CS 235 - User Interface Design
Assignment #3
Usability Test Report

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Abstract

Travel Boulevard is a web application that helps in keeping all your travel plans in one place. From flight, hotel resources, rental cars to sightseeing information, getting organized prior to your trip makes a huge difference in your plan. Having itineraries and other resources at your fingertips makes your travel stress free and enjoyable. Travel Boulevard makes it possible for any user to plan his trip well in advance giving him the best possible rates and offers.

On October 22nd 2014, two users were asked to test the web application, **"Travel Boulevard"**, and provide feedback regarding the usability of the application. The testing lasted for 30 minutes and while the users tested the application, they were observed and their actions and comments were noted down.

Major findings of this usability test were that users were comfortable with using the application but wanted a few additional features like downloading the plan, additional options for selection from the drop down menu etc. The detailed report of their testing is attached below

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1. Understanding the Web Application : Travel Boulevard

Travel Boulevard is a web application that helps in keeping all your travel plans in one place. From flight, hotel resources, rental cars to sightseeing information, getting organized prior to your trip makes a huge difference in your plan. Having itineraries and other resources at your fingertips makes your travel stress free and enjoyable. Travel Boulevard makes it possible for any user to plan his trip well in advance giving him the best possible rates and offers.

2. Purpose of Usability Testing

The primary reason for conducting this Usability test is understand the ease with which a new user can use "Travel Boulevard" and evaluate the quality of user experience. This will immensely help in improving the design of the website. The factors which are mainly considered are learn ability (how easy is it for the user to learn to use the website), efficiency (how well can the users complete the major tasks), error prevention (how frequently do the users encounter error conditions).

3. Usability Test Participants

User #	Member of Team	Web Experience	Major	Use Case Tested
1	League of Berryessa	Expert	C S	Use Case 1
2	League of Berryessa	Expert	C S	Use Case 2

4. Use Cases Tested

User Case 1.

      The user can search for the Flights and the Hotels and add them to the trip plan

User Case 2.

      The user can search for the Rental Car and the attractions that he wants to visit add them to his plan and finally download his consolidated plan using Myplan.

Use Case 1

      <u>Name</u>: Select hotel and flight
      <u>Goal</u>: The traveler searches for Flights and Hotels and adds them to trip plan

1.Flight details:

      The user can search for flights based on the Departure city, Destination city, Budget, Departure date, Return date and the number of passengers. He can also choose for One-way, Round trip or Multi-way. After selecting the above details, a new web page opens with the list of flights sorted in the order of the budget selected. A sort by option is given at the beginning to help the user to choose the flights based on the option selected. An "Add Flight" option is provided to add the selected flight to MyPlan.

User Actions	Application Response
User chooses if he wants to book a one way flight or round trip flight	Radio button gets enabled telling the user about the option he has selected
User selects the departure city and destination city from the drop down list of cities, selects the budget for the flight tickets, departure and arrival dates, and the number of adults and children travelling and clicks on Search button	The user is taken to a new web page which displays a list of flights sorted in the order of the budget that the user had selected.
User wants the flights to be sorted by departure times so he changes the option in the Sort by drop down box at the top and clicks on Sort	Flights are now sorted by the departure times
User has decided the flight that he wants and clicks on Add flight button	Flight is now added to his plan and he can view it anytime using the MyPlan button at the top of the page
User clicks on Home button to go ahead and plan his hotel	User is taken back to the home page from where he can continue to book his hotel

2. Hotel details:

The user can search for hotels based on the budget, Check-in, Check-out and the number of rooms needed. After selecting the above details, a new web page opens with the list of hotels sorted in the order of the budget selected. A sort by option is given at the beginning to help the user to choose the hotels based on popularity, price, star rating and user rating. The list of prices in various websites is given so that user can check for good deals. An "Add Hotel" option is provided to add the selected hotel to MyPlan.

User Actions	Application Response
User clicks on the Hotel tab in the Home page	User is shown a homepage where he can search for the hotel based on City name, budget etc.
User selects the city where he wants to book a hotel from the drop down list of cities, selects the budget for the hotel room, check-in and check-out dates, and the number of rooms and clicks on Search button	The user is taken to a new web page which displays a list of hotels sorted in the order of the budget that the user had selected.
User wants the hotel to be sorted by popularity so he changes the option in the Sort by drop down box at the top and clicks on Sort	Hotels are now sorted by their popularity
User has decided the hotel that he wants and clicks on Add Hotel button	Hotel is now added to his plan and he can view it anytime using the MyPlan button at the top of the page
User clicks on Home button to go ahead and plan his rental car	User is taken back to the home page from where he can continue to book his rental car.

Use Case 1 completion success rate :

The Usability tester was able to complete the task of planning his flights and hotel with ease. He had 2 minor issues during the process and these problems are explained in detail in Section : Findings

Use case 2

> Name: Select car rental and download trip itinerary
> Goal: The traveller searches for Rental Car and downloads his trip itinerary.

1. **Car Rental details:**

The user can search for car rentals based on the budget, Pick-off place and date, Drop-off place and date. After selecting the above details, a new web page opens with the list of car rentals sorted in the order of the budget selected. A sort by option is given at the beginning to help the user to choose the car rentals based on popularity, price, star rating and user rating. An "Add Car" option is provided to add the selected car rental to MyPlan.

User Actions	Application Response
User clicks on the Car tab in the Home page	User is shown a homepage where he can search for the Rental Car based on City name, Pick-up and Drop-off locations etc.
User selects the city where he wants to book a rental car from the drop down list of cities, selects the Pick-up and Drop-off locations from the available list of options, date, and the time for which he wants to rent the car and clicks on Search button	The user is taken to a new web page which displays a list of rental cars.
User wants the rental car to be sorted by popularity so he changes the option in the Sort by drop down box at the top and clicks on Sort	Rental cars are now sorted by their popularity
User has decided the rental car that he wants and clicks on Add Car button	Rental car is now added to his plan and he can view it anytime using the MyPlan button at the top of the page
User clicks on MyPlan button to view his plan	User is taken to the MyPlan page from where he can download his plan

2. Download Myplan:

The user can view the MyPlan which is the complete vacation itinerary. The user can download the MyPlan and use it for future purposes.

User Actions	Application Response
User clicks on the MyPlan option in any of the pages	User is shown the complete vacation itinerary which he can view by scrolling down the page
User wants the plan to be sorted by cost so he changes the option in the Sort by drop down box at the top and clicks on Sort	His itinerary is now sorted by cost
User wants to download his plan and clicks on the "Download my plan" button	A copy of his plan is downloaded in the form of a word document.

<u>Use Case 2 completion success rate</u>

The Usability tester was able to complete the task of planning his flights and hotel with ease. He had 1 minor issue during the process and the user also wanted the added functionality of printing his Plan, these problems are explained in detail in Section: Findings
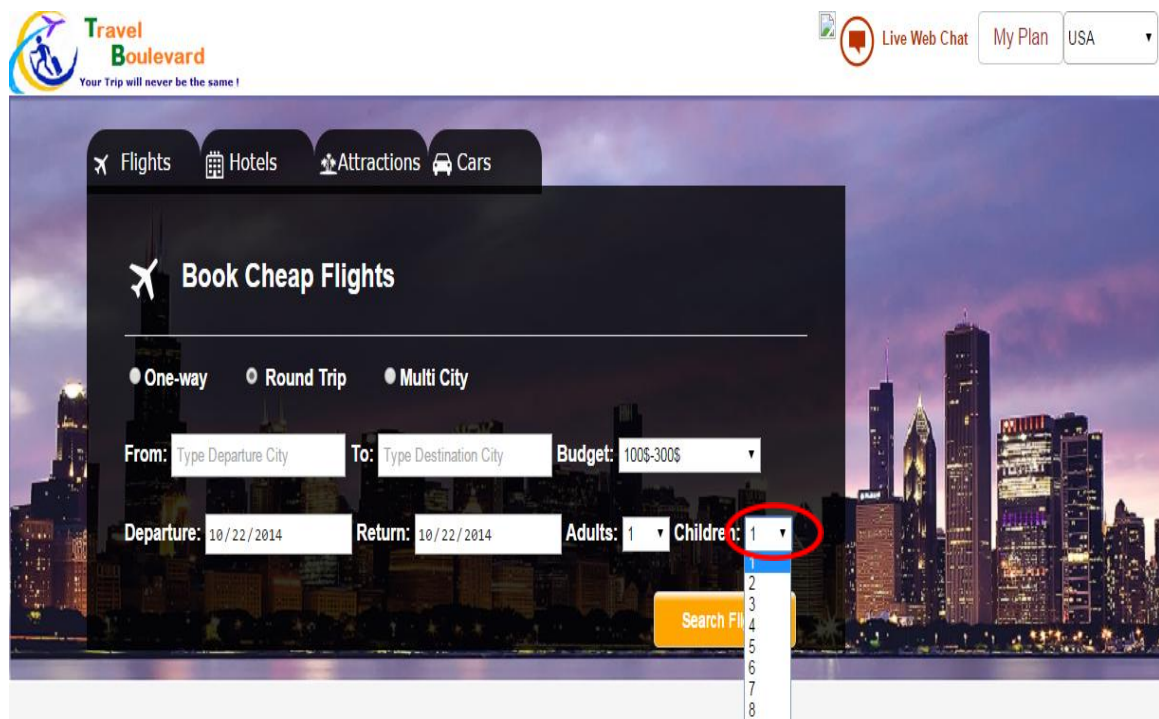
5. Usability Problems uncovered

I.   **Problem 1:** While booking the flight, user had to select the number of adults and the number of children travelling with him. The user had no option to select for "0" children accompanying the user.

Design faults which caused the problem: This was a coding mistake where-in we had not added the 0 children in the drop down list
Fix for the problem: Added an option in the drop down list where the user can select 0 children accompanying him.
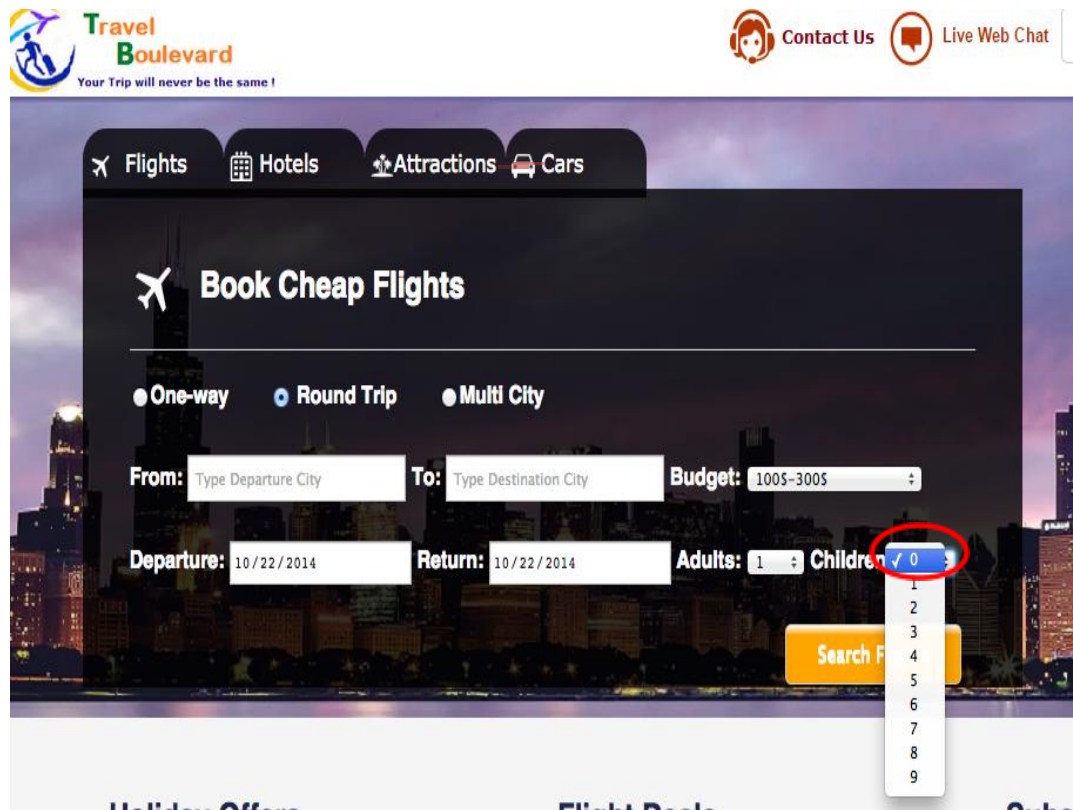
Before:

After :

(Children option is set as 0 as default)

II. **Problem 2:** One of the Usability testers, wanted to read the hotel reviews of the selected hotel. He also wanted links to yelp review of the particular hotel. The user also wanted an option to choose the hotels based on how "far" or "near" it is to a particular place in the destination selected.

Design faults which caused the problem: Currently the additional links were embedded as a part of the image. So when user clicked the Hotel image, the additional details were displayed. Also the yelp review display was not considered in the design. This was a design flaw.

Fix for the problem: Additional links regarding hotel services were incorporated so that user can get more information about the hotel details.

Before

After :

(On clicking Hotel name, Hotel's official Website is displayed)
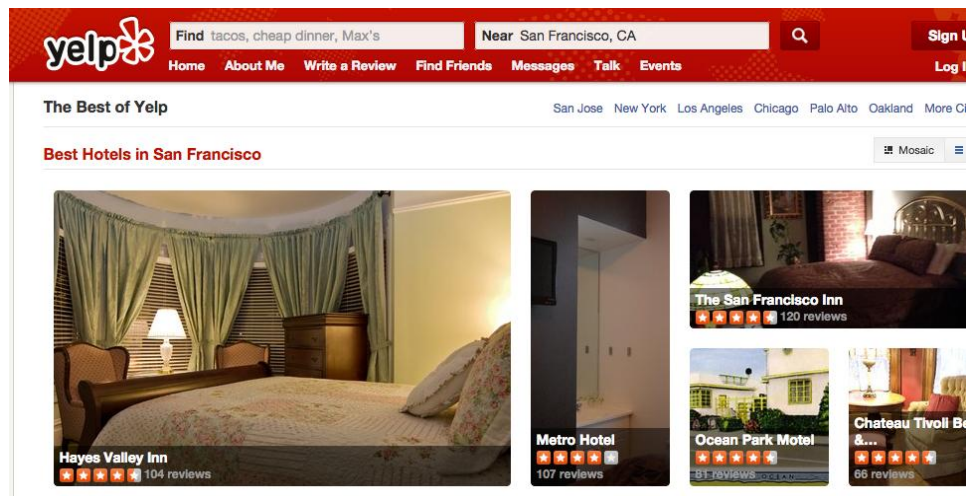
(On clicking on Star rating, yelp page is displayed)

III.   **Problem 3:** One of the Usability testers, wanted to see additional links for the given car rental services displayed in the car rental page. The user also felt that there was no relationship between the Car rental and the Home page
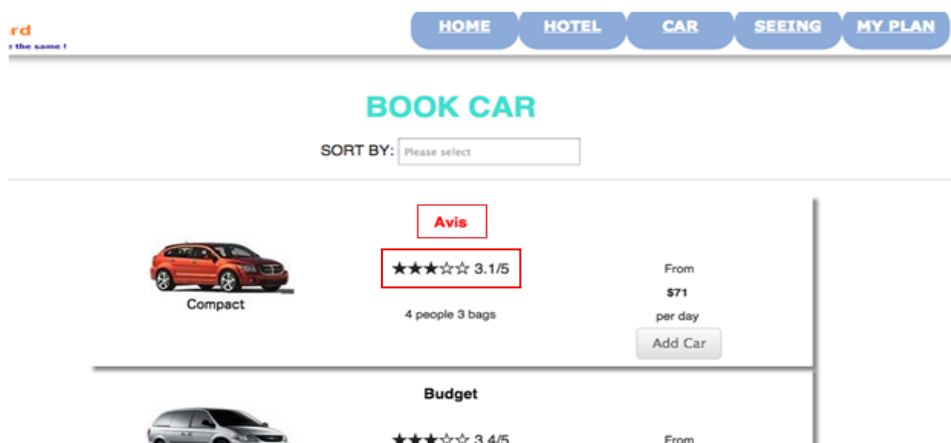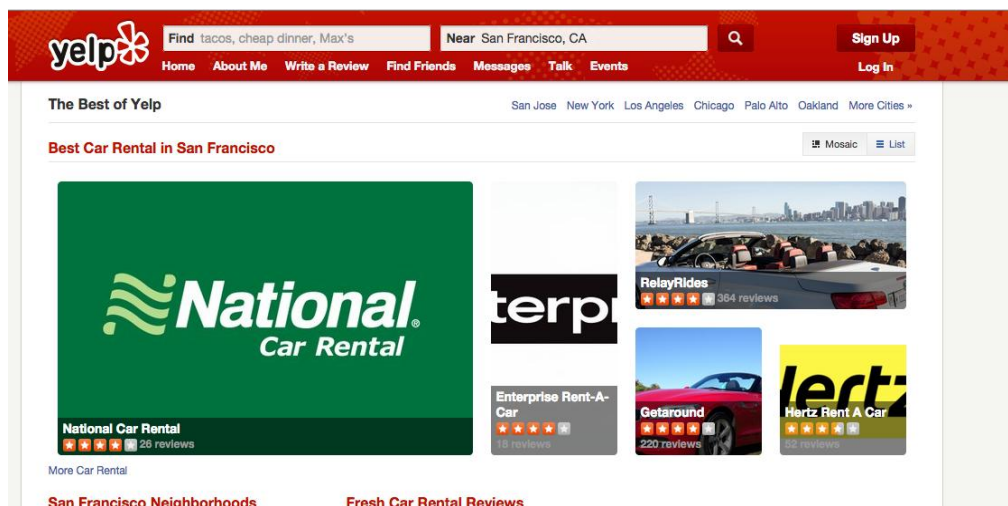
Design faults which caused the problem: Currently the additional links were embedded as a part of the image. So when user clicked the car rental image, the additional details were displayed. We did not consider this usability as a part of our design

Fix for the problem: Additional links regarding the car rental services were incorporated so that user can get more information about the rental agency details

Before:

After:

(On clicking Car Model, Selected cars official website is displayed)

(On clicking Star rating, yelp page is displayed)

IV. **Problem 4: One of the Usability testers, wanted to an option to print the MyPlan directly from the application. He also wanted an option to send the MyPlan through mail**
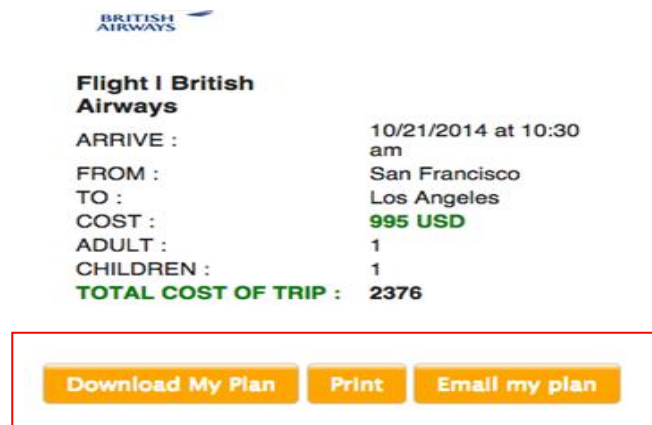
Design faults which caused the problem: Currently we are only providing an option to download the plan. This use case was not considered during our design phase.
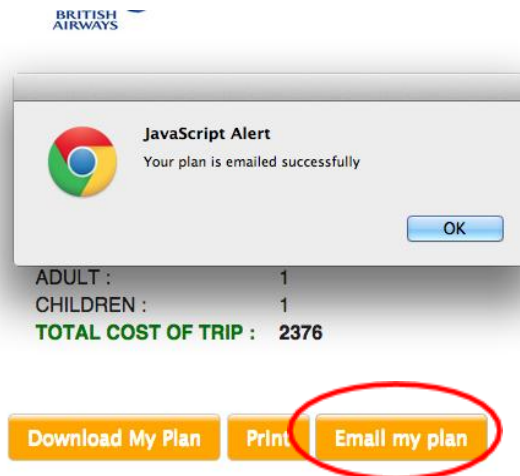
Fix for the problem: An option for printing the Myplan directly from the application is given.
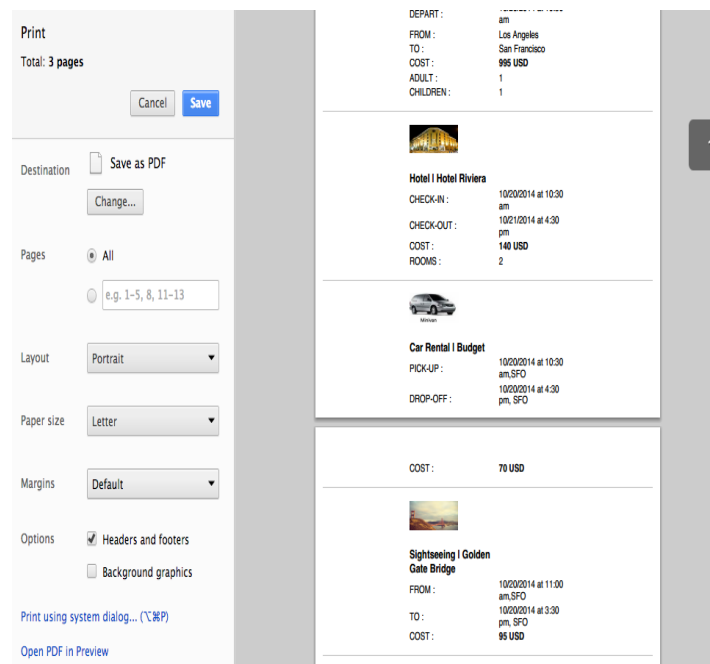
Before:
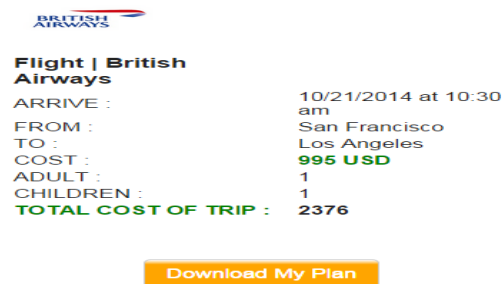
After:

(On clicking Email my plan, the Plan is emailed)

(On clicking Print, We can Print Myplan)