Keyaria Walker

Remote Usability Test

Hypothesis

Kayak is an easy to use site that provides cheap flights, with the explore and packages pages being two convenient and useful pages for those who need to book flights and hotels.

User Profile

Results

Overall, throught the 3 subjects comments and answers, it seems that the results were in line with my hypothesis. However, there were functionality that could be improved in order to make the explore and packages page more convenient. I had pick these two pages because they were interesting features and also used many of the key functionality that Kayak had. All three users noted how they liked how the main page immediately showed you can search for flights. Once on the explore page, all users mentioned that they found the explore page to be interesting and found it to be a nice feature overall. However all found the explore page to be a bit “choppy” in a sense as when interacting with the page and moving the map it was very noticeable how slow the map was. Another feature that was unclear was the nearby aiports. It was not too clear what you could really do with the nearby aiports checked and when tester 3 tried to interact with the map with it checked, one could not

Recommendations

1. Descrease the number of pop ups
2. Make the Explore page more prominent in the navigation
3. Improve lagging time

Observation and Test Changes