**Group Members:**

* **Ramanvir Singh Sahota**
* **Gurleen Singh Khaira**
* **Sajagpreet Singh**
* **Nandini Nandini**
* **Malak Singh**

1 & 2. Tasks

Task 1 – Simple (Difficulty Rating: 1)

Search for the Destination and choose a Hotel.

Task 2 – Simple (Difficulty Rating: 1)

##### Choose a Room and book a Hotel.

Task 3 – Advanced (Difficulty Rating: 5)

Search for the Destination, choose and book a Hotel and then finally book a Flight.

3. Testing Script

We are students at Sheridan College. For one of our courses, we are working on the development of a new mobile application. It would be used by anyone that finds travelling a big hassle. This application not only helps user to find a best tourist destination but also allows him/her to choose and book hotels, flights, book travel options at the destination and even book a personal tourist guide.

We have developed a prototype which simulates some aspects of the final system. What you will see is not a working system. Only pages relevant to the tasks we will ask you to complete have been mocked up. In addition, some links and functionality will not work. In order to evaluate the prototype and concept, we would like you to interact with the prototype and then give us your honest opinions. Any problems you find will help us improve the prototype.

The testing session will consist of two parts:

1. Completion of three tasks using the prototype, where you will be asked to verbalize your thoughts and opinions as you use the prototype
2. A brief interview to find out your opinions

One member of the group will run the session while the other will take notes. During the session, you are encouraged to ask questions but we may not be able to respond to them at that time. We will be able to answer all questions at the end of the session. The session should take about 20-30 minutes. You can end the testing at any point in the session if you feel uncomfortable.

Do you have any questions?    
  
If you feel comfortable taking part in this testing session, please sign this consent form.

Using the prototype, you will be asked to perform three tasks. While you are performing the tasks, please try to say your thoughts aloud. If you become quiet, I may ask questions to find out what you are thinking or remind you to speak your thoughts aloud.

Then we would like to ask you a few questions to find out what you think of the prototype.

4. Transcripts

Transcript #1

User Navjot Kaur

Facilitator / Note Taker Gurleen Singh Khaira

**Task 1 - Easy**

**Please Search for the desired Destination and choose a Hotel.**

Task Feedback:

“I think it’s pretty easy.

I’ll click on the destination icon on the top of the window and choose the one.

Thereafter, I need to look for a hotel, right?

So here I’ll click on the hotel icon and would choose the one of my interest.

That’s it.”

Difficulty Rating: 1 Interview:

##### What aspects of using prototype were problematic or confusing?

“I did not find anything problematic as everything was pretty simple.”

##### Did you notice any features that you like?

“Yeah, the proposal appears quite cool and the features are very easy to use.”

##### Did you notice any features that you dislike?

“No, everything was good.”

* Were any terms confusing?

“No, I don’t think so.”

* Which navigation labels are confusing or require clarification?

“No one. Every label was telling its purpose clearly.”

##### Do you have any suggestions for improvement?

“No, it’s all good.”

##### At any point did you feel overwhelmed with what was on the pages?

“No, frankly speaking.”

**Task 2 – Easy**

##### **Choose a Room and book a Hotel.**

Task feedback:

“It’s quite easy.

After I select the hotel, this list of rooms will provide me options to choose from.

It is asking for number of stay days and for number of adults as well and that’s good.

I will choose a room that’s best for me and click on select button”

Difficulty Rating:1

Interview:

##### What aspects of using prototype were problematic or confusing?

“I didn’t see any date selection option.”

##### Did you notice any features that you like?

“Asking for number of adults visiting and showing rooms according to certain budgets appeared quite interesting.”

##### Did you notice any features that you dislike?

“Date of arrival and departure.”

* Were any terms confusing?

“Only the absence of date option was a little bit confusing. Rest was up to the mark.”

##### Which navigation labels are confusing or require clarification?

“Labels were clear.”

##### Do you have any suggestions for improvement?

“Addition of date option.”

##### □ At any point did you feel overwhelmed with what was on the pages?

“No, not much.”

**Task 3 - Advanced**

**Search for the Destination, choose and book a Hotel and then finally book a Flight.**

Task feedback:

“I will go on destination icon first and choose one.

Then I will click on the hotel icon for choosing the hotel.

Thereafter, I will choose the room best suitable for me in that selected hotel,

from the list that will appear after choosing the hotel.

Then I will click on the Flights’ icon on the top.

Then I will choose my budget flight for the specific day and time by clicking on the option ‘Select’ after carefully reading the flight information.”

Difficulty Rating: 5

Interview:

##### What aspects of using prototype were problematic or confusing?

“No, I think everything was quite smooth and easy.”

##### Did you notice any features that you like?

“Yeah, I liked the budget option that appears while selecting a flight as it helps in choosing the flight according to one’s standard with great ease.”

##### Did you notice any features that you dislike?

“No, not at all.”

##### Were any terms confusing?

“No, everything was understandable.”

##### Which navigation labels are confusing or require clarification?

“No available home button on each and every page.”

##### Do you have any suggestions for improvement?

“Home button should be placed on every page and a small description about the site could also be shown on the homepage as it would help the visitors understand if this is the website they are looking for, without wasting their time.”

##### At any point did you feel overwhelmed with what was on the pages?

“No, not at all”

### Transcript #2

User Mandeep Singh Parmar

Facilitator / Note Taker Ramanvir Singh Sahota

**Task 1 - Easy**

**Please Search for the desired Destination and choose a Hotel.**

Task Feedback:

“Okay So, first of all I will enter my current place in ‘Flying From’ box

and the place I want to go in ‘Flying to’ box.

Then I will choose a departing date and returning date.

After that I will choose no. of rooms,

then finally I will click on search button to search for destination.

Now next page is showing me the list of hotels available at my searched destination,

I will choose a hotel that best suits me.

There is also a filter section on left side of page which I think is very useful.

I can set my budget range and type of accommodation I wanted and other things too.

Then I can choose a hotel which is best for me.”

Difficulty Rating: 1 Interview:

##### What aspects of using prototype were problematic or confusing?

“Everything was clear and provided in a simplest manner.”

##### Did you notice any features that you like?

##### “I really like the hotel filter option, I can filter hotels based on my budget and type of accommodation which I find very useful for choosing the best hotel.”

##### Did you notice any features that you dislike?

“No, all the features were good and useful”

* Were any terms confusing?

“No, Terms were clear and easily understandable”

* Which navigation labels are confusing or require clarification?

“All the Labels were informative and serves their purpose very well.”

##### Do you have any suggestions for improvement?

“In the homepage, when we have to enter ‘flying from’ and ‘flying to’ places, it would be good if we can choose from the list rather than entering the name of place by ourselves. I think that would be helpful.”

##### At any point did you feel overwhelmed with what was on the pages?

“No, Not really!”

**Task 2 – Easy**

##### **Choose a Room and book a Hotel.**

Task feedback:

“So after selecting my desired hotel, the next page is about that hotel,

Its showing some information about that hotel,

I will click on ‘choose room’ button.

Now there is a whole bunch of available rooms list,

I will choose a room that’s most suitable for me,

Then I will choose the number of people staying in the room

Then I will choose the number of days to stay

And Finally I will click on the select option.”

Difficulty Rating:1

Interview:

##### What aspects of using prototype were problematic or confusing?

“I think the date selection feature is missing, using which we can set the stay period in hotel. Apart from this, On the room selection page, I was confused about what actually the select button does, Does it just finalize our room selection? or does it finalize the whole hotel booking process?”

##### Did you notice any features that you like?

“I liked the amount of information given about both the hotel and rooms. On first page, all the required info about hotel was given like its rating, cost, pictures, phone number, address. On second page, the rooms list was provided with full detail about the rooms like cost per day, facilities.”

##### Did you notice any features that you dislike?

“I disliked the select button on room selection page because I found it little confusing about what is the actual purpose of it.”

* Were any terms confusing?

“Most of the terms were easy to understand except the select button on room selection page.”

##### Which navigation labels are confusing or require clarification?

“The select button on room selection page needs additional clarification about what it actually does, ‘selecting the room’ or ‘selecting the room and booking the hotel’.”

##### Do you have any suggestions for improvement?

“Add a date feature from which we can set the stay period in hotel and also add clarification for ‘select’ button.”

##### □ At any point did you feel overwhelmed with what was on the pages?

“I felt little overwhelmed with that select button, but other than that everything was ok.”

**Task 3 - Advanced**

**Search for the Destination, choose and book a Hotel and then finally book a Flight.**

Task feedback:

“Firstly, I will search for the destination by filling the data in the fields in homepage. Then I will click on search button to search for hotels available at my destination . After that I will choose a hotel which best suits me. Then on next page I will choose a nice room and confirm my selection by clicking on select button. Now, On flights list page, I will filter flights list based on my budget and timing, then I will click on select button to select a flight which is most suitable for me.”

Difficulty Rating: 5

Interview:

##### What aspects of using prototype were problematic or confusing?

“I think the date feature is missing when booking the hotel using which I can set from what date to what date I want to stay in hotel.

I also found select button on room selection page little confusing.”

##### Did you notice any features that you like?

“I really love the filter options, We can filter hotels and flights based on budget, timings and many other criteria. it made the whole process a lot easier”

##### Did you notice any features that you dislike?

“I don’t like the select button on room selection page, it is a bit confusing. I think it needs more clarification.”

##### Were any terms confusing?

##### “Except the select button on room selection page, all the terms were easy to understand.”

##### Which navigation labels are confusing or require clarification?

“The select button on room selection page needs additional. All the other labels were well clarified in my opinion’”

##### Do you have any suggestions for improvement?

“Include a date feature from using which can allow me to set the stay period in hotel and also add more clarification for ‘select’ button.”

##### At any point did you feel overwhelmed with what was on the pages?

##### “Everything was normal except when I was at that select button, at that moment I felt little overwhelmed because I don’t really know what it actually does”

### Transcript #3

User Pardeep Singh Pannu

Facilitator / Note Taker Sajagpreet Singh

**Task 1 - Easy**

**Please Search for the desired Destination and choose a Hotel.**

Task Feedback:

“First I will enter the places in ‘flying from’ and ‘flying to’ fields.

Then I will select the dates.

After that I will click on search button to search for the destination.

Now I have to choose a hotel. Right?

Okay So I will filter search results according to my budget and accommodation type.

Then after a good look, I will choose a hotel that’s best for me.”

Difficulty Rating: 1 Interview:

##### What aspects of using prototype were problematic or confusing?

##### None

##### Did you notice any features that you like?

“The interface is cool, everything is well organized and easy to find.”

##### Did you notice any features that you dislike?

None

* Were any terms confusing?

“No, Nothing was confusing in this process.”

* Which navigation labels are confusing or require clarification?

“Labels are well defined and easy to understand”

##### Do you have any suggestions for improvement?

“Just add more filters there can be many more.”

##### At any point did you feel overwhelmed with what was on the pages?

“No”

**Task 2 – Easy**

##### **Choose a Room and book a Hotel.**

Task feedback:

“After choosing hotel,

I will Choose the room from the list

Then I will Click on people option to choose no. of peoples staying in the room

After that, I will choose on the number of days to stay

Finally, I will click on the select option.”

Difficulty Rating:1

Interview:

##### What aspects of using prototype were problematic or confusing?

“I was not asked to select the date.”

##### Did you notice any features that you like?

“I liked how all the details are organized on just one single page”

##### Did you notice any features that you dislike?

“I was not asked the date that I’ll be staying in”

* Were any terms confusing?

“All the terms were easy to understand.”

##### Which navigation labels are confusing or require clarification?

“The navigation is pretty clear”

##### Do you have any suggestions for improvement?

“Just add a small calendar to choose the date for the room”

##### □ At any point did you feel overwhelmed with what was on the pages?

“No!”

**Task 3 - Advanced**

**Search for the Destination, choose and book a Hotel and then finally book a Flight.**

Task feedback:

“First of all, I will search the destination where I want to go then I will choose the hotel icon on top then I will choose the desired Hotel from the list. Then further on the rooms list page I will choose a room and specify the number of people staying in the room and the days of staying. Then I will click on select button to select the room and book the hotel.

Now I will click on Flights icon on the top. Then After choosing the departure and arrival destination and dates, I will choose the desired flight option and click on select button to book the flight.”

Difficulty Rating: 5

Interview:

##### What aspects of using prototype were problematic or confusing?

“There was no option for selecting the dates when choosing the hotel room.”

##### Did you notice any features that you like?

“I liked many features like the suggestion box in Destination section. A small calendar showing the flight rates on it.”

##### Did you notice any features that you dislike?

##### None

##### Were any terms confusing?

##### None

##### Which navigation labels are confusing or require clarification?

“No direct home button, not sure if I lose progress when I click return”

##### Do you have any suggestions for improvement?

“Yes there should be a small calendar on the hotel booking section. There should be more filters in flight booking section.

##### At any point did you feel overwhelmed with what was on the pages?

##### “No, Not Really!”

### Transcript #4

User Misha Patel

Facilitator / Note Taker Malak Singh

**Task 1 - Easy**

**Please Search for the desired Destination and choose a Hotel.**

Task Feedback:

“Firstly, I will decide where to go and fill out all the necessary fields on Destination page,

then I will click on search button to search for destination.

On next page, I will first set my budget, accommodation type and the desired property class

to filter the search results.

I will also look for the facilities the hotel offers and choose the hotel that best suits me”

Difficulty Rating: 1 Interview:

##### What aspects of using prototype were problematic or confusing?

“Looking at it, I think there is less information included regarding hotels

And also so many hotels at a single page makes page look congested.”

##### Did you notice any features that you like?

“Overall, It has good design compared to other apps I have seen before.”

##### Did you notice any features that you dislike?

“No all right.”

* Were any terms confusing?

None

* Which navigation labels are confusing or require clarification?

“Labels are well defined and easy to understand”

##### Do you have any suggestions for improvement?

##### “There should be more information regarding hotels and also In my opinion, Displaying only a single hotel at a page would be better.”

##### At any point did you feel overwhelmed with what was on the pages?

“No”

**Task 2 – Easy**

##### **Choose a Room and book a Hotel.**

Task feedback:

“On the rooms list page,

I will select a room that best suits me based on the facilities it provided.

Then I will click on choose no. of peoples and no. of days to stay.

At last, I will click on that select button to make my selection”

Difficulty Rating:1

Interview:

##### What aspects of using prototype were problematic or confusing?

“None”

##### Did you notice any features that you like?

##### “I like the details provided about the rooms. It includes everything from facilities provided to

##### Choosing no. of peoples staying and also no. of days to stay.”

##### Did you notice any features that you dislike?

“In my opinion all features were good and useful.”

* Were any terms confusing?

None

##### Which navigation labels are confusing or require clarification?

##### “I think no navigation labels were confusing, all labels were pretty clear and helpful”

##### Do you have any suggestions for improvement?

“I think the up and down buttons can make the page more interactive otherwise all other things are ok.”

##### □ At any point did you feel overwhelmed with what was on the pages?

“No!”

**Task 3 - Advanced**

**Search for the Destination, choose and book a Hotel and then finally book a Flight.**

Task feedback:

“First of all, I will enter my destination and other required fields. Then I will click on search button to make search for it. After selecting a best hotel from the list, I will go on to select a room and confirm my selection by clicking on select button.

After that, I will enter details to search for flights such as destination, arrival date and departure date. After that I will choose a flight that best suits me and click select button to confirm my selection.”

Difficulty Rating: 5

Interview:

##### What aspects of using prototype were problematic or confusing?

“While selecting the airline I got some confusion in comparison with different airlines.”

##### Did you notice any features that you like?

“I really like reviews feature for hotels

In which we can see real peoples reviews about the hotel is very useful.”

##### Did you notice any features that you dislike?

##### None

##### Were any terms confusing?

##### None

##### Which navigation labels are confusing or require clarification?

“They were alright. There wasn’t any confusion regarding navigation labels.”

##### Do you have any suggestions for improvement?

“I think the information regarding airlines should be in more detail.”

##### At any point did you feel overwhelmed with what was on the pages?

##### “No, Not Really!”