

User Name/Age/Gender:				
Sr.	Task Description	Task Time	No. of errors	Problems faced / Comments
1	Log in using the correct username and password.	20 sec	1	Wrong credentials
2	Attempt to log in with incorrect details and observe the error message.	10 sec	2	Invalid username and password. Authentication failed.
3	Scroll through the home screen to view available movies.	0.5 sec	0	No problem
4	Select a movie and choose a showtime.	2 sec	0	No problem
5	Pick an available seat from the seating layout.	5 sec	0	No problem
6	Confirm the reservation and view the confirmation page.	7 sec	0	No problem
7	Select a seat and press Cancel to return to the previous screen.	5 sec	0	No problem
8	Use the footer icons to navigate back to the home page.	2 sec	1	Footer icons are not working
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				

Single Ease Question for Task Level Satisfaction

Overall, how difficult or easy was the task to complete?

		Users 1-10 rated the tasks on a scale of 7, according to the question 0 - Failed to perform 1 - Very Difficult 7 - Very Easy									
		1	2	3	4	5	6	7	8	9	10
1	Log in using the correct username and password.	2									
2	Attempt to log in with incorrect details and observe the error message.	3									
3	Scroll through the home screen to view available movies.										
4	Select a movie and choose a showtime.	7									
5	Pick an available seat from the seating layout.	6									
6	Confirm the reservation and view the confirmation page.	4									
7	Select a seat and press Cancel to return to the previous screen.	5									
8	Use the footer icons to navigate back to the home page.	0									
9	Task 9										
10	Task 10										
	User Average	3,86									
	Total Average	3,86									

The tasks were rated below the typical average ease range.

System Usability Scale

		Users 1-10 rated the tasks on a scale of 5, according to the question 1 - Strongly Disagree 5 - Strongly Agree									
		1	2	3	4	5	6	7	8	9	10
1	I think that I would like to use this system frequently.	3									
2	I found the system unnecessarily complex.	3									
3	I thought the system was easy to use.	3									
4	I think that I would need the support of a technical person to be able to use this system.	4									
5	I found the various functions in this system were well integrated.	4									
6	I thought there was too much inconsistency in this system.	3									
7	I would imagine that most people would learn to use this system very quickly.	3									
8	I found the system very cumbersome to use.	4									
9	I felt very confident using the system.	4									
10	I needed to learn a lot of things before I could get going with this system.	4									
	User Score (after applying SUS formula)	87.5									
	Total Average	87.5									

SCORE is 87.5, thus it's better-than-average usability.

System Usability Scale

System/Software Application: Cinema

Booking_____

Name: _____ Laila

Mansour_____

Age:

_____20_____

Gender: Female

	Strongly Disagree				Strongly Agree
	1	2	3	4	5
1. I think that I would like to use this system frequently.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	+	<input type="checkbox"/>
2. I found the system unnecessarily complex.	<input type="checkbox"/>	+	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. I thought the system was easy to use.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	+	<input type="checkbox"/>
4. I think that I would need the support of a technical person to be able to use this system.	+	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. I found the various functions in this system were well integrated.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	+
6. I thought there was too much inconsistency in this system.	<input type="checkbox"/>	+	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. I would imagine that most people would learn to use this system very quickly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	+	<input type="checkbox"/>
8. I found the system very cumbersome to use.	+	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. I felt very confident using the system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	+

10. I needed to learn a lot of things before I
could get going with this system.

+

☐☐☐☐

Single Ease Question for Task Level Satisfaction

Name: Laila

Age:

Gender: Female

Mansour_____

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System/Software Application: _____ Cinema

Booking_____

Overall, how difficult or easy was the task to complete?

[illegible]