**Usability Test Plan**:

|  |  |  |
| --- | --- | --- |
| Test site : | Student Union Conference Room | |
| Test Method : | Observe one user at a time and allowing them to think aloud. | |
| Data Collection : | Paper copy. | |
| Questioning : | Planning to ask few questions to users regarding the application consistency and certain things. | |
| Planning the time : | Introduction | 2 min |
|  | Feedback | 1 min |
|  | Questioning | 2 min |
|  | Task time for each user | 7 min |
|  | Time for two users | 16 min |

**Task Descriptions:**

| **Task ID** | **Task description** |
| --- | --- |
| T1 | User should enter his email id and password in order login into the Paperplane website. |
| T2 | User will know about people by scrolling down to testimonials |
| T3 | User will register on the website by entering all his details |
| T4 | User will enter the destination, date of travel to plan his trip |
| T5 | User will enter his currency, default start time and default end time |
| T6 | User will set his travel preferences |
| T7 | User will subscribe to newsletters |
| T8 | User will visit all social networking sites of Paperplane website |
| T9 | User sends a message if he is interested to chat with customer care |
| T10 | User will get complete information and then will logged out. |
| T11 | User1 will re login and checks his itinerary of the trip |
| T12 | User2 will re login cancel his booking and then he logouts. |

**Usability Logs:**

**User 1:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Task** | **Start Time**  **(hh : mm : ss)** | **End Time**  **(hh : mm : ss)** | **No of Mouse Clicks** | **No of Key Strokes** | **No of Errors** | **Defects/**  **Comments** |
| T1 | 04:30:22 | 04:31:00 | 3 | 12 | 0 | - |
| T2 | 04:31:05 | 04:31:10 | 1 | 0 | 0 | - |
| T3 | 04:31:13 | 04:32:15 | 1 | 18 | 0 | - |
| T4 | 04:32:19 | 04:32:30 | 1 | 4 | 0 | - |
| T5 | 04:32:33 | 04:33:50 | 2 | 8 | 1 | User enters wrong currency |
| T6 | 04:33:53 | 04:34:02 | 5 | 2 | 0 | - |
| T7 | 04:34:05 | 04:34:13 | 1 | 3 | 0 | - |
| T8 | 04:34:16 | 04:34:36 | 4 | 0 | 0 | - |
| T9 | 04:34:40 | 04:35:10 | 1 | 14 | 0 | - |
| T10 | 04:35:13 | 04:35:20 | 1 | 0 | 0 | - |
| T11 | 04:35:25 | 04:36:35 | 6 | 10 | 0 | - |

**User 2:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Task** | **Start Time**  **(hh : mm : ss)** | **End Time**  **(hh : mm : ss)** | **No of Mouse Clicks** | **No of Key Strokes** | **No of Errors** | **Defects/**  **Comments** |
| T1 | 5:00:15 | 5:00:50 | 3 | 10 | 0 | - |
| T2 | 5:00:55 | 5:01:05 | 1 | 0 | 0 | - |
| T3 | 5:01:08 | 5:02:00 | 1 | 15 | 0 | - |
| T4 | 5:02:03 | 5:02:15 | 1 | 5 | 0 | - |
| T5 | 5:02:18 | 5:02:40 | 2 | 6 | 0 | - |
| T6 | 5:02:42 | 5:03:05 | 5 | 1 | 0 | - |
| T7 | 5:03:08 | 5:03:15 | 1 | 5 | 0 | - |
| T8 | 5:03:17 | 5:04:32 | 5 | 0 | 0 | - |
| T9 | 5:04:34 | 5:05:00 | 1 | 16 | 0 | - |
| T10 | 5:05:02 | 5:05:08 | 1 | 0 | 0 | - |
| T12 | 5:05:10 | 5:06:52 | 3 | 14 | 1 | User will enter wrong password |

**Usability Measures:**

**User1:**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Usability measures** | **T1** | **T2** | **T3** | **T4** | **T5** | **T6** | **T7** | **T8** | **T9** | **T10** | **T12** |
| **Speed of performance(secs)** | 38 | 5 | 2 | 11 | 17 | 9 | 8 | 20 | 30 | 7 | 70 |
| **Rate of errors** | 0 | 0 | 0 | 0 | 0.058 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Subjective satisfaction** | 5 | 5 | 5 | 4 | 3 | 5 | 5 | 4 | 5 | 5 | 5 |

**User2:**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Usability measures** | **T1** | **T2** | **T3** | **T4** | **T5** | **T6** | **T7** | **T8** | **T9** | **T10** | **T12** |
| **Speed of performance(secs)** | 35 | 10 | 52 | 12 | 22 | 23 | 7 | 75 | 26 | 6 | 92 |
| **Rate of errors** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.010 |
| **Subjective satisfaction** | 5 | 4 | 5 | 4 | 3 | 5 | 4 | 5 | 4 | 5 | 3 |

**Rating scale for subjective satisfaction**:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 |
| Srtongly Disagree | Disagree | Neutral | Agree | Strongly Agree |

**DEFECT LIST:**

|  |  |  |  |
| --- | --- | --- | --- |
| **S.No** | **Defects** | **User1** | **User2** |
| 1 | User finds difficult to identify the currency | ✓ |  |
| 2 | User finds difficult to remember his login detail | ✓ |  |
| 3 | User felt difficult to navigate to contact details |  | ✓ |
| 4 | He fails to re login as he forgets details |  | ✓ |

**Questionnaire:**

**User1:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | **Strongly Agree** | **Agree** | **Neutral** | **Disagree** | **Strongly Disagree** |
| Overall, I am satisfied with the look of the website | ✓ |  |  |  |  |
| I can easily Understand the website | ✓ |  |  |  |  |
| I can easily correct my errors with the information provided |  | ✓ |  |  |  |
| The interface of the system is understandable | ✓ |  |  |  |  |

**User2:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | **Strongly Agree** | **Agree** | **Neutral** | **Disagree** | **Strongly Disagree** |
| Overall, I am satisfied with the look of the website | ✓ |  |  |  |  |
| I can easily Understand the website |  | ✓ |  |  |  |
| I can easily correct my errors with the information provided | ✓ |  |  |  |  |
| The interface of the system is understandable | ✓ |  |  |  |  |