
27. Secure handling by hashing passwords.
28. Cross-Browser Compatibility:
29. Check the websites compatibility with various web browsers to ensure consistent experience.
30. Feedback and Suggestions:
31. Collect user feedback and suggestions for improvement throughout the testing process.

**User Test #1**

**Developer Name:** Brittany Kyncl

**Beta Tester Name: Chrsitian Llinas**

**Test Date: 9/25/23**

**User Instructions:**

Please read through the following sections carefully and perform them to the best of your ability. First, read through the “User Tasks/Scenarios” section and complete the provided instructions for each task, checking off each task you were able to complete. You need not complete the user tasks in sequential order, but it is recommended. It is also not a strict requirement to complete each user task, just that you note in detail why or how the failure occurred. Such as, technical error, too difficult to navigate, unclear instructions, not functioning, or generally too difficult to complete and why? Take note of any comments, questions, concerns, or feedback regarding each task as you complete the tasks and hold them until the end.

Then in the following second section, the Q&A, you will answer questions regarding your experience with the website, the user tasks, and overall impressions. During the Q&A section please feel free to provide any additional comments, questions, or concerns you noted during the completion of your user tasks. Additionally, feel free to comment on any design, function, or information you encountered during your exploration of the website that was not listed in the user tasks or Q&A.

**User Tasks/Scenarios for Q&A:**

**Task 1: Navigating the Website:** Imagine you are planning a trip to Moffat-Bay Lodge and Marina. Start by exploring the website clicking any links on each page and taking in Find the "Landing" page and provide your initial impressions.  
 Find the "About Us" page and provide your initial impressions.  
 Find the "Attractions" page and provide your initial impressions.  
 Find the "Reservations" page and provide your initial impressions.

**Task 2: Learning More About the Lodge:** You want to learn more about the lodge. Locate the about us page and skim it for more information.  
Find more pictures of the lodge.  
 Find an informational overview of the lodge and location.  
 Find information on the services available at the lodge and local activities.

**Task 3: Finding Contact Information:** You want to get in touch with the lodge for inquiries.   
 Locate the contact details, including phone number and email address.  
 Find the email address, phone number, and address of the lodge.  
 Try to send an email using the “contact us” email form.

**Task 4: Exploring Nearby Attractions:** You're interested in nearby activities.   
 Go to the "Attractions" page and find information about hiking, kayaking, whale watching, and scuba diving.

**Task 5: Logging into Your Account:** Log in to your existing account (if you have one) or register a new account if you're a new user.

**Task 6: Updating Your Profile:** Update your profile information, including your contact email and phone number.

**Task 7: Changing Your Password:** Change your password to a new one.

**Task 8: Making a Reservation:** You've decided to make a reservation for a weekend stay.   
 Start the reservation process and book a desired room for 3 guests for your desired dates.

**Task 9: Reviewing a Reservation:** You want to double-check the details of your reservation.  
 Find and review your reservation summary.

**Task 10: Deleting a Reservation:** After looking up your reservation, you decide to delete it and start over.   
 Find your reservation and delete it.

**Task 11: Testing Error Handling** Attempt to make a reservation with incorrect or incomplete information to see how the website handles errors. Ex: enter in a check-out date before the check-in date or dates that are less than the current date.

Attempt to login or make an account using incorrect or incomplete information to see how the website handles errors. Ex: enter in incorrect/incomplete email or password or try to create a password which does not meet password requirements.

Attempt to search for a reservation using incorrect or incomplete information to see how the website handles errors. Ex: search using less than, none, or greater than 7 characters and search using a made up 7-character key to see what happens.

**Task 12: Checking Mobile Responsiveness:** Open the website on your mobile device (smartphone or tablet) and perform any task of your choice. Note any issues related to mobile responsiveness?

**Task 13: Checking Cross Browser Compatibility:** Open the website on at least two different browsers of your choice. Explore all pages and functionality on each browser.

**User Questions, Responses, and Feedback:**

|  |  |
| --- | --- |
| Enter the total number of tasks you were able to check off, or complete in the box below. | |
| Completed Tasks: | 13 |
| Out of Total Tasks: | 13 |

1. Were you able to easily find the landing, about us, attractions, reservations, and user login pages? What was your overall impression of the website’s visual appeal, including colors, fonts, images, and layout? Did the design convey professionalism and brand identity? Was the layout easy to follow?

*I was able to find all the pages, the navigation menu links made it easy to find them. I like the layout and the colors too. The color and theme seemed to go with a marina lodge sort of look, and it did feel like I was on a hotel lodge website.*

1. Did the content on the landing page, about us page, and attractions page effectively encourage you to explore further and consider making a reservation? Why or why not?

*Yeah, I noticed a lot of links for book now and buttons which would take me to other pages. Things such as learn more, in sections that talked about attractions or about the lodge would take me to those pages. It seemed like almost every page had a button for book now which would take me to the reservations.*

1. Were you able to find essential information such as contact details, location, pricing, and an overview of the lodge attractions, rooms, and services? If not, why?

*Yes, the about us page had a clear section with contact details and the location and listed services too. The sections that mentioned attractions would have a link to attractions and it was very easy to find info about the rooms. The reservation pages listed the room prices too when you went to book a room.*

1. Did you encounter any navigation issues or confusion while exploring the website? If so, why?

*I was a bit confused about how to get to the marina services area, but I learned that was a separate part of the project not included. I was also confused at first when it made me log in or create an account before booking, but I figured out that you need an account to book a room.*

1. Were you able to complete all the user tasks? If not, please describe in detail why?

*I was able to complete all the user tasks.*

1. Were the reservation pages informative, providing details on rooms, images, pricing, and amenities? If not, why?

*They were pretty informative, at first, I was confused about having to log in first to book a room, but it made sense. I liked that there were pictures of the rooms and a little list and info about the room. I also liked the prices charged per night and total stay costs.*

1. How was your experience with the reservation booking process? Were you able to easily select dates, number of guests, and select a room for booking? Did you encounter any errors or technical issues? Did you find this process easy and intuitive?

*Yeah, it was pretty easy. You could enter in your dates or pick a room type. Either way it was pretty clear that you had to enter your dates before actually getting to the booking part so there was no confusion there. Then I liked that you could look things over before confirming it or cancel if you wanted to.*

1. Were you provided with a summary of your potential reservation before confirming? Did you receive a confirmation summary with all reservation details after confirming? Was this information easy to understand and follow? Did you find this process easy and intuitive? Why or why not?

*Yes, I got a summary on the page and also in the email. It was pretty clear which was the confirmation number and such.*

1. Were you able to navigate to the reservation lookup page and search for your existing reservation and view all details about it? Were you able to delete this reservation if you chose to? Did you find this process easy and intuitive? Why or why not?

*I was the menu had a label for that page, so it was pretty clear. Then the instructions for searching were pretty clear too. I entered in the key, and it showed my reservation, then the button for deleting was easy to see. I was able to delete it.*

1. How did you find the process of navigating and using the user registration/login/logout in terms of ease of use and clarity? Did the registration page, user login, and logout function as expected? Were you able to make an account, login, logout, or update your account information easily? Why or why not?

*Yeah, it made sense and was like most other login and registration pages. Actually, the logout button and login were easy to find. It was easier than most sites to change my profile information so that was nice.*

1. How did the website handle errors? Were you provided with clear error messages when you make a mistake? Were your intentional mistakes caught and conveyed to you, the user?

*I think pretty well, it didn’t let me enter in wrong dates for booking and would tell me when it was wrong. Also, the reservation looked up would tell me when I had entered in the key wrong or when my password or username was wrong.*

1. Did you feel that your user data was handled securely during booking, registration, login, and lookup processes?

*I think so.*

1. How would you rate the clarity and intuitiveness of site navigation for both desktop and mobile versions?

*I guess pretty good. 10/10*

1. Please share your impression of the navigation menus for both mobile and desktop versions. Did you find them attractive and easy to use?

*Yeah, they were pretty standard which made it easy to figure out. I liked the dropdown and the underline when you would hover over the links.*

1. Did you observe any differences in the website’s behavior or appearance on different browsers? If so, please describe?

*Not really.*

1. Do you have any additional comments, feedback, or suggestions about the websites design and functionality that you would like to impart? If so, please describe?

*It was annoying having to make an account to make a reservation, but I hate making accounts anyways.*

**User Test #2**

**User Instructions:**

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 Find the "Attractions" page and provide your initial impressions.  
 Find the "Reservations" page and provide your initial impressions.

**Task 2: Learning More About the Lodge:** You want to learn more about the lodge. Locate the about us page and skim it for more information.  
 Find more pictures of the lodge.  
 Find an informational overview of the lodge and location.  
 Find information on the services available at the lodge and local activities.

**Task 3: Finding Contact Information:** You want to get in touch with the lodge for inquiries.   
 Locate the contact details, including phone number and email address.  
 Find the email address, phone number, and address of the lodge.  
 Try to send an email using the “contact us” email form.

**Task 4: Exploring Nearby Attractions:** You're interested in nearby activities.   
 Go to the "Attractions" page and find information about hiking, kayaking, whale watching, and scuba diving.

**Task 5: Logging into Your Account:** Log in to your existing account (if you have one) or register a new account if you're a new user.

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Attempt to search for a reservation using incorrect or incomplete information to see how the website handles errors. Ex: search using less than, none, or greater than 7 characters and search using a made up 7-character key to see what happens.

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1. Were you able to easily find the landing, about us, attractions, reservations, and user login pages? What was your overall impression of the website’s visual appeal, including colors, fonts, images, and layout? Did the design convey professionalism and brand identity? Was the layout easy to follow?

*I was able to find everything very quickly. The colors were nice, the pictures are absolutely beautiful. Very professional, the layout was easy to follow.*

1. Did the content on the landing page, about us page, and attractions page effectively encourage you to explore further and consider making a reservation? Why or why not?

*Es it went into small details that had me intrigued.*

1. Were you able to find essential information such as contact details, location, pricing, and an overview of the lodge attractions, rooms, and services? If not, why?

*Yes, found easily.*

1. Did you encounter any navigation issues or confusion while exploring the website? If so, why?

*No*

1. Were you able to complete all the user tasks? If not, please describe in detail why?

*Skipped changing password, I have a hard time creating passwords to begin with*

1. Were the reservation pages informative, providing details on rooms, images, pricing, and amenities? If not, why?

*Yes, makes me want to stay there.*

1. How was your experience with the reservation booking process? Were you able to easily select dates, number of guests, and select a room for booking? Did you encounter any errors or technical issues? Did you find this process easy and intuitive?

*Had no issues.*

1. Were you provided with a summary of your potential reservation before confirming? Did you receive a confirmation summary with all reservation details after confirming? Was this information easy to understand and follow? Did you find this process easy and intuitive? Why or why not?

*Yes, for summary, yes for email, looked like a normal confirmation receipt, only issue is it went to my junk mail.*

1. Were you able to navigate to the reservation lookup page and search for your existing reservation and view all details about it? Were you able to delete this reservation if you chose to? Did you find this process easy and intuitive? Why or why not?

*Yes, on looking up my reservation/ yes on deleting, found it easy to do, only thing is maybe adding in a delete confirmation email.*

1. How did you find the process of navigating and using the user registration/login/logout in terms of ease of use and clarity? Did the registration page, user login, and logout function as expected? Were you able to make an account, login, logout, or update your account information easily? Why or why not?

*Was able to make an account easily.*

1. How did the website handle errors? Were you provided with clear error messages when you make a mistake? Were your intentional mistakes caught and conveyed to you, the user?

*Very clear message, words were in red.*

1. Did you feel that your user data was handled securely during booking, registration, login, and lookup processes?

*yes*

1. How would you rate the clarity and intuitiveness of site navigation for both desktop and mobile versions?

*10/10*

1. Please share your impression of the navigation menus for both mobile and desktop versions. Did you find them attractive and easy to use?

*Yes, loved the pictures & the details.*

1. Did you observe any differences in the website’s behavior or appearance on different browsers? If so, please describe?

*No*

1. Do you have any additional comments, feedback, or suggestions about the websites design and functionality that you would like to impart? If so, please describe?

*None*