

User#1

Jessica: Hi, there how are you today?

Celina: I've been good

Jessica: okay thank you for taking the time to help us today. My name is Jessica, and I will be conducting our website testing. As we have gotten your permission to record this session, your feedback will remain anonymous 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.

Jessica: As I mentioned in our discussion, we need your help in testing our travel guide website. 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 session with another set of questions to record your feedback. Our session will take no longer than 10 minutes. Should we start right now?

Celina: yes

Jessica: Sure, first would you mind introducing yourself a little bit

Celina: Uh yeah hi my name is Celina. i'm friend of Gina.

Jessica: Second, have you ever used any travel website before?

Celina: yes, uh usually i use sky scanner. yeah sometimes use a trip advice

Jessica: sure how do you like using this website and why

Celina: um usually i use sky scanner for searching a cheaper uh ticket yeah and they have more functions for this year. so, they um they recommend some more [Music]

Jessica: oh yeah that's okay okay okay yeah. Maybe on the website often always uh have cheaper and can better tickets like something, recommendation yeah

Jessica: thank you for your answer next i will ask your help with the texting. For this session, we would like your assistance regarding one of our website features which is the map. So here is how we are going to proceed

Jessica: I'll be giving you our website link through the zoom chat. Then, I will give you a task to test our website. we would also like to ask you to share your screen when doing our task. along the way, I will ask you some questions about the website

Jessica: I will also be grateful if you tell me your first impression out loud, it can

be about what you are seeing or what you want to do. All your comments will be helpful for us to understand more about our website's problem.

If you have any questions, feel free to ask us about it but maybe sometimes i can't to answer the question because of my knowledge do take note that there might be some questions that I don't have the knowledge. with that said, I will take notes and discuss this at the end of the session. can we start right now

Celina: yes

Jessica: sure let me share the screen let me send the link for you again yeah you can open it and share your screen

Celina: okay so i gonna share my screen right now um

Jessica: thank you so much

Celina: um can you guys see my screen

Jessica: yeah

Celina: okay so we're gonna keep a link and from

Celina: okay

Jessica: yeah sure thank you so much oh i'll give you a little bit a small story for you uh assuming you are a photographer. i want to travel to beijing and this is your first time, so you want to find the the restaurant in Beijing

Jessica: so we meant to do this that task

Celina: yes uh so if i want to travel to beijing i gonna open the map first uh okay then....maybe searching [Music]

Jessica: oh okay i i saw you are looking around for the screen actually we have uh we have we have a

Celina: dude shouldn't i do that or

Jessica: no no

Jessica: yeah you can do like that one but also we have uh the search box

Jessica: yeah it's a too small right

Celina: i didn't use that because I'm not sure i can spell it

Jessica: okay oh you can do anything you want yeah

Celina: okay uh anyway i found beijing if i want to search a restaurant. can i do that in search box

Jessica: yeah suer,you can try

Celina: okay and search, Ahaaa...error in location why

Jessica: okay oh yeah okay so i can answer this question because we use the google api and for our search box it's only just for search for the location name like Beijing. yeah yeah

Celina: oh okay

Jessica: okay

Jessica: yeah yeah yeah you can do anything you want find the restaurant and get the road or find out a famous the anusing uterus interesting place

Celina: okay i saw a restaurant here temple restaurant Beijing. oh she's so cute

Celina: what is this uh

Jessica: dessert

Celina: okay looks amazing

Celina: okay

Celina oh, okay so i can see two park here yeah. Um... this is a lake um [Music]

Celina: okay saying the map is actually very clear and okay

Celina: uh is is the left side here is the recommend

Jessica: yeah yeah the rest the left side part is for the recommendation for the famous restaurant cafe and the park and nothing else around to here yeah

Celina: okay

Jessica: around the downtown beijing um yeah you can try other

Jessica: others buttons you can see yeah

Celina: other, button red location [Music]

Jessica: yeah for the map you can try the other buttons. we have a many function for this map

Celina: okay uh...i'm gonna find it

Celina: but i can see i can see what you can see

Jessica: okay

Celina: um

Jessica: sure yeah yeah this one is a actual video actual viewing in current painting right now yeah

Celina: okay

Jessica: Yeah

Celina: i remember here has a famous hotel

Jessica: hotel? have you ever tried have you ever go to Beijing

Celina: no i haven't been to but i already mark this place i would like to go in future.

Jessica: yeah i go to the beijing for a really really long time ago yeah once i am young really young yeah

Celina: i yeah i really want to go i have some friends even there

Celina: okay uh the other function [Music]

Jessica: oh yeah

Celina: okay, uh

Jessica: yeah you can use this little yellow guy to saw the detail view for the place here

Celina: oh okay uh uh how can i leave

Jessica: oh okay for oh

Celina: i want to try somewhere

Jessica: sure i think yeah sure

Celina: where hey it's here

Jessica: it's still it's still beijing but it's uh like a one footing

Celina: oh i want to go hunting

Jessica: okay so also you may try tap the.... oh okay it's a problem you can can you try again okay or

Celina: umh...

Jessica: okay so they are oh they they just uh have the beijing hyundai right now

Jessica: you want to try the near the sudo right

Celina: i think yeah probably uh because i only heard that one

Jessica: yeah maybe the oh yeah this is the google this is a google one so maybe just tap the hyundai and the search oh

Celina: yeah actually i only type this one and...does that work

Jessica: oh yeah it works

Celina: oh okay...um [Music] where is the famous place i think is this here is this one

Jessica: um [Music]

Celina: okay i cannot try this one

Celina: cool [Laughter]

Jessica: oh oh that place uh oh yeah i go i'll go i go there before

Celina: i i want to go here

Jessica: okay yeah for here you can you can you can meet some famous the star in china. they make the video they make the movie and the drama for here yeah

Celina: nice okay and what else should we do

Jessica: i think for our test that is uh finished right now and i just i want to ask a few more questions to before our finish

Jessica: you can stop sharing and open the webcam

Jessica: okay

Celina: Can you see me

Jessica: yeah thank you so much okay so

Jessica: thank you for your texting and your collaboration i would like to ask you a few more questions before ending the section so from one is very easy t is very hard so how would you reach our this scenario task

Celina: [Music] i think maybe two it's easy but something i still need to find it but i think maybe um it's a little bit complete com com complete for that also complex for me yeah i i don't really use the computer

Jessica: okay sure it's okay so would you have a uh what would you have a preferred to see on our website for this map you like more like something

Celina: okay i um maybe the search box can be a little bit bigger um and maybe the left side for the recommendation maybe you can put the recommendation there yeah uh because the the first time i didn't know that it's

Jessica: okay okay so you means i have a subtitle

Celina: uh yeah probably subtitle

Jessica: sure sure anything else

Celina: um no easy to use...yeah

Jessica: okay thank you so what what do you like about our website the design

Celina: i actually i i prefer the simple design so i think it's good for me yes

Jessica: okay sure

Jessica: thank you so much that's all of us today thank you so much

Celina: thank you

Jessica: yes thank you see you

User#2

Jessica: hi tome how are you today

Tome: good i'm very i'm doing very good

Jessica: thank you for taking the time to help us today. my name is Jessica, and I will be conducting our website testing. As we have gotten your permission to record this session, your feedback will remain anonymous 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.

Jessica: As I mentioned in our discussion, we need your help in testing our travel guide website. 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 session with another set of questions to record your feedback. Our session will take no longer than 10 minutes. Shall we start right now?

Tome: Yeah

Jessica: so 1. Would you mind introducing yourself a bit?

Tome: yeah so i'm i'm also a cstp student along with mike with these three ladies here um i'm just not in this course uh right now yeah but uh but i've been taking courses with uh jessica gina and clarissa or nicole the last three three some three

Tome: three semesters and um happily enjoying the program and happily enjoying uh doing this uh session with them

Jessica: sure thank you so much have you ever used any travel website before

Tome: yeah i've used a couple um i think i've used kayak before and then i've also used when i've been looking for flights to europe and uh to asia i've also used i think some some websites where i've looked at to compare travel costs and travel prices for for airplanes

Jessica: yeah me too i also do that that one okay how do you feel when you're using this kind of the website

Tome: um it's okay i mean i'm comfortable using them because i i'm also comfortable with a lot of computer stuff um generally i don't find too many problems traversing them or or have too many difficulties um yeah i mean that that's that they're fairly straightforward and uh they're convenient uh because they're uh you know at the click of your your buttons uh uh through you know through the keyboard buttons or through the mouse, you can easily find uh you know the sites on the internet that are what are what uh you're looking for for travel or through or for hotels or through bed and breakfast or through any you know whatever kind of accommodations you're looking for

Jessica: sure yeah that's why we always use this kind of the website thank you for your answer next I will need you help with the taxi for this section we would like your assassins regarding one of our website feature which is the map so here is how we are going to proceed i will give you our website link through the zoom check then i will give you our tasks to test our website i would also like to ask you to share your screen one go going our task along the way i will ask you some questions about the website.

i would also be grateful if you tell me your first impression a lot, it can be about what you are seeing or what you want to do, all of you comments will be helpful for us to understand more about our website's problem if you have any question feel free to ask us but maybe sometimes i can't to answer you because of the my knowledge with that said, i will talk notes i will take notes and discuss this at the end of the session. let me start it yeah i will send the link to you yeah, yeah you already got it

Tome: yeah i'll just go ahead and share my screen with you guys

Jessica: sure thank you

Tome: okay so i'm on i'm on the website here uh

Jessica: yeah our scenario, yeah our scenario is a lit it's a story like you are you want to go to Beijing, want to get to travel in beijing but this is your first time so you want to search the map of the beijing and find some near some restaurant, some park something else yeah

Tome: okay so i'm gonna i'm gonna click on the the map icon that's uh click on the map icon. i'll search for [Music] search box okay

Jessica: [Music]

Tome: okay so here i'm in beijing let's see if i can go up okay yeah so i'm in beijing um so let's see what i have here so i'm in some area of beijing but I looks like there's a lot of places in beijing here looks like uh downtown beijing

Jessica: yeah this is the downtown for beijing

Tome: yeah so um yeah so if i'm searching for let's say i'm searching for a...let's see what's this over here first what is this is this there's robert harris coffee, let's see what i have here what is this let's see what i have here. it looks like...okay so this is like a search of it looks like restaurants and some some recommendations that i have for certain places to eat certain places to get coffee and put places to shop and things like that

Jessica: yeah

Tome: okay so this is another place called beijing new world shopping mall. i'm guessing that's it right there maybe okay and then if i go back. let's see what else we have from beijing here this is this a place here called the forbidden city. it's like right in the center of of beijing so it looks like this this is very convenient that they put a list of items like that that i can click on and then i'm going here to esquire's coffee if i want more coffee if i get across...across a few a few blocks here so this is very this is very nice and easy to click on these the these sites and looks like a shopping district here down south called wallin

Jessica: wallin

Tome: yeah just down down the south here that's all that's all it's all really convenient i quite like the way the way that's set up uh so i'm guessing this is where i'm staying. uh yeah that's actually kind of kind of really well done i quite i quite like the uh...you know and there's some places that are close by there's a like a grocery store i can get them get little things to probably eat things like that so special price here and you guys i agree special price for tourists it's kind of some... some comments by other other tourists have been this there is this is a longtime lake park interesting.

well it's good i mean i i like it but that i have the this little this little um uh you know with this gui kind of area where i can click on the icons and the information will pop up about areas of interest within within the city that i can go and check out so that that that's very appealing and this gives you the map is quite big which i like and i can also you know go in and out which is also really good um yeah it's very good

Jessica: you can do anything you want in the map all the button is working

Tome: yeah yeah i know they're very good i mean it's very interesting this place is on this lake i guess called the bay hay park that's really nice great park with natural beauty different art shows nice nice park and hardest city with a huge lake. oh nice i like it.

Jessica: thank you

Tome: it's very well uh thought out and put together this map and these icons that um that direct you to the local areas and uh tell you what they are and what they offer

Jessica: yeah for our idea is for this is a new place you never go before and you didn't know anything and the with our feature is that you once you go there

it will be have some recommendation for the restaurant anything else will be just a list to give you some recommend

Tome: yeah yeah no it's very good it's very it's very auto now i like it i like because it's easy to traverse you can like you can you can hit the icons tell you what uh what they are and then tell you and then the map tells you how basically how far you are from from from each place right

Jessica: yeah sure

Tome: so that's that's very good

Jessica: okay so for now we have finished the text i think so if you don't have any interesting things want to put the button

Tome: oh i mean i think i i i looked at everything so i i'm quite quite quite happy with it

Jessica: sure so we must stop sharing and we will....thank you so much for your time and the cooperation i would be like to ask you a few more questions before the ending of this session i would like you to read the text one is very easy and the 10 is a very hard

Tome: yeah very very easy to navigate the map session. it was very easy to know that the [Music] i guess i don't know is it good the um [Music] you know the gooey on on the left-hand side where were actually related to places where that that were close and that indicated places i can eat or shop or or walk around in in the beijing area so um so in that case it was very it was very easy to traverse very easy to understand what uh what i was i was looking at and and um and and it was easy to know because the map whenever you you went off to one of these excursions or places to eat or whatever the map indicated that where where you were from your hotel that you were staying at for example so so that was that was so as i give it a one for easy to to use and to understand and to traverse thank you so much

Jessica: and second what what you could have preferred to see on our website more important in improve

Tome: yeah so the the search bar is really small [Laughter] and i was like holy crap and then and then i think it's right on the map i would have preferred it off the map so. i'm going to put it above above the map if it's possible and make the search bar bigger so that that would be definitely a little better um and just fill in like the items on on i don't know if you have to fill them in even but but maybe indicate on on the left hand on the scroll bar with with the with the places you can go visit maybe um because you only like when i click on a a shopping area there's just one shopping area appears right so maybe when

you click on that maybe i should have options within that to tell me like these are the four shopping or five shopping areas within you know my hotel range and maybe instead of just giving me the one it'd be easier if you if you just made uh maybe have a multiple one that says these are the five coffee like i click on i get five coffee options within that area

Jessica: Sure

Tome: instead of just one at a time sort of thing yeah but outside of that everything else i thought was fine

Jessica: okay thank you so much...so so yeah that's all i think so thank you so much thank you

Tome: no worries it's all good you guys did a very good job

Jessica: thank you

User#3

Jessica: hi there how are you today

Ciella: hi i'm good. how are you

Jessica: fine i'm pretty busy for today. thank you for taking the time to help us Today. My name is Jessica, and I will be conducting our website testing. As we have gotten your permission to record this session, your feedback will remain anonymous 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.

Jessica: As I mentioned in our discussion, we need your help in testing our travel guide website. 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 session with some of questions to record your feedback. Our session will be no longer than 10 minutes. Shall we start right now?

Ciella: okay yeah

Jessica: sure first will you mind introducing yourself a little bit

Ciella: 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

Jessica: oh that's so wonderful thank you oh one more question have you ever used any travel guide or travel website before

Ciella: yeah yeah i have um uh sometimes i use like tripadvisor and stuff to kind of like look for like locations or kind of like maybe um book tickets and stuff

Jessica: sure so how do you feeling when you use this can of the website

Ciella: um i think it's it definitely helps like when i'm planning a trip and stuff so

Jessica: yeah sure thank you for your answer next I will need your help with the testing for this session we could let you assistance regarding one of the our website feature which is at the map so here is how we are going to proceed. i will give you our website link through the zoom chat then i will give you a task to text our website. we would also like to ask you share your screen when our test is going along the way i will ask you some questions about the website i would also be grateful if you tell us your first impression out loud it can be what

you are saying or what you want to do, all of your comments will be helpful for us to understand about our website's problem if you have any questions just tell us maybe sometimes we can't answer the question because of the knowledge but we will take a note and discuss this at the end of the session shall we just start our task activity right now

Ciella: yeah sure

Jessica: Would main to share the screen

Ciella: okay, can you see it

Jessica: yeah sure so assuming you want to go some place. your first time to go and you want to get the map and then you want to find the nearby store restaurant or park anything you want

Ciella: okay

Jessica: okay so sorry for this one because we use the google api so far the input search box is just for the location like the city name country name
yeah

Ciella: okay

Jessica: place you want to go yeah

Ciella: okay... uh my first impression would be kind of like um i feel like the search box could be a little bigger because it was kind of hard for me to find it at first um maybe like
um yeah like put it like where people can kind of easily see it right away when they open the page

Jessica: sure sure

Ciella: uh also it'd be nice to kind of like after i can like after i look up for like a location like a specific city or something i can like also look up like a like a restaurant or like a specific like kind of place that i want like

Jessica: okay...yeah so you means that you uh also can search by the restaurant name or the place address

Ciella: yeah

Jessica: okay sure yeah that makes sense yeah fo right now we just can search by city or country

Ciella: yeah ... and um like the pictures on the left is nice um but i feel like it'd be easier if like they have like categories or something like maybe like at the top like like a restaurant then like you put pictures of the restaurants and then like um i don't know like train stations or something like like uh like specific categories so that they're not really like um mixed up together yeah

Jessica: yeah sure yeah that makes sense yeah for right now it's just only one picture if you're not your place you may not this is what it is right

Ciella: yeah yeah exactly

Jessica: sure okay yeah you can do anything you want, you can try they have they are all the buttons can working

Ciella: yeah

Ciella: when i when i click on like each picture, i don't know if you can do it or not but um i think it would be nice to kind of uh say like there you know how people uh on like google you can see like business hours like when they're open until when they're closed like that yeah yeah

Jessica: yeah sure

Ciella: something to consider i think yeah

Ciella: yeah i think i think that's it for me for now

Jessica: yeah this is uh the actual view for the map, this is the current location for your

Ciella: okay

Jessica: you can yeah we have the panel location that's it means once you go there you can yeah

Ciella: okay that's nice yeah I like it

Jessica: sure thank you so now we have finished the task just before the finish we will still have some questions um would you like to read the task one is very difficult oh sorry one is for very easy and the third time is very difficult

Ciella: um i would rate it around four maybe it's not it's not hard to find the the page itself which i like like it's you clearly label it um clearly um yeah but the difficulties that i mentioned kind of like it was harder for me to like look for the search box um also i didn't notice the current location so i think you might want to make it make the bottom bigger or something but yeah

Jessica: sure yeah yeah yeah that's that's find. what and uh what would you want to what would you have preferred to see on our website for this map session more improvement

Ciella: yeah um like i mentioned kind of um maybe like the like um categories like put categories of each places so that like it's not all mixed up together and people kind of like oh and i want to look for like a restaurant i can easily kind of like oh these are the restaurants that are like near me you know

Jessica: yeah yeah sure

Ciella: stuff like that yeah

Jessica: okay...thank you so much one more the last little question what do you like about our website for right now

Ciella: um i like how i can pinpoint my location like uh they like so i can find like places near me i like that um i like how it quickly leads me to like um this little sidebar here where i can like look at more pictures of the place itself and like reviews i think that's very helpful i like that

Jessica: sure thank you so much thank you for your time and the collaboration i think this is the all of our tests

Ciella: okay

Jessica: thank you so much

Ciella: no problem

Jessica: yeah thank you