

[6] Post at least three photos/sketches of your user tests in action, with captions.

CLICK AND ATTACH (captions should show breakdowns and design opportunities)

[7] Summary of findings: mention substantial issues you found with interface design.

SUMMARY OF FINDINGS

[The summary suggests the user tests revealed significant insights into the design that could trigger positive changes for the interface]

USER INTERFACE INSIGHTS

[1] Participants felt that it is difficult to select an airline from a list of possibly hundreds of available airlines through a dropdown selection control.

Design change: “Select Airlines” dropdown will be changed to a freeform input text field that suggests the airlines names as progressively user types the airlines name.

[2] Participants also felt that it is difficult to select a destination country from a list of several tens of countries as a travel destination through a dropdown selection control.

Design change: “Destination Country” dropdown will be changed to a freeform input text field that suggests the destination country as progressively user types the country name. It will also provide user entry level information validation, for example, selecting a particular airlines and selecting a wrong destination country (where the airlines does not have a service) should result in an informative message displayed to the user or other alternative being that only display the countries where the selected airlines flies and services.

[3] One participant commented that “Travel Information” section is consuming a lot of real estate on the screen and is always visible.

Design change: After home screen (wherein user will provide the travel information), just place a “Edit” button next to the message displaying “Selected airlines and destination country”. Click of that button will lead to displaying the input text fields to edit the airlines and destination country information. This will lead to removal of the redundant and unnecessary “Travel Information” section and provide more real estate on the screen to display other useful information.

[4] One participant didn’t understand what is meant by the “WiFi IP address of the Camera” section/label. Similar comment came for the “WiFi IP address of the Weighing Machine”.

Design change: Application will provide a list of devices in close proximity with their names and IP addresses so that a user just needs to select the device from the list.

[5] One participant found it hard to know what is the front, side or top of the baggage while working his way through the “Clicking Baggage Photos” section.

Design change: Application will provide some sample/example photos of the baggage’s with different shapes and sizes and annotations of “Top”, “Front” and “Side” to help the user know how and which way to click the photo of the baggage.

[6] Participants mentioned that the application should prominently display the allowed baggage weight and size information on the web page once user selects the airlines and destination country for travel.

Design change: Along with the caption of the selected airlines and destination country, the message section should also display the allowed baggage weight and size as per the airlines.

[7] Site map/navigation structure on the pages after selecting the travel information is not very clear. Navigation links are like tablet boxes and also they are underneath other information.

Design change: Navigation buttons can be made little smaller and also can be taken on the top so that all the information and workflows happen underneath.

FUNCTIONAL INSIGHTS

[1] Participants wanted to know the **number** of allowed hand and checked baggage as per the airlines by which they are traveling.

[2] Participants wanted to know **additional items** that can be carried along with the hand baggage (Example: Laptop, Purse, Camera case) as per the airlines by which they are traveling.

[3] Each participant wanted to know the **allowed weight** of the hand and checked baggage as per the airlines by which they are traveling in the unit of scale that they understand (Example: Pounds or Kilograms).

[4] Each participant wanted to know the **allowed size** of the hand and checked baggage as per the airlines by which they are traveling in the unit of scale that they understand (Example: Centimeter or Inches)

[5] Each participant wanted to know the **list of prohibited items** in the hand and checked baggage as per their destination country/airport security requirements. Pankaj wanted to know the allowed items or **exceptions** for his infant daughter.

[6] Pankaj wanted to know if **infant allowance** is available on the airline by which he is traveling with his family and infant daughter.

[7] Pankaj also wanted to know if **frequent flyer** membership will allow additional baggage benefits.

[8] Each participant wanted to know the **charges for the excess** baggage they will be carrying.

[9] Divya wanted to know **the First/Business class** additional baggage benefits.

[10] Each participant wanted to know the procedure/instructions/guidelines around **carrying basic first-aid kit** and any **prescription medicines** that they require.

[11] Akhil wanted to know the restrictions and prohibited items at the Hongkong airport as he is traveling by Cathay Pacific airlines and has a **stopover** in Hongkong for traveling to Australia.

[12] Each participant wanted to have the **weather information** handy while packing their baggage. (Example: If it will rain the day they land in their destination country so that they can carry an umbrella/raincoat and that too in their hand luggage).

[13] Akhil wanted to know which type of **travel adapters and travel converters** he needs to carry to Australia for his electronics.

[8] List changes you would implement in your next iteration -- we don't need you to implement your next iteration, but we want to see what you learned from your experiments. For each change, include a brief explanation for why you selected it.

[The student suggested several possible changes based on the user testing, all of which were important and directly addressed the problems identified in user testing]

After testing, take some time to reflect on your findings. Go through all the notes and other recordings. Try to be objective, don't write problems off. Try and define some general patterns in user behavior. When you identify some interesting points, think deeply about them: ask yourself questions, recreate the different user tests, analyze user decisions, other paths they could have taken, and so on. Let your insights guide redesigns for your next prototype iteration. The end product of your discussion should be a list of changes that you would implement

LIST OF CHANGES (to redesign next prototype iteration)

[1]