

User #1

Gina: be conducting our website testing as we have come to your permission to record this section and your feedback will remind announcements uh and will not be shared with others we record it so that we can collect your opinion and use it to further improve our website as i mentioned in our discussions we need your help to help in testing our tribal guy website and the main goal for this is that we can make our website to be more user-friendly i will briefly ask you some personal questions later we will move on to the actual texting and after that we will finish the section with another set of questions to record your feedback and our section will take no longer than 10 minutes shall we start yes thank you and would you mind introduce yourself a bit

Celia: okay my name is selena, i'm a friend of Gina.

Gina: thank you okay have you ever used any tribal website to search some information

Celia: yes the first one is sky scanner uh because i book the i booked their website so they will send me the recommendation email to me so that one is the first one i will use it and the second one is a trip advisor sometimes i need to search anything on google then the the the the recommendation on the google search usually is uh advice

Gina: okay thank you and thank you for your answer next i will need your help with the testing and for the next uh section uh we will like you us assistance regarding one of our one of our website pictures which is the history and so here is how we are going to proceed i will be giving you our website link through the zoom chat and i will be giving you a activity to text our website we would also like to ask you to share your screen when doing our task alone the way. i will ask you some questions about the website it's okay, yes and what um i did also to uh grateful if you tell me your first impressions uh out loud it can be about what you are seeing or what do you want to do all of your comments will be helpful us to understand more about our website problem and if you have any questions feel free to ask us about it but to take to take note that there might be some questions that i don't have to the knowledge of with that said i will take notes and discuss this at the end of the section so let's start be giving your and [Music] text activity.

Celia: okay okay okay

Gina: well now you are the student and you want to plan your first trip and but you want to know more history or information about jakarta yep and i'm for now i sh to give the this is our activity and for now i give you a link about my our website yes also yeah can you share the screen.

Celia: okay i'm gonna share a screen thank you. okay can guys see my screen yep okay and then i will click the cleaning and change to chrome

Gina: okay uh

Celia: then I think I need to click the Jakarta yep okay let's spell it, Jakarta wow [Music] you like it ah yeah, the picture is cool uh okay population [Music] uh okay what happened oh maybe you can click go back oh you're close oh no i closed that

Gina: okay maybe try to go dude

Celia: tar yeah yeah oh it's wrong oh maybe your experience wrong so they cannot find the information so it's j a k a r t a, okay so when i click the that picture and it goes to uh like the artist what what did it happen oh okay i don't know um i can see some information here but i would like to know um where is the country or the place on the map yeah where it locate the map so you want to let you know which country is about the Jakarta uh yeah um the the first thing i would like to know is uh uh where the place yeah where it be on the map with this on the map okay so you would like to if i you go to this page they have a map and they have can see the location in here actually located in the here right yeah I prefer personal prefer yes or usually i will use the map to search it first and then is the introduction of the place and Jakarta is of Indonesia yes oh a country okay uh thing next is uh how can i say it in English uh what do they using uh what is their money what is that money you mean the you won't know the price about ticket you when if you go to the Jakarta yeah I think uh uh like um how many hundred Canadian dollar can change to how much uh Jakarta dollar and what is their um dollar's name like okay

Gina: yeah so you want more information about the price to go to layer and also the their dollars and okay yeah and the third thing is about the electra how can I charge my phone something like that okay got it okay so now the the testing is be finished okay

Celia: so should i close my share

Gina: yeah you can close your sharing screen and i have a few questions won't you asking you okay [Music] okay thank you uh thank you so much for your time and contribution uh we would like to ask you a few more questions before any of the section completely uh we would like you to rate the the activity uh one for very easy to uh five for very difficult how would you rate it um to use the website

Celia: is one very easy yeah but i would like to have more information like what i just say okay get more information for that more useful life actually information for when the people a person like actually is going to a place okay what do you like about our website so maybe the some design or anything else uh i prefer simple so i think the design is good and it could be better if it can show small picture show small picture okay

Gina: thank you for your opinion to give us and and thank you you joined in this interview okay yeah thank you thank you.

User#2

Gina: i how are you today good yourself yeah thank you for taking the time to help us today and my name is gina and i will be conducting our website testing and as we have gone at uh your permission to record this section and your feedback you will remind announcements uh and we will not be shared with others um we record it so that we can collect your opinion and use it to further improve our website as i mentioned in our discussion we need your help in testing our travel guide website and the main goal for this is that we can make our website to be more user-friendly and i will briefly ask you some personal questions later we will move on to the actual testing and after that we will finish the section with another set of questions to record your feedback our session will take no longer than 10 minutes okay so we've stopped sounds good thank you and would you mind introduction yourself a bit

Tome: so my name is tome McMillan. I'm like i said previously I'm part of the cst program with these fine women um except I'm not in this course they're doing because i didn't take 1206 the only course i didn't take um so um yeah i just enjoying all my courses and uh we're happy to assist these women with their uh website

Gina: okay thank you and have you ever used any travel website uh to search some information

Tome: sure yeah so some uh one when i was going to i think i was going to Korea in 2010 i used a website when i went to Croatia in 2018 i used a website where i booked uh not so much where i was booking a whole hotel but i was booking uh just a flight so but i have used kayak before and uh some um airplane uh i think kayak's also uh air uh air broker or whatever a travel broker site so uh yeah so i i definitely used some sites and compared and and looked at uh prices of airplane costs and things like that

Gina: okay thank you do you like using the this website when you use it before because you choose the maybe two uh travel website you want yeah

Tome: because you want to compare it like because they're gonna have maybe slightly different they might have slightly different costs for their for their flight and their flights might leave a different time so so maybe they're or maybe they have they have different flights that they have agreements with so or um their airline companies they have they have agreements with so um so yeah so you can you can always search it's convenient because you don't have to call them you can just look on the internet to see what um what uh uh what flights are leaving when and what date and things like that and and same thing for hotels i would think if i had to book a hotel or a or a bed and breakfast or something of that nature you can find out what uh what's available what when's the bill what the costs are things like that so yeah

Gina: okay thank you thank you for your answer next i will need your help with the testing yeah well uh for the testing uh we would like you as a assistant regarding one of our website feature which is the history so here is how we going to proceed i will be giving you our website link through the zoom chat then i will give you a text to text our website we will also like to ask you to share your screen when doing our task along the way i will ask you some ques some questions

about the website i'd also be grateful if you tell me your first impressions out aloud it can be about what what you are seeing or what you want to do all your comments uh will be helpful us to understand more about our websites problem if you have any questions feel free to ask us about it but do take note that there might be some question that i don't have to i don't have the knowledge of with last said i will take notes and discuss this at the end of the sections so that we start our testing.

Tome: i'll share my screen with you yeah i will send a link first to you so don't worry you have a link now yeah already okay so you see you're on you're on the website here yep okay so what do you want me to look at you said history so what do you want me to do oh

Gina: so okay i tell the my task um think about you are the student and this is your first trip and you want to go to jakarta and you want to get some history information or another information

Tome: okay so if i want to just because you have you have a nice search bar here i would type in jakarta yep and i would see what that takes me so have i have now i have a search bar i have a site of jakarta has come up so i'm talking about a little bit of the the i guess the city where where it is uh how many islands there are for example i'll give you some pictures of jakarta um yeah it's very good there goes me you know some images and a little bit of history of where jacquard is uh who ruled jakarta um yeah it's it's uh it's a place in uh in southeast asia so um yeah this is very good it gives you like some history some knowledge some some um [Music] who the yeah who uh who they traded with um you know just some other you know who who were who were there um yeah one day when they went to indonesia proclaimed independence and gave me some photos and that shows me a little bit of the imagery of the city and and uh what what i should what uh what i would expect if i went to jakarta today

Gina: yeah because some time the status website for the travel websites doesn't show any information more detailed information about this city so i just make this one to you can the user can know the more information about that

Tome: well yeah before you go to travel yeah exactly so you want you want to give you want to give the user some information about some of the history yeah um past history um you know what you know what what their uh what the what what what maybe influenced uh jakarta and indonesia so you can see that in the write-up because you talk about the how it was it was it was to this town that dutch spice merchants came in the 16th century so the dutch east india company obviously had a big influence in the country and so did so to probably the the japanese invasion there also had some influence in jakarta and the country as a whole so you know you've done a good job showing all that and you give me some pictures i would say that it'd be nice to maybe have a few things about modern outside the pictures tell me what modern jakarta consists of but but in general it's a very nice start

Gina: yeah thank you thank you like it okay

Tome: so is this also jakarta here if i click on this

Gina: yeah you can cook it yeah so that's another way to let's get more information uh we connect to the wiki and you can get more information about jakarta

Tome: yeah that's good so there's there's a couple ways to access jakarta there yeah so that's good

Gina: yeah so our testing is finished and for now we have some other more few a few more questions i want to asking you

Tome: so i'm gonna stop sharing here

Gina: yeah you can stop sharing your screen thank you and we would like you to rate the task one for very easy ten for difficult

Tome: yeah that was very simple to uh to search for jakarta because you just because you obviously have the search bar right in the middle of the of the top right top of the middle of your screen there so that was very handy you just type in the city that you're looking for and then that's easy to come up and then even on top of uh on the home page you have you have an image of jakarta there you know i didn't know it was jakarta right away but in general it's very easy to uh to search your site for a specific city okay

Gina: thank you and what you will have preferred to see on our website

Tome: it was good i mean i don't have anything any preparatio well i think only thing i would say is that i didn't know this was jakarta but i guess that was jakarta because if i look at the other cities i know where all the other cities are

Gina: so you prefer maybe the picture an image you need to put some the maybe the maybe the title of all the cities

Tome: maybe in the background like you know you can you can like uh how is it when you um like in the in the background you could have something uh that is transparent some something like something that that fades in it says like in the background here for example paris you could have paris but maybe it's not so clear that but it's in the background you can see the word paris you can see in the background you might have somewhere where it says jakarta on one of the buildings maybe you put jakarta or something like that okay maybe on the image you can maybe you move to image and they have to pop out something word just because like i didn't know the image of the picture of jakarta there i didn't know that for sure but if you put the word jakarta on top of a building or in the background somewhere somewhere so that i can know for example that's jakarta um so it's just on on the image itself or on but then i could always search for it too right like i could always do a search so so that one so that that was convenient too right i can search for jakarta and then i'll get up i'll get that that second page which tells me some information about jakarta okay got it okay so what do you like about our website i like about your website that's very it's very um i think it's very simple it's very simple to use but it's also very

inviting because you have all these wonderful images which really uh showcase the the cities that that you currently have on on your website so so that that's that that that's really good yeah thank you yeah so so it's also like it's simple to use it simple to navigate um it's very um it's kind of a website i like it just because navigation is easy and it's very uh intuitive to use

Gina: okay thank you so we are finished the testing thank you for your joining this interview

User#3

Gina: thank you for having me yeah are you today

Graciela: i'm good how are you

Gina: yeah i'm good just a little bit busy yep and thank you for taking the time to help us today and my name is gina and i will be conducting our web website testing as we have gone to account your permissions uh to record this section uh your feedback will remind announcements and will not be shared with others uh we record it so that we can collect your opinion and use it to further improve our website yep and as i mentioned in our discussion we need your help in testing our travel guide website and the main goal for this is that we can make our website to be more user-friendly i will briefly ask you some personal questions later we will move on to the actual testing and after that we will finish the section with another set of questions to recall your feedback and our section will take no longer than 10 minutes yeah thank you should we start it yes thank you and would you mind introducing yourself a bit

Graciela: okay so my name is graciela rosary i'm 18 years old and i'm currently a student at emily carr university of art and design majoring in communication design

Gina: oh next to me too okay next question have you ever used any travel website to search some information

Graciela: yeah i have

Gian: yeah okay uh would you mind to tell uh about the name of the website

Graciela: um sometimes i use like tripadvisor and stuff like that i don't remember any other names um to kind of like look like search for play like interesting places where i want to go and like uh there are also websites kind of like book tickets and stuff

Gina: okay thank you and do you like uh using the website

Graciela: yeah i think they're very helpful um to kind of look for places near me that i want to go during the weekends or kind of like planning a trip and stuff i think they're very helpful for that

Gina: okay thank you thank you for your answer and next we are going to do the testing okay and for next session we will like you assistance regarding one of our website feature which is the history so here's how we are going to proceed i will be giving you our website link through the zoom chat and also you can check the loan check now then i will give you a scenario to test our website we will also like to act ask you to share your screen when doing our text and along the way i will ask you some questions about the website id also be grateful if you tell me your first impress impression out loud it can be about what you are seeing or what you want to do all your comments will be helpful us to understand more about our website's problem okay if you have any questions feel free to ask us about it but do take note that there might be some questions

that i don't have the knowledge of with that said i will take notes and discuss this at the at the end of the section so shall we we can start it okay okay thank you. you can see the chat have our website address

Graciela: yeah thank you oh

Gina: hey what's the feature for my scenario is uh thinking about your student this is your first trip and you will maybe go to travel jakarta or vancouver somewhere you can try it can i stuff a picture over there yeah the future is gone okay maybe it is the our data's proven and i will try to fix it okay

Graciela: i think um like the layout i feel like maybe you could have you could um add like a description or something over here more or maybe another sorry like another picture or something um also um like description of the image as well because sometimes um people have trouble like yeah um you see sometimes like on instagram people would kind of like put a description off the image that they post like so maybe it'd be nice to kind of like if there's like a picture of like the city of vancouver if you can like um image description you know like something around that

Gina: okay i got it so you just want uh that for this uh maybe photograph you will need to maybe dump the little bits have the some description maybe describe this photo where this place right

Graciela: yeah just as like a short description would be helpful

Gina: okay yeah

Graciela: and like also like maybe like carousel kind of like i can see like multiple pictures like i can click maybe like an arrow here or something okay also it would be nice if you don't want to put like more pictures down here or something okay creature can choose can i open and look at another city

Gina: yeah you can you can go back to the home page or something you can search small city oh now it's showing oh yeah maybe it's data problem mhm

Graciela: for like layout again maybe like um pictures or something right here um i would also it would also be nice to kind of have like a search box maybe up here so that i don't have to go back to home and then like search for another city i can just kind of type it there okay yeah i think that'd be more helpful and um also maybe like it'd be nice to have like maybe like feature to kind of like recommend like places maybe in this city like kind of um because this is kind of like the introduction to the city it'd be nice to kind of like oh um recommend like historical places or something uh in the city i think

Gina: okay like uh so you mean that the big city you can maybe go around to maybe you have the more or another landmark in this city right

Graciela: yeah kind of like um like places in the city that you can visit maybe kind of connected to like the map also i guess okay if that's possible i think that'd be helpful

Gina: yeah okay uh so our test is finished almost finished so i have some few questions i want to asking you maybe you can just stop to share your screen for now okay uh very thanks so much you for your testing our website and we would like to ask you a few more questions before end the section uh completely uh we would like you to rate the our tags and one for very easy 10 for very difficult how would you rate it

Graciela: um i think two it was really easy to kind of um like maneuver the website the page itself um yeah i think hold on a second can i look at it again yeah okay okay yeah i think it's pretty easy for me to um look at like the features that are available for the specific scenario yep

Gina: oh yeah so okay uh what the next question is what you will have preferred to see on our website that i need to improve more improve something detail yeah i think that's uh like i previously mentioned like a text box like at the top like after i go to a specific page would be easier for me to kind of like i don't have to go back to home and like look for another place i can just you know um and like recommended places i would um appreciate that too okay

Gina: yeah next the final one uh what do you like about our website

Graciela: uh i really like how detailed the um uh description is i really like that um there are some nice pictures um uh the website itself is also like it looks very simple so it's easy on the eyes as well it's not like crowded or anything which i appreciate too

Gina: okay thank you thank you like it told me so our text is finished uh thank you thank you so much for your time and contribution yeah thank you thank you for joining an interview