

## Objectives

- 1) Can users easily sign up and/or login?
- 2) Can users easily search for and reserve sites?
- 3) Can users easily navigate through all the sections of the app?

I am hoping to learn any pain points and navigation issues users may experience when navigating the app.

## Target Users

My target users are both male and female, of any age, who enjoy RVing/camping.

## Tasks

- 1) Can a user successfully sign up, review features and logout?
- 2) Can users login, search for sites and filter the results?
- 3) Are users able to find a suitable site and view hi-res images and reviews?
- 4) Can users successfully make a reservation?
- 5) Are users able to view reservation history and favorite sites?

# User 1

## Task 1:

### Goal/Output

Sign up and view the features of the app, then successfully logout.

### Assumptions

The user already has the app.

### Scenario

You heard about this app and you want to sign up and see some of the features the app offers, then logout.

- 1) Sign up
- 2) Review App Features
- 3) Click on menu icon
- 4) Click 'Logout'

### Success Criteria

Successfully sign up, review the features and logout of the app.

### Notes

Issues with logging out - not clear button. Have a link to app features on the welcome screen.

## Task 2:

### Goal/Output

Login to the app, search for sites and filter the results.

### Assumptions

Users are looking to filter search results based on their preferences.

### Scenario

You are looking to reserve a site for your next trip, but you want to filter the search results based on what you want and need.

- 1) Login back into the app
- 2) Search for a site
- 3) On search results page, click on 'Filter/sort'
- 4) Click 'Apply'

### Success Criteria

Users successfully search for sites, and are able to filter/sort the results based on their wants and needs.

### Notes

The filter/sort button wasn't clear. Need to make the button more prominent.

## Task 3:

### Goal/Output

Find a suitable site, and view hi-res images and read the reviews.

### Assumptions

Users have found the site that they are interested in. They want to see more of the site and read reviews to see what others have said.

### Scenario

You have narrowed down your search and found a suit that you're interested in. Take a look at hi-res images of the site and read reviews.

- 1) Click on a suitable site in narrowed down search results
- 2) Click on images to view hi-res photos
- 3) Click on 'Reviews'

User 1: Easy to find hi-res images and reviews.

### Success Criteria

Users successfully select a site and are able to see hi-res images and read other user's reviews.

### Notes

Easy to find hi-res images and reviews.

## Task 4:

### Goal/Output

Find a site that fits your needs and successfully make a reservation.

### Assumptions

Users are ready to make a reservation.

### Scenario

You find the site that you want to reserve. Go through the process of successfully reserving the site.

- 1) Select a site that suits your needs
- 2) Click 'Reserve'
- 3) Confirm reservation info
- 4) Select payment method
- 5) Make payment

### Success Criteria

Successfully find the right site and make a reservation.

### Notes

Simple.

## Task 5:

### Goal/Output

Navigate to view past and future reservations, as well as favorited sites.

### Assumptions

Users want to review past and future reservations and see what sites they have favorited.

### Scenario

You want to take a look at all the reservations you have made to date, as well as see which sites you have favorited.

- 1) Click on reservations icon
- 2) Click on complete, upcoming and cancelled reservations
- 3) Click on favorites icon
- 4) Look at all sites that were favorited

### Success Criteria

Users are able to see past and future reservations, as well as see the list of their favorite sites.

### Notes

Simple.

# User 2

## Task 1:

### Goal/Output

Sign up and view the features of the app, then successfully logout.

### Assumptions

The user already has the app.

### Scenario

You heard about this app and you want to sign up and see some of the features the app offers, then logout.

- 1) Sign up
- 2) Review App Features
- 3) Click on menu icon
- 4) Click 'Logout'

### Success Criteria

Successfully sign up, review the features and logout of the app.

### Notes

Simple...no issues. Maybe add password requirements to sign up.

## Task 2:

### Goal/Output

Login to the app, search for sites and filter the results.

### Assumptions

Users are looking to filter search results based on their preferences.

### Scenario

You are looking to reserve a site for your next trip, but you want to filter the search results based on what you want and need.

- 1) Login back into the app
- 2) Search for a site
- 3) On search results page, click on 'Filter/sort'
- 4) Click 'Apply'

### Success Criteria

Users successfully search for sites, and are able to filter/sort the results based on their wants and needs.

### Notes

Thought the bottom menu was the menu for the filter/sort. If the button was more prominent, it wouldn't be confusing.

## Task 3:

### Goal/Output

Find a suitable site, and view hi-res images and read the reviews.

### Assumptions

Users have found the site that they are interested in. They want to see more of the site and read reviews to see what others have said.

### Scenario

You have narrowed down your search and found a suit that you're interested in. Take a look at hi-res images of the site and read reviews.

- 1) Click on a suitable site in narrowed down search results
  - 2) Click on images to view hi-res photos
  - 3) Click on 'Reviews'
- User 1: Easy to find hi-res images and reviews.

### Success Criteria

Users successfully select a site and are able to see hi-res images and read other user's reviews.

### Notes

Easy to understand and find.

## Task 4:

### Goal/Output

Find a site that fits your needs and successfully make a reservation.

### Assumptions

Users are ready to make a reservation.

### Scenario

You find the site that you want to reserve. Go through the process of successfully reserving the site.

- 1) Select a site that suits your needs
- 2) Click 'Reserve'
- 3) Confirm reservation info
- 4) Select payment method
- 5) Make payment

### Success Criteria

Successfully find the right site and make a reservation.

### Notes

Very easy process.

## Task 5:

### Goal/Output

Navigate to view past and future reservations, as well as favorited sites.

### Assumptions

Users want to review past and future reservations and see what sites they have favorited.

### Scenario

You want to take a look at all the reservations you have made to date, as well as see which sites you have favorited.

- 1) Click on reservations icon
- 2) Click on complete, upcoming and cancelled reservations
- 3) Click on favorites icon
- 4) Look at all sites that were favorited

### Success Criteria

Users are able to see past and future reservations, as well as see the list of their favorite sites.

### Notes

Took a minute. Thought that it was the bottom menu in account. Found it easy enough after realizing the icon on the bottom. Maybe change the search (magnifying glass) icon to a home icon).

# User 3

## Task 1:

### Goal/Output

Sign up and view the features of the app, then successfully logout.

### Assumptions

The user already has the app.

### Scenario

You heard about this app and you want to sign up and see some of the features the app offers, then logout.

- 1) Sign up
- 2) Review App Features
- 3) Click on menu icon
- 4) Click 'Logout'

### Success Criteria

Successfully sign up, review the features and logout of the app.

### Notes

Change signup to 2 words. Likes the limited slide. Trouble with logging out. Option should be on the top. Should probably add 'Always Allow; Allow While Using and Don't Allow' to GPS Permission. Also, send users who 'Don't Allow' to a different Homepage without a map.

## Task 2:

### Goal/Output

Login to the app, search for sites and filter the results.

### Assumptions

Users are looking to filter search results based on their preferences.

### Scenario

You are looking to reserve a site for your next trip, but you want to filter the search results based on what you want and need.

- 1) Login back into the app
- 2) Search for a site
- 3) On search results page, click on 'Filter/sort'
- 4) Click 'Apply'

### Success Criteria

Users successfully search for sites, and are able to filter/sort the results based on their wants and needs.

### Notes

Trouble finding the filter/sort button. Make it more prominent.

## Task 3:

### Goal/Output

Find a suitable site, and view hi-res images and read the reviews.

### Assumptions

Users have found the site that they are interested in. They want to see more of the site and read reviews to see what others have said.

### Scenario

You have narrowed down your search and found a suit that you're interested in. Take a look at hi-res images of the site and read reviews.

- 1) Click on a suitable site in narrowed down search results
- 2) Click on images to view hi-res photos
- 3) Click on 'Reviews'

User 1: Easy to find hi-res images and reviews.

### Success Criteria

Users successfully select a site and are able to see hi-res images and read other user's reviews.

### Notes

Found easily. No issues whatsoever.

## Task 4:

### Goal/Output

Find a site that fits your needs and successfully make a reservation.

### Assumptions

Users are ready to make a reservation.

### Scenario

You find the site that you want to reserve. Go through the process of successfully reserving the site.

- 1) Select a site that suits your needs
- 2) Click 'Reserve'
- 3) Confirm reservation info
- 4) Select payment method
- 5) Make payment

### Success Criteria

Successfully find the right site and make a reservation.

### Notes

Easy to do. Think that a note that it is a secure payment should be included.

## Task 5:

### Goal/Output

Navigate to view past and future reservations, as well as favorited sites.

### Assumptions

Users want to review past and future reservations and see what sites they have favorited.

### Scenario

You want to take a look at all the reservations you have made to date, as well as see which sites you have favorited.

- 1) Click on reservations icon
- 2) Click on complete, upcoming and cancelled reservations
- 3) Click on favorites icon
- 4) Look at all sites that were favorited

### Success Criteria

Users are able to see past and future reservations, as well as see the list of their favorite sites.

### Notes

Confusion with icons, but other than that, pretty simple to find.

# User 4

## Task 1:

### Goal/Output

Sign up and view the features of the app, then successfully logout.

### Assumptions

The user already has the app.

### Scenario

You heard about this app and you want to sign up and see some of the features the app offers, then logout.

- 1) Sign up
- 2) Review App Features
- 3) Click on menu icon
- 4) Click 'Logout'

### Success Criteria

Successfully sign up, review the features and logout of the app.

### Notes

Doesn't like that you have to see the features when signing up. Should just be an optional thing.

## Task 2:

### Goal/Output

Login to the app, search for sites and filter the results.

### Assumptions

Users are looking to filter search results based on their preferences.

### Scenario

You are looking to reserve a site for your next trip, but you want to filter the search results based on what you want and need.

- 1) Login back into the app
- 2) Search for a site
- 3) On search results page, click on 'Filter/sort'
- 4) Click 'Apply'

### Success Criteria

Users successfully search for sites, and are able to filter/sort the results based on their wants and needs.

### Notes

Had a hard time finding the button. Should probably have a search box on all screens.

## Task 3:

### Goal/Output

Find a suitable site, and view hi-res images and read the reviews.

### Assumptions

Users have found the site that they are interested in. They want to see more of the site and read reviews to see what others have said.

### Scenario

You have narrowed down your search and found a suit that you're interested in. Take a look at hi-res images of the site and read reviews.

- 1) Click on a suitable site in narrowed down search results
- 2) Click on images to view hi-res photos
- 3) Click on 'Reviews'

User 1: Easy to find hi-res images and reviews.

### Success Criteria

Users successfully select a site and are able to see hi-res images and read other user's reviews.

### Notes

Easy to find.

## Task 4:

### Goal/Output

Find a site that fits your needs and successfully make a reservation.

### Assumptions

Users are ready to make a reservation.

### Scenario

You find the site that you want to reserve. Go through the process of successfully reserving the site.

- 1) Select a site that suits your needs
- 2) Click 'Reserve'
- 3) Confirm reservation info
- 4) Select payment method
- 5) Make payment

### Success Criteria

Successfully find the right site and make a reservation.

### Notes

Straight-forward process.

## Task 5:

### Goal/Output

Navigate to view past and future reservations, as well as favorited sites.

### Assumptions

Users want to review past and future reservations and see what sites they have favorited.

### Scenario

You want to take a look at all the reservations you have made to date, as well as see which sites you have favorited.

- 1) Click on reservations icon
- 2) Click on complete, upcoming and cancelled reservations
- 3) Click on favorites icon
- 4) Look at all sites that were favorited

### Success Criteria

Users are able to see past and future reservations, as well as see the list of their favorite sites.

### Notes

The icons aren't very clear. Maybe have text under for each.