

Remote Usability Testing

Report of Gregory Westmoreland

Project Report

Task: 1

Prototype Title : C856 Taniti Island Website

Prototype Description : 1. The user should be able to navigate the website to find out which accommodations are available on the island. 2. The user should be able to navigate the website to find out what type of transportation is available on the island. 3. The user should be able to navigate the website to find out if adult only beaches are offered on the island. 4. The user should be able to navigate the website to research how to rent a scuba diving equipment. 5. The user should be able to navigate the website to learn how to plan a honeymoon trip.

Started On : 2021-09-01 02:53:22

Last Updated On : 2021-09-01 02:53:57

[Prototype Preview](#)

Task: 2

Reviewed Prototype : C856 Prototype - Richard Jardine

Prototype of : Richard Jardine

Feedback : The three main things I noticed that need changing: 1) Transportation tab is misspelled. 2) the Taniti return to home page link is broken on the Accommodations page. 3) When looking for places to eat, I finally stumbled across restaurants under the accommodations page. If you are going to keep the hotels/restaurants under the accommodations page, it would be a good idea to change the tab from "Accommodations" to "Accommodations/Restaurants" so there is no doubt on where to find a place to eat when looking at the main page.

Date of Feedback : 2021-09-02 02:45:16

[Prototype Feedback](#)

Task: 3

Reviewed Prototype : Taniti Web Redesign Prototype

Prototype of : Jacob Coker

Feedback : A couple of things I would emphasize would be the "Book A Trip" link. Perhaps rewording it to something else. Maybe like "Book Now" The other suggestion I had was to maybe add a filter box on the FAQ page for customers to find what they are looking for quicker instead of having to scroll through the entire FAQ page or using Ctrl+F -> keyword to see if it is on that page. Good Job! I

Date of Feedback : 2021-09-02 02:56:32

[Prototype Feedback](#)

Task: 4

Reviewed Prototype : J_Sarad taniti.com

Prototype of : Johanna Sarad

Feedback : I was kind of confused on how to book different ways to the island, perhaps instead of saying "book a flight" or "book a cruise", say "Book a cruise to the island" or "Book a flight to the island" on the main page in the main photo. The 4 star resort was easy to find. Perhaps a filtering type on the lodging page for people to filter by "price high to low", "filter by user rating - like 4 star and up". The type of restaurants was easy to find. The family friendly activities was kind of hard to find. I think if you put the four pictures on the main page in a grid pater 2 x 2 and then put the wording in the pictures like "Dine and Unwind", "Explore the Island", "Yellow Leaf Bay", and "Island Activities" would have made this easier to find. I was able to find the different types of tours pretty easy, however I'd suggest putting those tours (bus, helicopter, fishing, boat) in a bulleted list instead of links in a paragraph. This would make it easier to click on the link.

Date of Feedback : 2021-09-02 03:14:47

[Prototype Feedback](#)

Project Review

Review: 1

Feedback : There should be a bit more actual content around areas in user testing. I maybe found where adult only beach information would be, or maybe found information on scuba rental, but there was no text confirming it. The navigation was not 100% clear where I was, or which tab I should push to get to the required content, leaving me searching for information. It also changed on each page, replacing the current tab with "main page" this left me feeling confused, and lost. After navigating the entire site looking for the beach information, I knew

where the honeymoon page was, but it wasn't in an intuitive place, I would expect it to be under plan your trip, rather than book now. I didn't really expect any additional information on the book now page, I would expect to just find a booking form there.

Date of Review : 2021-09-03 19:02:18

[Prototype Feedback](#)

Review: 2

Feedback : The website was a little bit hard to navigate at first because of the navigational structure with the "book now" button working the first time to bring you to the next layer but then the button doesn't work after that. Some of the areas seems like links but they don't work (Sight seeing, guided tours, outdoor adventures) however the 1 working link (charters & rentals) lives in that section so it's confusing to not know which one works and which ones didn't. Overall great work on having the website look uniformly with each tab!

Date of Review : 2021-09-03 22:09:39

[Prototype Feedback](#)

Review: 3

Feedback : Placeholder text made it difficult to ascertain whether I actually found the information that the tasks were wanting. The verbiage of the main navigation categories confused me and made me unsure which page I needed to click on to find specific information.

Date of Review : 2021-09-04 20:15:05

[Prototype Feedback](#)