

Evaluation Plan

Baggage Packing Assistant Application

(a) Goals

What do you want to learn?

One of the primary challenges with baggage packing experience is that the air travel regulations and baggage allowances keep changing constantly. So every time someone travels (even if he/she is a frequent flyer), they need to check/enquire with the airlines and also the recent regulations of the destination country.

I want to learn about how using the “Baggage Packing Assistant” application will facilitate, enhance and improve baggage packing experience of the user/participant before they embark on their journey.

Goal that I will be focusing on is that the Participants/Users need a mechanism (application) that provides them an easy way to know and/or measure overweight baggage, oversized baggage and prohibited items and interestingly ***“accordingly assist and aid them in packing their baggage within the constraints of Baggage weight, size and prohibited items”***.

(b) Participants

Who will you recruit and how?

I will recruit my neighbors and office peers who frequently travel for business and personal purposes. I will reach out to them by phone, mail, by going to their home and by talking to them in the office. These would be some of the ways via which I will try to recruit the participants.

(c) Method

Timing, Duration, Location, Process

I will keep the evening timings when the participants will be available for evaluation. I will keep the duration to 15 minutes. This much time will be sufficient for the participant to perform the activity. I will either invite the participant to my home to perform the activity or else I will go to their place as per their comfort along with the “Baggage Packing Assistant” application in the laptop. I will use the process of “User Observation” and observe the participant performing the specific activity.

(d) Tasks

What will you ask participants to do? Make sure to align the tasks with your goals.

Note: Detailed tasks are captured in separate document titled: “User Testing - Tasks”.

I will ask the participant to perform the baggage packing activity by selecting an airlines and destination country. They will use the “Baggage Packing Assistant” application to:

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- [1] Measure the weight of the baggage and check for compliance as per the airlines policies
- [2] Measure the size of the baggage and check for compliance as per the airlines policies
- [3] Identify the (prohibited) items in hand and checked baggage as per the airlines and destination country's customs rules and regulations

(e) Measures

Success criteria; Additional dependent variables; qualitative data (will you take pictures or record audio?)

Following will be the success criteria:

- [1] Participant is able to successfully select the Airlines and Destination Country
- [2] Participant is able to successfully measure the size of the baggage
- [3] Participant is able to successfully measure the weight of the baggage
- [4] Participant is able to successfully identify the (prohibited) items in hand and checked baggage as per the airlines and destination country's customs rules and regulations

Additional dependent variables will include:

- [1] A dummy camera connected to the iPad running the application via WiFi
- [2] A dummy weighing machine connected to the iPad running the application via WiFi

I plan to take the pictures of the participants performing the tasks/activities.