Usability Testing Script for Tourism Kiosk   Layla Mitiche

Introduction:

- The purpose of the kiosk is to provide information on main attractions, events, recreational activities, and places to eat in the surrounding Indianapolis metropolitan area.
- I will be reading from my notes to ensure that I stay consistent with the script and mention everything.
- The reason for this test is to measure the kiosk's success rate and find the strengths and weaknesses of the design.
- Please note that your participation along with all your feedback will remain anonymous.

Pre-test questions:

Now, these next set of screens will show what you might find when you are attempting to make reservations for dinner.
- Have you ever booked or made reservations for a restaurant?
- Have you ever done it online?
- Are you familiar with online booking/reservation services?
- What do you expect to see after selecting a booking link?
- Do you find online booking efficient?
- How long do you think it will take you to complete this task?

You have arrived at the kiosk and you are hungry. You want to find some place to eat at. The following screen is what you find.

Instructions/ Procedure:

Screen 1: Home Screen
- You encounter the homescreen of the kiosk. How does it look? Can you easily find what you are wanting to do?
- After looking over the screen, where do you go to look for restaurants? (...select the hamburger icon)
- Was it easy to navigate through the main menu? Difficult?
- After selecting the correct icon, what do you expect to see? (..list of restaurant options) Now go ahead and select it:

Screen 2: Food Options Screen
- What do you see here, is this what you expected to see?
- What other details are provided other than the restaurant?
- Are these details helpful or distracting?
- How do you feel about how the restaurants are filtered? Would you prefer it a different way?
- After looking over the options, what do you do next? (...select a restaurant)
- What do you expect to see on the next screen?
- How do you feel so far in this process? On a scale of 1-5, 1 being least confident 5 being most confident.

Go ahead and select an option. The following screen will display:

Screen 3: Restaurant Selected Screen
- Is that what you expected to see? If not what did you expect?
- Take a look at the screen and scan through it, what information is provided on this page? Does it all make sense?
- On a scale of 1-5, 1 being least, 5 being most, how useful is the information provided?
- Do you know what to do next?
- Go ahead and tell me what you will do next. (...select a booking option depending on guest amount)
- How do you feel about the booking buttons? How are they categorized? (..by quantity of guests..) How do you feel about that?
- What do you expect to see on the next screen? Okay, let's find out:

Screen 4: Booking Screen
- Scan through the page, what do you see?
- Is this what you expected to see? If not what did you expect?
- Do you understand the purpose of this screen?
- Tell me what you are supposed to do on this screen. (...fill out contact & booking info)
- Go ahead and fill it out. On a scale of 1-5, how comfortable are you filling out the information? How easy or hard was it to do?
- How do you feel so far in this process? On a scale of 1-5, 1 being least confident 5 being most confident.
- What is the next step? (...pressing confirm)
- What do you expect to see on the next page? Let's find out:

Screen 5: Confirmation Page
- Read through the page..what do you see?
- Is this what you expected? If not, what did you expect?
- How clear is the information on the confirmation message, does it make sense?
- What do you see below the confirmation message? (..directions to the restaurant)
- On a scale of 1-5, 1 being the least 5 being the most, how helpful are the instructions?
- What other options are available to you on this page? (..option to scan qr code) Do you think this would be helpful?
- Is there any other information you would have liked to see? If so, what?

Follow up questions/conclusion:
Now that you have finished the booking process, I will ask you to provide some ratings:
- On a scale of 1-5, how easy did you feel it was to make a reservation through the kiosk? (1 - hard, 5- easy)
- On a scale of 1-5, how easy was it to make changes or edit your selections? (1-easy, 5-hard)
- On a scale of 1-5, how confident do you feel that you could come back and book on your own? (5- highly confident)
- How similar was this process compared to your online booking experiences (if applicable)?
- Any other comments, feedback, or suggestions?

We have now completed the usability test for the tourism kiosk. Thank you for the time you've allocated for us today.

Users	Results
User 1	- Is used to online booking and has done it before - Found the process to be fairly easy/straightforward answered 5s on all rating questions - No screens came unexpected, felt confident they could do it again if needed - Noticed similarities with yelp, except for the booking option **Suggestions/Feedback:** - Screen 2: Restaurant filtered by proximity was good but what about incorporating a drop down to change filter options? For example by food type, or classifying places by casual, fancy, etc - Not all screens have a back button meaning user would have to return to main menu each time and start over, incorporate back button on all pages
User 2	- Used to online booking, familiar with both online and phone call bookings - Overall found process to be straightforward and self explanatory - Answered 4-5s on all rating questions **Suggestions/Feedback:** - Expected to see a menu somewhere before booking, incorporate menu option on screen 3 through a QR code option mirroring the menu on a phone screen to avoid clustering - Also noticed lack of back buttons - Likes the filter by proximity, but there should also be an option to filter by wait time - Screen 3: is too cluttered, no need for 4 different booking buttons, instead have one booking button with a drop down option specifying the quantity.

| User 3 | - Hasn't booked online before, usually calls
- Expected it to take longer than it did
- Found the different screens to be straightforward and was able to follow along
- Did not expect to see a QR code on the last screen but found it to be helpful

Suggestions/Feedback:
- Include small titles for the icons on the main menu, not all icons are obvious
- Include a menu to save time of looking it up individually on a mobile device
- Found the actual booking to be straightforward (screens 3-4)
- Screen 5: show the map on this screen or have an option that allows users to go to a different screen and have step by step directions under satellite map
- QR code option for directions is a nice addition |