

Expedia

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Team Odyssey

Usability Tests

SI 622 Winter 2017 Section 001

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Executive Summary

Expedia is a leading online travel booking resource. Our project is focussed on their mobile app, specifically on the process of booking a travel bundle, which includes flight and hotel stay. Our usability test process was divided into six parts: introduction, consent to participate and record, pre test questionnaire, observation of tasks, debrief and post test questionnaire. Our tasks were limited to the bundles workflow and portions of the checkout process. We utilized multiple scenarios and tasks to allow the users to search for hotels and flights according to specific criteria, including dates, price and brand. For each task we assigned a criteria to determine completion. Based on our clients request, our target audience was limited to users 30-55 who traveled at least once per year. We recruited using primarily word of mouth and distributed gifts as incentive from Expedia. We also used a pilot testing session to debug any issues with our tasks and setup. The test setup included an iPhone with Expedia v9.6 installed and was recorded using one of the two available different methods - using Quicktime Player or using Reflector 2 software (for screen mirroring over network), on a Macbook Pro. We then utilized BlueJeans to record both the screen and users facial expressions. Both a moderator and note taker were present during all tests. All data from the tests was analyzed using the recordings and note taker notes by the whole team in compiling recommendations.

Our findings for our usability test included the absence of a search bar in the hotel selection page, which would be useful to users with brand loyalty to particular chains. This also applied to other criteria, including airline filters and budget restrictions while searching for hotels and flights. We also found the date selection widget to be confusing to users, and error prevention lacking when users did not select both a departure and return date. The hotel room selection page also caused users some concern; users have to select multiple buttons in order to actually select the hotel room they would like to book. We encountered a pop up alerting users to price changes that looked like an error message. There is also a lack of error prevention in the checkout screen, both in credit card and address entry. Based on these findings, our recommendations include adding a search bar on the hotels screen, including budget restrictions beyond the sort feature, possible a filter for budgets, and adding additional error prevention methods to the checkout process.

Introduction

Expedia is a famous travel company that operates through a smartphone app and a website. Through Expedia, customers worldwide can book flights, hotels, holiday packages and leisure activities. Since 2007, the penetration of smartphones has increased the number of customers accessing travel services through apps. In order to target the growing smartphone user segment, Expedia's goal for this project is to improve the user experience of Expedia's iOS app users. The target population of this project is iOS Expedia app users in the age range of 30-55 years. Expedia has asked us to focus on the "Bundle" feature of the iOS app. This feature allows the users to book vacation packages by booking the hotels and flights in that order.

In this study, our goal was to observe a user's behavior while interacting with Expedia iOS mobile app and acquire information about the user's attitude towards the app. We aim to get qualitative data on the user's experience of booking a vacation package using the "bundle" feature on the Expedia iOS app. The usability tests is the final step in a semester long project that included the creation of an interaction map, interviews, personas, scenarios, surveys, comparative analysis, and heuristic evaluation. The goal of the usability tests was to uncover any issues that the user may not have told us via interviews and surveys or any issue that we may have missed through comparative analysis and heuristic evaluations.

Our primary goal for the usability test is to answer the following questions:

1. What are the user's expectations from the Expedia app when booking a bundles vacation package for the first time?
2. Does the Expedia app behave in-line with those expectations such that there is minimum cognitive load on the user?

We believe these questions are relevant because they help us understand how well is the Expedia app aligned with the user's perception of a travel app. Any deviation from the user's expectation are areas of improvement to reduce the cognitive load on the user. This in-turn would drive user happiness with the system and thus higher engagement with the system, which is the ultimate goal of the client.

Methodology

Test Overview

A typical usability testing session was divided into the following stages - introduction, handing over consent form, handing over the pre-test questionnaire, observe the user perform the tasks, post-test questionnaire and debrief.

The participant was welcomed into the testing room and a brief overview of the session was given to them. They were informed that the session was to be recorded, and asked to sign a consent form to give their approval to the recording. A pre-test questionnaire was then handed over to the participant to fill out. The participant was then asked to perform 4 different tasks, with one team member moderating the test and another member observing and logging the data. After successful completion of all tasks, the participant was asked to fill out a post-test questionnaire. Subjective questions were asked as a part of the debrief session, and the participant was thanked for their contribution to the project. A small incentive gift was handed over to the participant at the end of the session. Throughout the test, the moderator followed a script, developed in one of the previous team meetings.

Task selection

The scope of our project is limited to the Bundles feature of Expedia's iOS app. Since the Bundles feature is a way to book a package deal (flights + hotels) in a single flow, we decided to create our tasks based on the stages that the user will undergo while using the Bundles feature. The starting point of the task was established as the landing page when Expedia app is opened, since the user sees this page first and can Log in/ Sign up or Skip for later, and continue ahead to the main page of the app. To simulate the process of booking a package deal, the tasks were based on a couple of scenarios. In Scenario I, the users were told to book a package deal for two people for, according to the given instructions. Tasks 1-3 were developed around this scenario, with each task being a stage through which the user has to pass from the Start to the Checkout screen. Scenario II had a single task, which asked the user to go through the entire process of selecting hotel, flights and entering details at the Checkout screen. The tasks were also structured in a way so that the participants had to use the different options in the application such as Sort, which contributes to the user experience. For every task, the corresponding task completion criteria was determined. The tasks can be found in the Appendix at the end of the document.

Questionnaires and Debrief questions

The pre-test questionnaire had 9 questions and included questions about the participant's age, employment status, mobile operating system and their interactions with the mobile device. This was supposed to be filled by the participant before beginning with the tasks. After the successful completion of the tasks, a post-test questionnaire was handed to the participant. This consisted of 8 questions based on the participant's experience while interacting with the device. For every question, the participant had to pick between options such as Strongly Disagree, Disagree, Neutral, Agree and Strongly Agree. The post-test questionnaire was followed by a debrief session. The debrief consisted of 4 questions, which asked the participant about one aspect of the Bundles feature that they liked, that they disliked, one aspect that they would change and how would they describe Expedia's Bundles feature, to their friend(s).

Technical details

The sessions were primarily held in North Quad, in study room 1274. The test setup included an iPhone with Expedia v9.6 installed. The user's interactions with the device were recorded using one of the two available different methods - using Quicktime Player or using Reflector 2 software (for screen mirroring over network), on a Macbook Pro. The participant's face was also recorded to check for change in expressions, while they interact with the device. This was accomplished using the inbuilt camera on the Macbook Pro, and Blujeans. Two tests were conducted using Reflector 2 + Blujeans, while the rest were conducted using Quicktime + Blujeans. A moderator and a note-taker/ data logger were present in the testing room while a session was in progress. The complete setup was tested by 3 members of the team, a couple of days before the first usability testing session.

Participant Recruiting

The target audience for the project, determined with the client's input, was individuals in the age range of 30-55, who travel at least once year. Based on the scope of the project, we decided to look for individuals who use any version of an iPhone. The participants for usability tests were recruited through word of mouth. They were screened using the criteria for age, type of OS on their mobile device and the number of times they typically travel in a year. While recruiting, they were given an overview of what the session would typically be, and were promised a small gift as a token of appreciation for their contribution. The gift consisted of official Expedia goodies courtesy of the client. The demographics of the participants can be found below -

Participant	Age	Gender	Employment Status	Used Expedia before?
Pilot	31	Female	Student (PhD)	Yes
#1	32	Male	Student (PhD)	No
#2	37	Female	Employed Full-time	Yes
#3	32	Male	Student (Master's)	No
#4	30	Male	Student (Master's)	No

Pilot Testing

A single test was conducted as a pilot usability test. The participant was invited to a study room in Shapiro Library. The moderator followed the script, and the data was logged observing the participant perform the tasks. The budget for hotels in one of our tasks was too less for the results obtained by the participant, so we increased the budget from 200USD to 400USD in task 4 of our tests. The participant also had trouble remembering their login credentials for Expedia app and spent close to 2 minutes trying different passwords. Thus, in the remaining tests, we asked users to skip logging in/ signing up on the landing page.

Usability Testing Sessions

Based on the findings of our pilot test, we modified our tasks to prevent any errors or dead ends that the participant would encounter while interacting with the system. The sessions lasted for 20-30 minutes, and all participants could successfully complete all of the tasks. The data was logged using a data logging sheet, and the recordings from the session consisted of the interactions of the participant with the Bundles feature on Expedia app, as well as their facial expressions. Notes were transcribed from the audio recording of the sessions, after the session was completed.

Analyzing Data

The completed data logging sheets, debrief responses and the sessions' transcripts were discussed by the team in an information interpretation session, held a day after the last usability testing session. The team got together and analyzed the findings. These findings were then converted into recommendations for the client, to remove usability issues with the Bundles feature. Shortcomings of the usability testing sessions were also brought up and discussed by the team.

Findings and Recommendations

All of our participants were able to complete all the tasks and there were no such incidents that would indicate any sort of frustration from the user's side. We were able to gather numerous findings but picked those which repeated among more than one participant.

Findings

Absence of search bar in hotel listing page

One of our tasks involved booking a specific hotel (Hilton New York) for the bundles deal. The hotel listing screen (Fig. 1) did not have any search feature and consequently, we found that the users would scroll for long until they found the desired hotel. Two of our usability participants

specifically mentioned how a search feature would help them achieve this task faster. Users also clicked on the “sort” button to find a way to reduce the number of items on the screen.

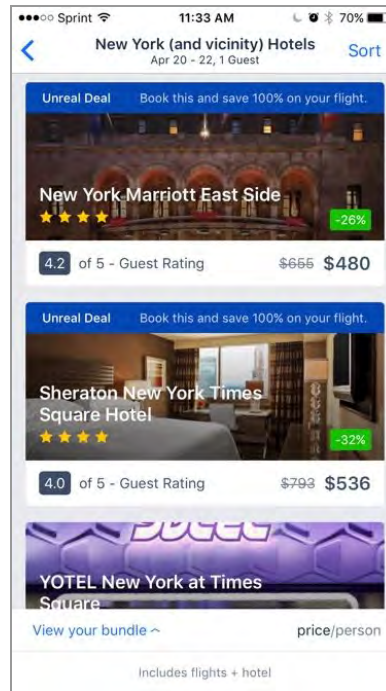


Fig. 1 - Hotel listing page. No search functionality

Absence of filters to narrow down the options / Sorting is not enough

While the hotel and flights selection flows in Bundles have provisions to sort the items, surprisingly, there is no provision for the user to actually narrow down these items according to certain criteria like budget, airline vendor, ratings, etc. This finding is similar to the previous one in the sense that both of them involve reducing the result set into a collection that is the most relevant to the user. One of the participants expressed their concern of not being able to restrict their budget while viewing the hotels. They wanted to have a slider to specify minimum and maximum price range to view selected hotels only.

Trip date selection widget is confusing

The first screen in the Bundles screen asks the user information pertaining to the trip. The start and end dates are both filled using a calendar widget (Fig 2b). The user is supposed to make two interactions to select both the dates but two of our participants selected only the start date and they moved on to the next field (no. of travellers). The system did not remind the user of entering the end date as soon as they left it. The participants were stuck at this screen thinking

the app was “frozen” since the Search button was disabled. Also, the existing message is not enough to grab the user’s attention to select the end date (Fig. 2a)

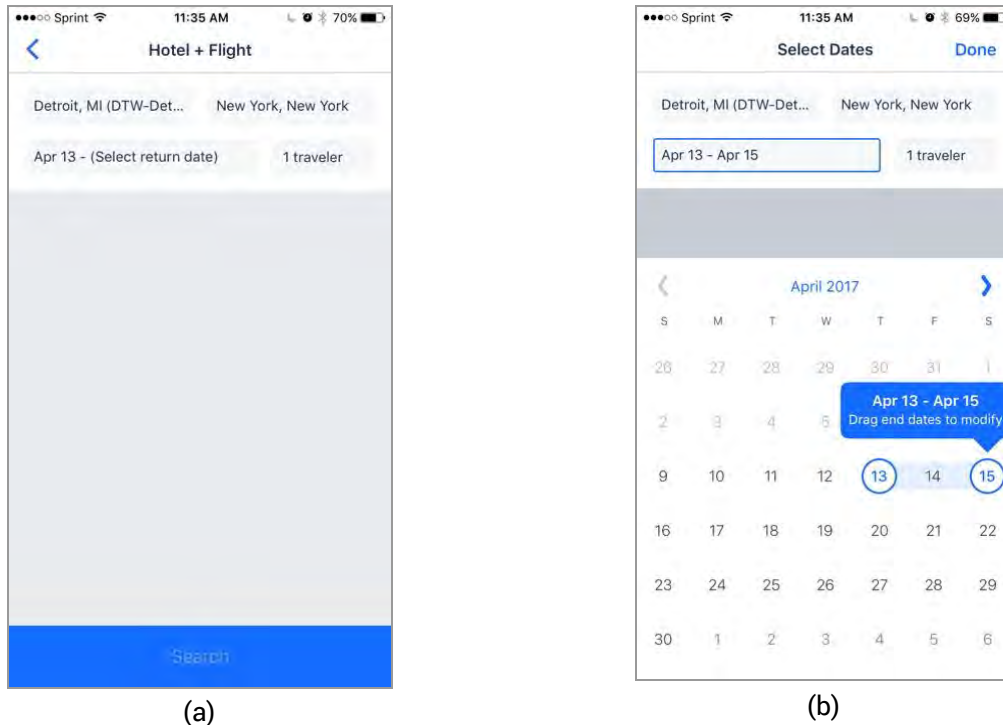


Fig. 2 - Start screen of Bundles flow.
(a) The trip end date not selected **(b)** Calendar widget to select the trip dates

The interface to select a room in a hotel is confusing to the user

The screen showing details of a hotel allows a user to pick whichever room they would like to stay in (Fig. 3). This screen consists of three buttons: “Select room”, “Select” and “Details”. The first one scrolls the screen to take the user to list of rooms which is present on the same screen. The second one actually selects the room and takes the user to the next step in the bundles flow (flights). The third one reveals the details of the room. In the usability tests conducted by us, we found that one of our participants specifically mentioned “Why are there two buttons to select a room?” referring to “Select room” and “Select”. It was only until the user clicked and was scrolled down to the rooms that the user realized the actual functionality of these buttons.

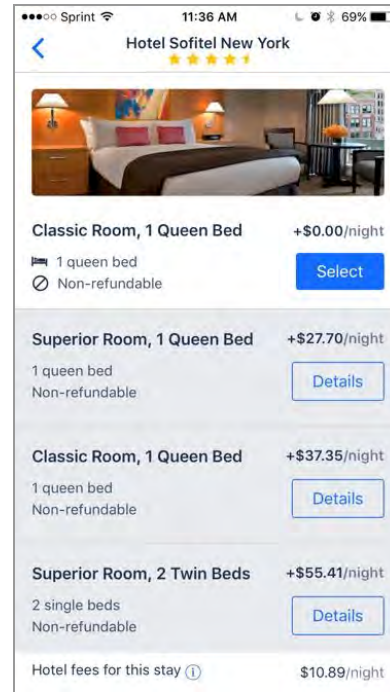
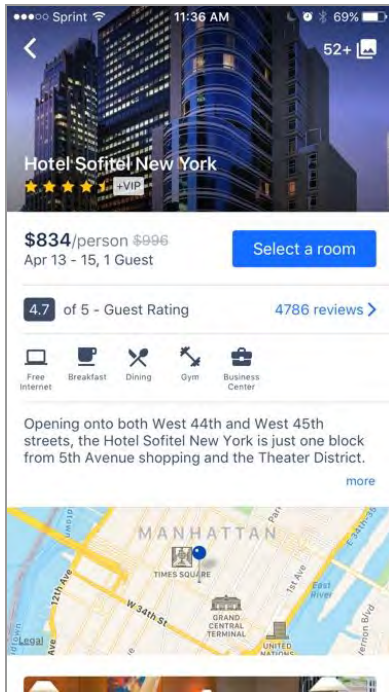


Fig. 3 - Room selection in a hotel containing “Select room” and “Select” buttons

Price change pop-up message is overwhelming

In one of the features in Expedia’s Bundles flow, the system will alert the user of any price change in their package deal by showing a pop-up message such as in Fig. 4. A participant remarked how distracting and alarming this features was especially when the price change was just 2 cents! The message is presented in a modal reminiscent of an error message which leads to overwhelming the user. We would suggest changing the way to present this message and also capping off the price difference to decide whether to show the message at the end of checkout or at the bottom of the bundles flow screens.

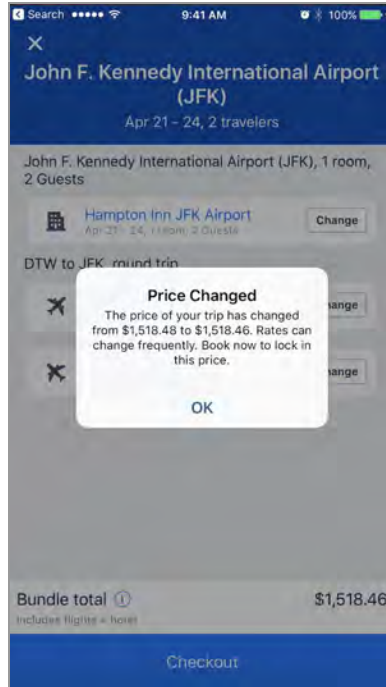
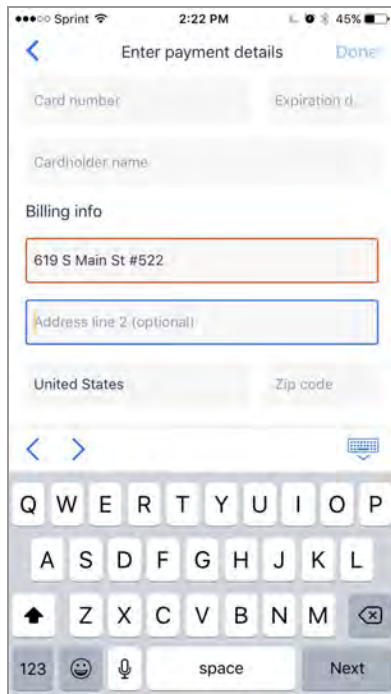


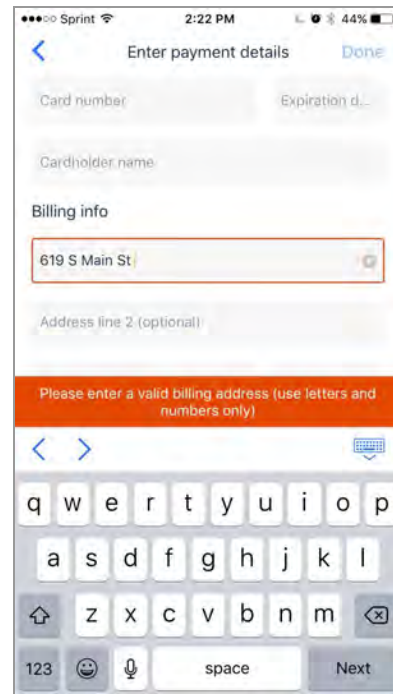
Fig. 4 - Price change pop-up message

Error messages in checkout screen

The checkout screen is a crucial one since the user is entering sensitive and private information. Proper care needs to be taken to present as well as prevent error messages when necessary. This sentiment was also echoed by our client. One of our participants exceeded the number of digits for a valid credit number by pressing the “1” key numerous times (since the last 4 digits we provided were “1111”). The user was expecting the input to be restricted but it did not and instead let the user type more than 16 digits. Another participant struggled with an error message regarding the address field. The user entered a special character, “#”, in the “address line 1” field and produced an error message which changed the border of the form field to red (Fig. 5). The user corrected the address but the error message persisted until the user switched the form focus to some other field. The user spent a significant time thinking about how to make the error message go away.



(a)



(b)

Fig. 5 - Error message in address field

(a) Invalid input and error message **(b)** Valid input and error message persists

Two of our participants were also confused about the widget to fill in the card expiry date (Fig. 6). One of the participants remarked “Why isn’t there a simple text input field here?” while the other was expecting a button to exit this widget so they can move forward in the process. It is worthwhile to mention that the latter was an iOS user, as determined from the pre-task questionnaire.

The screenshot shows a mobile app interface for entering payment details. At the top, the status bar indicates 'Sprint', signal strength, time '2:23 PM', and battery level '43%'. The app title is 'Enter payment details' with a back arrow on the left and a 'Done' button on the right. The form contains the following fields:

- Card number: '4111 1111 1111 1111'
- Expiry date: A date picker showing '(05) May 2017'.
- Cardholder name: A text input field.
- Billing info section:
 - Address line 1: '619 S Main St'
 - Address line 2 (optional): A text input field.
 - Country: 'United States'
 - Zip code: A text input field.

Below the form, there is a date picker with a left arrow, a right arrow, and a calendar icon. The date picker shows a list of dates: '(03) Mar', '(04) Apr', '(05) May 2017' (highlighted), '(06) Jun 2018', and '(07) Jul 2018'.

Fig. 6 - Widget to fill card expiry date

Other findings

We also came across some other findings that did not repeat but were significant enough to report. We found that users would behave awkwardly and impatiently at the loading screen of the bundles workflow (Fig. 7). Another user talked about the timezones when looking at the departure and arrival times of a flight. This user said they would want to know which timezones these times were in. On the hotel listing screen, another participants was confused about the hotel ratings since there were two kinds of representations of ratings: star and number (Fig. 8). The user did not understand at the first glance which representation to rely on in task no. 1 where we asked them to pick a hotel with a rating of at least 4.

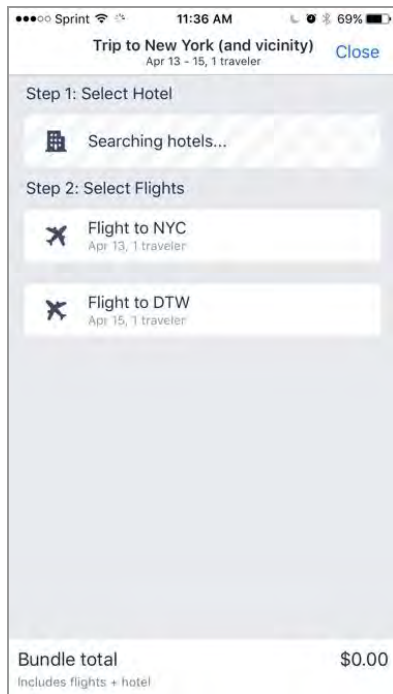


Fig. 7 - Intermediate loading screen

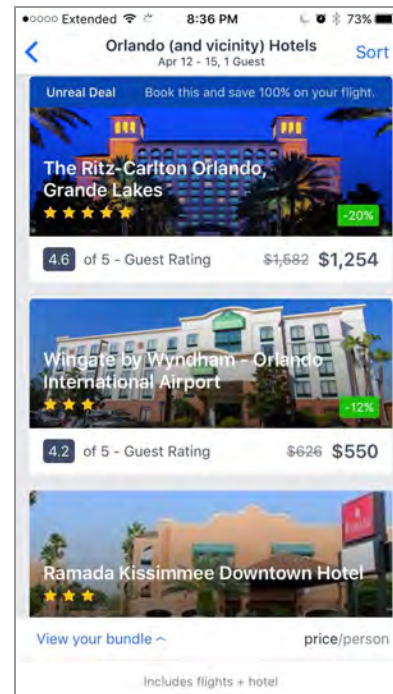


Fig. 8 - Hotel ratings of second hotel different. 3 in star rating and 4.2 in guest rating

Recommendations

Recommendation #1: Add a search bar in the hotels screen

The hotel list screen is minimal in terms of options to narrow down the list items. One of our tasks asked the user to pick a specific hotel and most of our participants expressed their exasperation on having to scroll down the list to find the hotel. A search functionality would definitely help the user in making quick decisions as remarked by one the participants: *"If I could enter the hotel name or even just any term , it would be really helpful."*

Recommendation #2: Add provision to comply with budget

Bundles does a great job in saving time by allowing the user to pick a hotel and flights in the same flow. It is also a great way to save money but the users would like to have more control over their budget. In one of the debrief sessions, the participant mentioned that they would like to tell the system about their minimum and maximum budget before even searching for hotel and flights. And another participant mentioned the same concern during the hotel selection screen. We would recommend Expedia to include a price filter to allow the user to specify their budget restrictions.

Recommendation #3: Improve the checkout screen

The checkout screen had several issues as mentioned in the findings. We would recommend revisiting this screen and analysing each use case to prevent errors in this crucial step of travel booking. The credit card field should be restricted to 16 digits, the widget to enter card expiry date can be replaced with a number field (or dropdown) and finally, the error messages should be hidden as soon as the user performs the necessary action to correct it. This would prevent confusion and maintain a calm user experience during checkout.

Discussion

The usability testing sessions are crucial for our team to observe and understand how users interact with the Expedia iOS mobile app user interface, and what the usability problems to the current application design are. However, after conducting usability testing, we realized that our usability testing has four shortcomings. First is that our tasks designed for users to go through the usability testing are too strict and precise that users spend more times on trying to understand the tasks instead of to focus on the mobile app interaction. Under this situation, our test results could be biased since testers may have smoother and better interactions with the mobile app if they were booking on their own. More open-ended tasks for the usability testing could reduce the bias of the test. Second, our usability testing conditions are different. Our five usability testing are all taken under different test conditions, including different internet speeds, different devices, different testing locations that could also generate different or biased test results. During one usability testing, user encountered “server error” which was led by the internet condition and created distractions to the test. A dedicated testing device and testing environment could prevent from the above situation and potential biases for the test results. Third, even though our testers are within the target user age range, all testers are in between 30 to 40 years old. However, our testers could not represent the target users in age range 40-55 who are also our target users. Fourth, part of the task question didn’t help to answer our testing questions. For example, in task 3 we asked users to find and book a flight ticket of Delta airline. We wanted to see how users interact with the system to find a specific company’s airline. However, the Delta Airline flights are the top choices that users can see them right away, instead of spending time to figure out how to find the specific airlines, which would be mostly the case in real life.

We will consider all the shortcomings above, to make revisions on our current task designs and conduct another round of usability testing to make sure the above shortcomings and questions are addressed.

Conclusion

The usability testing helped our team to successfully understand the need of the users and uncover usability issues of the application. From the five usability test sessions, our main findings are the absence of search bar in hotel listing page, the absence of filters to narrow down the options, a confusing trip date selection widget, confusing hotel room selection layout, overwhelming price change pop-up message and improper error messages in checkout screen. According to our findings, we have three main recommendations: add a search bar in the hotel screen, add provision to comply with the user's budget, and improve the text fields and date selection widget on the checkout screen.

Appendix

I. Recruitment Message

Hello! As a part of our class on Usability Testing, we are working with Expedia to identify potential issues with the Bundles feature on their iOS app. We are looking for individuals who travel at least once a year and use an iPhone on a day to day basis. As a part of the usability test, we will ask you to interact with the Expedia app and perform a few tasks. There will be a short pre-test and post-test questionnaire with a few questions that will ask you to rate the application's features, based on your experience. Your interactions with the device would be observed, and noted down for analysis later. You will also receive a small gift, courtesy of Expedia, for your time and inputs.

The test session will typically last for 20mins. Can you let us know a few available time slots that you have in this week, preferably before Sunday?

Thank you for your contribution to this project, we really appreciate it.

II. Moderator Script

Pre-test :

Moderator (with a big smile!): Thanks for coming in today! We appreciate your contribution to this project.

My name is **John Doe** and I will be moderating the session today. My friend here will be observing the session and collecting data for analysis.

Before we start, I need to ask you to sign this **Consent form**. You're also **free to take a break or leave** at any time during the session. Please take your time reviewing this form and let me know if you have any questions.

[Hand over Consent form to participant with a pen to sign]

The goal for today's session is to test the package deals feature offered by Expedia. I'm here to learn from you so I'll ask a lot of questions, **but we are not testing you, we will be testing the system**. You can't do anything wrong here.

I will hand over a pre-test questionnaire just to get a basic idea about you and your preferences. Then we will move on to the usability testing, in which you will be asked to perform a few tasks. As you work on the tasks, please **think aloud**. This means that you should try to give a running commentary on what you're doing as you work through the tasks. Tell me what you're trying to do and how you think you can do it.

If you get confused or don't understand something, please tell me. If you see things you like, tell me that too. I want to emphasize that, **you won't hurt my feelings** by telling me what you think. In fact, frank, candid feedback is the most helpful.

If you do get stuck, **I'm going to try not to answer your questions** or tell you what to do. I'm just trying to see what you would do if you were using it on your own. But don't worry--**I'll help you if you get completely stuck**.

Do you have **any questions** before we begin?

[Hand over Task sheet to participant]

Post-test :

I would like you to now fill this short post-test questionnaire. Then I will ask you a few questions as a part of the debrief session.

[Hand over Questionnaire to participant]

Debrief :

1. Which aspect of the Bundles feature did you like?
2. Which aspect of the Bundles feature did you not like?
3. If there was one thing that you could change in the Bundles feature, what would it be, and why?
4. If you were to explain Bundles feature to your friend, in a single sentence, how will you explain it?

This has been incredibly helpful. Your input is really valuable for me and the team as we think about the next steps for these ideas. We really appreciate your taking the time to come in, and performing all of the tasks. Thank you so much!

[Give participant incentive gift]

III. Tasks

Scenario I :

You live in Ann Arbor and you wish to fly out your spouse on a romantic getaway since your first anniversary is coming up. You plan to surprise your spouse with a vacation to New York, a place they have always wanted to visit. You wish to use Expedia's vacation package (flights + hotels) feature to book your getaway. The next few tasks will walk you through the different phases that you will undergo while booking the package deal.

Task 1:

1. Open the Expedia App. Bypass the login portion, if necessary
2. Navigate to the Bundles section
3. Enter the location and dates for the bundle
4. Search for a hotel for a 3 nights stay
 - a. Book a hotel with at least 4 star rating with a budget of \$700 per night

Task completion criteria: User selects a hotel that is satisfying the given requirements and reaches the outbound flight screen.

Task 2:

(This task picks up from where task #1 was left)

You are loyal to Delta Air Lines and you want to reach a certain level of frequent flier miles to earn a free flight in the future

1. Book flight tickets (round trip tickets) for you and your spouse on Delta Airlines.
2. Ensure that the flight(s) you pick have the shortest duration possible.
3. If possible, try to remember the flight(s) that you have picked.

Task completion criteria: User selects round trip flights satisfying the given requirements.

Task 3:

Now you remembered that you have a free 4-nights stay at the Hilton in any city. You want to change your hotel choice in this bundle.

1. Find The Hilton in New York city and add it in your bundle deal. Keep the flight selection same as previous task.
2. After selecting the flights, go to the Checkout screen.

Task completion criteria: User changes only the Hotel keeping the flights selection same as the previous task and reaches Checkout screen.

Scenario II:

Bad news! You just received an email from your boss asking you to fly out to Chicago on April 2 to meet a potential investor. If you cannot make it to this meeting, your company stands to lose an investment of 15 million USD, and you might end up losing your job. You have to push your vacation to a different date and book flights + accommodation for this meeting.

Task 4:

1. Clear the current Bundles selection and start a new search.
2. Enter the given details for the travel itinerary.
3. Search for a cheap hotel (less than **400 USD per night**) and add it to your deal.
4. Book outbound flight ticket from Detroit, so that you can reach **Chicago before 12pm on May 26**.
5. Book a return (inbound) flight from Chicago, on **May 27** so that you can **make it back to Detroit by 5pm**.
6. After selecting the flights, go to the Checkout screen and enter the following details -

Credit Card No.	4111 1111 1111 1111
Expiration No.	08/19
Cardholder Name	John Doe
Address Line 1	619 S Main St, #522, Ann Arbor
Country	United States
Phone	517-555-1234
Zip Code	48104

Task completion criteria: User reaches the CVV checkout screen with the hotel and flights satisfying the given requirements.

IV. Pre-Test Questionnaire and Responses

P0 - Pilot, P1 - Participant #1, P2 - Participant #2, P3 - Participant #3, P4 - Participant #4

Please specify your:

Age:

Gender:

31 F **P0**

32 M **P1**

37 F **P2**

32 M **P3**

30 M **P4**

2. What is your current employment status?

___ Student (circle one)

Freshman

Sophomore

Junior

Senior

Masters

P1, P3

PhD

P0, P4

___ Employed Full Time

P2

___ Employed Part Time

___ Self Employed

4. Mobile operating system currently in use

___ Android

___ Apple iOS **P0, P1, P2, P3, P4, P5**

___ Window OS

___ Other(please specify: _____)

5. How much experience do you have using this OS?

___ Less than 1 year

___ Between 1 and 3 years

P3

___ Between 3 and 5 years

P0, P2, P4

___ More than 5 years

P1

6. How many hours per week do you spend on your phone?

___ Less than 5 hours per week

___ Between 5 and 10 hours per week

P0, P3

___ Between 10 and 20 hours per week

P1, P2

___ More than 20 hours per week **P4**

7. What is your most frequent activity on your smartphone? (select two)

___ Accessing email **P0, P3, P4**

___ Phone calls

___ Text messaging **P2, P3**

___ Real-time messaging **P0, P1**

___ Searching on the internet **P4**

___ Social networking **P2**

___ While watching TV

___ News alert

___ Playing games

___ Listening to music **P1**

___ Reading

___ Watching videos/movies

___ Getting directions

___ Other(please specify:_____)

8. Which travel app do you use most often, if any?

No **P0, P1**

Delta Airlines **P2**

9. Are you satisfied with it?

___ Consistently satisfied

___ Usually satisfied **P2**

___ Rarely satisfied

V. Post-test Questionnaire and Responses

P0 - Pilot, P1 - Participant #1, P2 - Participant #2, P3 - Participant #3, P4 - Participant #4

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Overall, I felt comfortable using the system		P4		P0, P1, P3	P2
The system responded according to my expectations			P1, P2, P3, P4	P0	
It was easy to keep track of where I was on the application		P1	P3, P4	P0, P2	
The system gave me error messages that clearly told me how to fix the problem	P1	P2, P4	P0	P3	
I think most people would learn to use this application quickly			P1, P4	P0, P2, P3	
I found scenario 1 to be easy to accomplish			P3	P1, P2, P4	P0
I found scenario 2 to be easy to accomplish				P0, P1, P2, P3, P4	
Overall, I thought the Bundles feature was easy to use				P1, P2, P3, P4	P0

VI. Basic task performance data

All 5 participants could successfully complete the 4 tasks within 30 minutes, with 22 minutes as an average, which exceeded the team's estimated time of 20 minutes.

VII. Debrief Notes

P0 - Pilot, P1 - Participant #1, P2 - Participant #2, P3 - Participant #3, P4 - Participant #4

1. Which aspect of the Bundles feature did you like?

Booking hotels + flights together **P0, P1, P3, P4**

2. Which aspect of the Bundles feature did you not like?

Do not understand the benefit that bundle will bring him - still think searching flights and hotel can save more money and getting more information

No desirable feature in the bundle **P1**

Flight “ + xyz USD “ feels like the total price rather than add-on **P4**

They (Expedia) put pricier hotels in the top of the list **P2**

No keyword search **P0**

3. If there was one thing that you could change in the Bundles feature, what would it be, and why?

Changing date selection in credit card selection **P4**

Key words sorting hotel **P1**

Adding Bundle deals according to budgets **P2**

Change address field so that it accepts special characters **P3**

4. If you were to explain Bundles feature to your friend, in a single sentence, how will you explain it?

it is the place where users can book flights and hotels at the same time **P0**

It is a useful feature to save time **P3**

searching hotel and flights in one single package **P1**

“Effective” **P2**

VIII. Data logging form

Task 1				
Success criteria:	User selects a hotel that is satisfying the given requirements	<input type="checkbox"/>		
	reaches the outbound flight screen	<input type="checkbox"/>		
Time	Step	Screen	Type	Notes
Start _____	Open the app			
_____ min	Sign in with given information/skip this step			
_____ min	Navigate to the bundle section			
_____ min	Enter the location and dates for the bundle			
_____ min	Search for a hotel for a 3 nights stay			
Estimated time:	5 min			
Task 2				
Success criteria:	User selects round trip flights satisfying the given requirements.	<input type="checkbox"/>		
Time	Step	Screen	Type	Notes
Start _____	Book flight tickets (round trip tickets)			
Estimated time:	5 min			

Task 3				
Success criteria:	User select hotel in the deal	<input type="checkbox"/>		
	Enter the check out information given			
Time	Step	Screen	Type	Notes
Start _____	Find The Hilton in the city and add it in your bundle deal			
_____ min	Go to Checkout screen and enter given details			
Estimated time:	? min			
Task 4				
Success criteria:	Receive invite sent alert	<input type="checkbox"/>		
	Log out of the current group	<input type="checkbox"/>		
Time	Step	Screen	Type	Notes
Start _____	Clear the current Bundles selection and start a new search			
_____ min	Enter the given details for the travel itinerary			
_____ min	Search for a cheap hotel and add to the bundle deal			
_____ min	Book outbound flight ticket from Detroit			

____ min	Book a return (inbound) flight from Chicago			
____ min	Go to Checkout screen and enter given details			
Estimated time:	5 min			

Codes:	
CU	Comment by user
E	Error
!	Critical Incident
S	Completion of step