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USER STUDY

For our user study, our team created a survey using surveymonkey.com, which was used in order to collect the data from the user. We used interview style questions to gather qualitative information from the user based on their opinion of our application. Five people participated in the user study, which was conducted both inside and outside of lab. Of the five surveyed, three people were from other teams, and two people were from outside of our class. The latter group was added to the survey to give us a more accurate study. The survey was estimated to take a total of five to seven minutes to complete, including the time it took to view and explain the purpose of the application.

For the pre-study questions, we asked for the person's name, age, and how often they traveled. We wanted to know how often they traveled because if they had little to no experience traveling, their input on our website and its purpose would have a diminished meaning. After they had viewed our application and after we explain to them its purpose and various functions, we asked them more questions. These questions were qualitative in nature and were related to the layout and organization of the website, their expectations while they were using the application, and whether or not they felt it would be useful during their travels. Lastly, after they were done using the application, we asked them a few more questions. We wanted to know if they were satisfied with our application, whether or not they would recommend it to others, and any changes they would like to see added to our application.

The users' responses can be found in the document titled "Survey Results". In order to preserve anonymity in the study, questions 3 and 4, which are related to identity, are not included.

STATEMENT OF REVISION

The first question we asked the user while they viewed our application was “Does the application looks well-organized? Why or Why not.” This allowed us to collect different opinions about our design. In general, all of the five people thought that our application is well-organized but they expect more updates for the design. We are advised to update the frames of the website to be side by side since it is hard for the user to see the full website. One of our users reported that it took them a second to find our search bar. Two of the users said that the placeholder to input the origin and destination cities were too small and too far in the corner. We will take these user’s thoughts to heart and use this advice to update our interface accordingly.

The next question is “What is your expectation of this application”. Two people in our study expected to find the cheapest deals as they travel and the other two people expected to find good deals for flights, as well as find popular events, restaurants and bars in the area. The users were asked “Do you believe this application’s function would be helpful while traveling? Why or Why not?” The responses we got back were very positive about the beneficial uses of the application. They asserted that it is very stressful to find locations while traveling to a new place.

However, we were happy to find out that they would recommend this application to their family and friends once it is completed. Moreover, our application does meet their expectations. One of the user suggested to us that we add a label to on the outside of our input boxes instead of inside them, which is a very great idea that we plan to implement. However, there are couple issues about mechanics involving the search bar; our search bar does not yet work but we will soon make it connect to our program as expected. Mostly the feedback that we got from the user is positive which is a great start for our team.

Our teammate, Sam Sanchez, was not in town to participate in the user studies of other teams and discuss about the changes in the project based on the results we collected from the study. Once he returns to town, we will discuss with him the future of our application and what changes need to be made as a result of these surveys.

Currently, we imagine that we will first start by getting our search bar to work properly, then work on updating our interface to match the recommendations of our users.