

USER #1: CELINA

Nicole:

so hello how are you today

Celina:

uh yeah it's been good

Nicole:

oh yeah okay thanks so much thanks for taking the time to help us today
and my name is nicole and i will be conducting our website testing
so as we have gotten your permission to record this session your
we will ensure that your feedback will remain anonymous and will not be shared with others
and we also record this so that we can collect your opinion and use it to further improve our website later on
so as i mentioned in our discussion we need your help in testing our travel guide
website and the main goal for this is that so that we can make our website more
user-friendly and i will also briefly ask you some
personal questions after this later we will move on to the actual testing
and after that we will finish the session with another set of questions to record your feedback
and this will take no longer than 10 minutes
so let's just start with suggest some personal questions for a bit
so would you mind introducing yourself or um just briefly if you want

Celina:

uh okay hello my name is selena a friend of gina
and uh what should i say more

Nicole:

oh it's okay it's okay if it's only like just in introducing yourself it's okay too ah okay okay yeah so the next
question is that have you ever used any travel website before

Celina:

uh yes uh i have
used like sky scanner and
actually it's the uh the the most often
i have used and there's the other one called kkd or
k-look in taiwan and usually i will use that when i need to check some
Information

Nicole:

oh okay okay okay so
thank you for the answer now we will we will just start with the testing
so so for this um activity we just would like to your
assistant regarding one of our website feature and for this session is the souvenir
section so here is how we are going to proceed
so i'll be giving you a website link through the zoom chat then
yeah then i will give you a task to test our website so
we will like it if you can share um your screen when
doing our task and along the way i'll ask you some questions about the website
so we will be doing we will be observing on what you're gonna be doing
and yeah so it's just that do you have any questions for that or um
do you have any questions regarding like on how we're gonna do the task or
i'll give you the task later okay um

Celina:

i have no questions

Nicole:

okay yeah so we will also be grateful if you
um tell me your first impressions out loud like it can be about what you are seeing
or what you want to do all of your feedbacks will be helpful for us to understand more about our
website's problem and as i said like if you have any questions feel free to ask us
but do take note that there might be some questions that i don't have the knowledge of
so with that said i'll be taking notes and discuss this at the end of the
session so let's start by
um giving you the website link so

okay i'll be just um
okay so i've sent you the zoom link so can you share the screen

Celina:

okay thank you so much
okay i'm sharing the screen right now can you guys see my screen
um yes okay then i click the link to
chrome is the better

Nicole:

okay oh okay okay so the task for this um so the activity
the scenario is that so that this person has been um has been in vancouver for a long time
and now they are going back to their home country like it can be any country and
right now um they wanted to buy a souvenir
that's in vancouver so so that's the activity so that now they want to order a souvenir item that is in vancouver

Celina:

yeah um okay then what should i do now

Nicole:

oh yeah so um because my task is about um ordering an item ah okay yeah so in your opinion like
what what do you wanna do like how do you navigate it's gonna be and then we're just gonna
be looking at the screen and maybe like ask some questions

Celina:

okay uh so if i need to buy some souvenir
uh yeah when i see the website i'm gonna go to the shop first okay and okay i cannot use the moves and okay okay

Nicole:

what's the first thing that comes to your mind when you look at this

Celina:

oh because moose is
the animal i like so yeah i like the mood and for marvel and ice wine not that interesting

Nicole:

i probably need more product oh yeah oh yeah we haven't updated um the items yet but this is all the souvenir items for now but we will
update it later on in the future

Celina:

okay and i think uh if it can shows the price will be buy better yeah okay and you can um also
do anything okay yeah select message.deliver
okay if i choose a click anything it will happen
okay so what if i choose in store

Nicole:

okay yes so we have finished the test actually because you managed because you managed to complete um the task activity
okay so you have the um so i will just ask you some few more questions okay
oh yeah oh and sorry to mention this but can you also share the webcam because i can see webcam uh

Celina:

did i close the webcam oh it's okay if you want um

Nicole:

you can um yeah you can stop the sharing if you want um so just continuing with the questions so
um we will like you to rate the task from one very easy to ten for very difficult like how would you rate rate this task activity

Celina:

it's very easy okay

Nicole:

and what you would have preferred to see on our website look like what's your recommendation for the souvenir

Celina:

for me i think uh i really like to know the product's price so if it can show on the picture or big beside yeah it could be better

Nicole:

okay yeah so what do you like about the souvenir section of our website the super new section

Celina:

super nice section i like it yeah like it can be like yeah like for an example like it can be designed or maybe you just like how simple it is when it shows in this like as like the items and stuff i prefer the simple because it's easy to use so i think the website is already chose good right now

yeah but uh um yeah showing the prices

Nicole:

yeah yeah it's okay it's okay okay so thank you so much for like answering our questions and this is the end of the session and thank you so much for your collaboration so thank you

Celina:

yes thank you yeah okay

USER #2: TOME

Tome:

so hello how are you today hi ladies how are you wonderful what

Nicole:

we've been doing this morning yeah i'm good so thanks for taking the time to help us today and my name is nicole and i will be conducting our website testing so we have gotten your permission to record the session just a reminder your feedback will remain anonymous and will not be shared with others and then we also record this so that we can collect your feedback and use this to further improve our website and as i mentioned in our discussion we need your help in testing our travel guide website and the main goal for this is so that we can make our website to be more user-friendly and after this i will briefly ask you some personal questions and after that we are going to do the actual testing and we will also finish this with another set of question to record your feedback after the testing and this will take no longer than 10 minutes for the test so let's start with um just some personal questions so would you mind introducing yourself for a bit

Tome:

my name is tome millin i'm also part of the CSTEP program at vcc i'm not in this course because i didn't take 1206 last semester but i've been in all the courses with these three ladies these past three semester. I really like my currently i really like my algorithm and you know pseudocode course or data the data structures course well the course i like the best um uh yeah i'm enjoying as many courses as i can but i do have to start working in july so i start to start a job in july

Nicole:

so okay thank you for sharing that so the next question is that have you ever used any travel websites before

Tome:

uh yes i haven't i believe i used kayak before and um i think i won one other one there's some other one i used i think it was it was more like the um airlines website because i was looking for flights to to europe a few years ago so i used uh some some flight um some flight sites

Nicole:

okay and do you like using the the website like the one that you mentioned: kayak

Tome:

yeah it was good because you can you can look at prices and things like that and see you know and then but but i also check other other sites here i just can't remember what they were just to compare prices and to see uh like dates that i wanted to leave and things like that and and uh like not and not so much hotel prices because i i wasn't really looking at hotels but but but but uh like i was looking at uh bnb sites things like that so just see how much uh our yeah bed and breakfast but also um what's that other one where you can book uh uh um a place uh that's not not a hotel the um you know what they're called right now um but um those sites too okay i've also looked at those um so yeah i mean they're they're there there's plenty of them out there on on on traveling and things like that and so yeah they're uh they're a lot of fun to compare and uh i can contrast the prices and the uh and the website

Nicole:

okay so thank you for answering that and now we're just gonna

go with the testing so for this activity we will like your assistance um regarding for one of our website feature and for this session is the souvenir section and here is how we are going to proceed so i'll be giving you a website link through the zoom chat then after that i will give you a task a task scenario to test our website um we will also like to ask for you to share your screen while doing the task and along the way i'll try i will ask you some questions about the website itself and i'll also be grateful if you tell me your first impressions out loud like it can be about what you're seeing or what you want what you're gonna do like um for the website all of your comments will be helpful for us to understand more about our website's problem and if you have any questions feel free to ask us about it but you take note that there might be some questions that i don't that i don't have the knowledge of yeah okay and with that said i'll i'll just take notes um for your um feedbacks and discuss this at the end of the session so now i will just oh okay so i'll be just giving you the zoom link which is already in the chat yeah yeah so now you can just share your screen yeah and take time to adjust

Tome:

okay so you guys should just say you should see my screen yeah

Nicole:

so now i'll be just giving you like a scenario activity so so imagine that um you are you have been in vancouver um for quite a while and now you're going back to your home country to visit your family there and that's why you want to like um buy a souvenir using this website so you can just like order an item

Tome:

okay so i'm gonna i'm gonna if i'm gonna buy a souvenir it looks like i'm gonna go top area and then i'm going to pick out from the souvenirs that you guys have yeah and then you can i'm going to pick this one i'm going to order this koi sewing i don't know how i pronounce that uh select method of delivery no just online order your order has been received i have ordered a oh it looks like like a bracelet that's what it looks like this might be a friend of a a fancy french word uh and so that was the order you know i placed and uh now that i've finished i'm going to say one thing i would say is that if i i'd like this item to be bigger so so it'd be nice if i can click on the item and it would appear maybe a little bigger okay that would be something that would be kind of nice nice to have um because they can't so that would that's it yeah a nice city the other other thing is i'd like to say is that this is sort of uh which city do you want to buy your souvenir okay i just want to see let's see if i put in vancouver yep so those are the ones that are that are for vancouver right those the options that i have in vancouver which is great um so if i want to order say a maple syrup we'll say good store okay so the only uh the only one only only feedback i'd say i'd like to click on these items so they could appear maybe a little bigger um so i can see maybe a little bit more of them the other other feedback i'd say look at all this empty space yeah so i i would i would think that there might be some background here or something and maybe a few more items yeah we will make some changes after this yeah for the yeah because i typed in the city of vancouver so maybe you put vancouver as the background or something or a picture on cooper in the background i don't know but um so i put in let's see if i put in uh hong kong anything comes up...no

Nicole:

yeah we haven't updated like um a lot of souvenirs but we will do that like in the future

Tome:

yeah if i put it i don't know you have another city in there toronto

Nicole:

...yeah we haven't updated um too many souvenirs yeah no problem yeah

Tome:

so can i go back to the home

Nicole:

yeah

so now we actually have already finished the test because you already met you managed to finish the test scenario activity oh when where'd that go

Tome:

oh okay that just takes me right to the webpage oh that's interesting

Nicole:

yeah but now we already finished the test
scenario activity

Tome:

yeah and i've given you feedback and you guys are happy

Nicole:

yeah so now we will just um finish this with just um a few sets of questions left

Tome:

do you want me to stop sharing

Nicole:

sure if that's what you want then yeah

Tome:

i mean are you guys guys you guys need to see any more

Nicole:

i guess you can stop sharing so we would like you to rate the task of um ordering an item so one for very easy and 10 for being difficult how would you rate it

Tome:

i'd rate it a one for very easy

Nicole:

okay and what you would have preferred to see on our website like maybe any like recommendations

Tome:

yeah i like i would like to have seen because you have different cities here it would have been good to put maybe a couple things um so like when i when i when i go into the souvenir shop and actually shop would have been nice to click on the item and have it appear maybe a little bigger and maybe appear telling me where i could where which city they're that you know i'm buying that from sort of thing so i'm buying syrup buying it in vancouver right or something like that right
so the other other thing is is that the um the page would have been nice to fill
up the page with items oh yeah yeah yeah yeah so maybe because i i understand
that you guys are just working through it um and maybe put some color in the background too or something some kind of
um oh okay well wallpaper or something to to make it so when i'm when i type in
the city of vancouver maybe i get a picture of vancouver in the background and the three items up front tell me or
whatever how many items you have that that i can like in order from vancouver sort of thing oh okay okay yeah yeah so something like
that would be great um yeah that's all i would really recommend
right now on the um uh on the shopping uh link and the items that you guys have in there

Nicole:

okay thanks for for giving us that feedback and just like one final question like what do you like about like our website like for the souvenir section

Tome:

yeah um i like that that was easy to traverse it was easy to you know to choose the item that i'm interested in um i think it's easy i think it's fairly easy to search for the city because i typed in vancouver and a bunch of items appeared so that that was all really um great
um so those it was um that kind of uh yeah like like that kind of search
search is really good because it because it gives you items that are in vancouver and i can either pick them up immediately or i can order them online so if i'm in vancouver so that's kind of great

Nicole:

okay so that's the final question and yeah so we now finish this this session
interview and so thank you so much for your collaboration

Tome:

no problem
very hospitable yeah okay so thank you

USER #3: GRACIELLA ROSARY

Nicole:

Hello how are you today

Ciella:

i'm good how are you

Nicole:

oh i'm also good so thanks for taking the time to help us today and my name is nicole and i will be conducting our website testing so as we have gotten your permission to record this session just a reminder your feedback will remain anonymous and will not be shared with others and we also record this so that we can collect your opinions later on and use it to further improve our website so as i mentioned in our discussion we need your help in testing our travel guide website and the main goal for this is so that we can make our website to be more user-friendly and i will also briefly ask you some personal questions later we will also move on to the actual testing and after that we can finish the session with another set of questions just to get your opinions on it in more detail and this will take no longer than 10 minutes for the test so let's just start with um some sets of few questions so would you mind introducing yourself briefly

Ciella:

okay so my name is graciela rosary i'm 18 years old i'm currently a student at Emily Carr university of art and design majoring in communication design i think that's basically it

Nicole:

yeah it's okay so the next question will be like have you ever used any travel websites before

Ciella:

um yeah i'm pretty sure yeah yeah i have

Nicole:

okay yeah so would you mind sharing like what's the website called like what's the name

Ciella:

uh i don't really remember a lot but sometimes like when i'm planning like a vacation or something i would use like some travel websites to like look for like um interesting places to visit and stuff like that or maybe like book ticket things

Nicole:

so that's all for the some just like the few personal questions now we can move on to the actual testing so for this activity we will just like your assistance regarding on one of our website feature and for this session which it is the souvenir section so here is how we are going to proceed so i'll be giving you our website link through the zoom chat then i will give you an activity scenario to test our website and we will also like to ask you to share your screen when you're doing our task and along the way i'll ask you some questions about the website. I would also be grateful if you also tell us your first impressions out loud like it can be about what you are seeing or what you want to do with our website all your comments will be helpful for us to understand more about our website problems and if you have any questions feel free to ask us about it but you take note that there are some there's some stuff that we don't have the knowledge of and with that said i'll just be taking your notes and discuss this at the end of the session okay so yeah so let's um so i'm gonna share you the link

Ciella:

Okay let me share my screen yep, hold on yeah it's okay okay wait how do i show oh there it is okay yeah can you see it

Nicole:

oh okay so um so for this scenario task imagine you are on a vacation in at vancouver and now you're going back home to your home country and then now you're just gonna like order a souvenir items yeah so that's basically um the activity task that you have to do in our website yeah

yeah so what do you think about what you're seeing right now

Ciella:

okay um i feel like this is good but um it would be nice to kind of get like a can i do that wait like an overview of like what i'm buying like maybe like a little description or something about the each like each product
okay to kind of like help me like kind of oh maybe like if there's different variations of the product too it would be nice to kind of like put in there and maybe like more pictures of the products so that i know like exactly what i'm getting okay
that's nice okay also price

Nicole:

oh yeah we will have to add the prices yeah the fries would be nice um let me

Ciella:

see yeah okay um maybe also like descriptions about like um how long maybe it'll take me it'll take them to like process my um my what is it my order like oh your uh your order will be maybe shipped in like three to five business days like
sometimes you know websites have those like um explanations oh yeah

Nicole:

yeah it makes sense

Ciella:

and maybe like if you don't want like uh like oh like you know how some um stores like website they have like uh carousel so like when you open like this kind of page there would be like an arrow or something here and then like when i click it you can see like multiple like um images without like go in and like variety of another page right

Nicole:

okay make sense okay

Ciella:

so i can like buy like souvenirs from like different cities like if i type in like a city name here or something yes ah okay

Nicole:

yeah you can try

Ciella:

okay yeah i think that's very helpful honestly yeah

Nicole:

yeah okay so now you are actually all managed to finish the scenario task and i would just like to ask you a few more questions before ending this activity session completely

Ciella:

Okay

Nicole:

so we would like you to rate the task for one for very easy to 10 for very difficult like how would you rate doing this task

Ciella:

i think it's pretty easy like it would be uh two i guess it's very easy it's just the the stuff i mentioned kind of like descriptions it would make it much easier

Nicole:

oh okay so maybe is there like any other uh maybe like souvenir features that you probably want to add aside from the ones that you mentioned

Ciella:

i can't really think of anything right now uh yeah it's okay
i think that's it for my opinion on it yeah okay

Nicole:

so what do you like mostly about um this souvenir section of our website

Ciella:

uh i like how it's easy like when i was like um like home like on a home page, i can easily kind of like tell like
how like where i can buy souvenirs like it's easily labeled up there like it's very clear i can just like click on that and like i like how i can um search like a city name or something to like get specific souvenirs from each like from a specific city
which i really like

Nicole:

thank you so much for your collaboration and we will now end this session

Ciella:

okay

Nicole:

so thank you so much