

8. usability testing

Goal

The goal is to test basic functionality of the application on a web-based prototype accessed by PC/laptop. I would like to test if a new user, who is not necessarily familiar with traveling applications, is able to use the application in a guest mode, log in, add a trip and from there find nearby service and book a desired activity.

Objectives

- To find out if the user can log in and access profile data
- To find out if the user can add a new trip as a new or existing user
- To find out if the user can retrieve trip details, including finding nearby services and activities
- To find out if the user understands existing activity categories and is able to book an appropriate activity

Recruitment Message

Dear participant,

As part of a design project, I am conducting interviews to get a better sense of potential users of my future app. Would you be available to sit down with me for a 30-minute interview [by phone/in person/over Skype] so I can ask you a few questions? The questions will be related to your wants and needs, and not at all a measurement of your ability.

If so, would either of the following dates/times work for you?

21.12.2019 afternoon,
22.12.2019 afternoon,
23.12.2019 all day.

I plan to [audio/video] record the interview to use as a note-taking aid, but will not share it with anyone else. Please let me know if this is okay for you.

Thank you so much for your time in advance and I hope to hear from you soon!

Sincerely,
Ines

Test Script

Introduction

Dear participant, thank you for joining the usability test session. As part of this exercise, you will be given three tasks to complete. Please note that these tasks are not measure of your ability. Feel free to think out loud and voice your opinion throughout the task. There are no right or wrong answers and your feedback during every stage of the process is highly appreciated.

Tasks

1. You are a returning user. Please log in and access your trip overview.
2. You are a new user. Access the application as a guest and add a new flight trip. Find nearby supermarket at your destination point.
3. You are going on a flight vacation with your family. Book an activity for your child.

Wrap-Up

Thank you for completing the task. It was very useful to track your user journey. Your feedback will be evaluated and applied to improve the usability of the product according to the topics discussed in this session.

Test plan

Scope:

- Travectio
- Testing the user flow through 3 tasks within MVP goal

Equipment

- Test available on Marvel prototype web application, tested on both Windows and macOS laptop/computer
- Method of recording: video recording and note-taking during the interview
- Printed questions and short introduction to the project given to participants in advance

Test observation notes

Task	User #1	User #2	User #3
1	User reached trip overview immediately after logging in.	User directly logged in and reached the trip overview.	Continue as a guest is useful. Trip overview should be within home menu, profile is understood as settings menu. Navigation menu is clear, but should add logout in the menu bar.
2	Adding new trip went smoothly. Finding a nearby service was seen as next logical step. User reported no inconsistencies.	User reported that navigation category is not so clear when wanting to find a specific service like supermarket.	No issues in finding supermarket. Radius should be added as a filter after supermarket search result is generated. Or add function "find closest supermarket" with added distance.
3	The process went smoothly. After reaching destination the user found activity and booked it. The user liked the concept.	User booked activity as planned in user flow. No inconsistencies were reported.	User completed the task through same steps as defined by user flow.

Outcomes

Issue	Error Rating	Suggestions
Entry point (log in/ sign up/ continue as guest)	0	Task completed successfully. Guest access reported as useful.
Trip overview and data management	2	User suggested that user profile should be reserved for user settings and trip overview should be within home menu.
Navigation	4	Add logout option in the top navigation. Specify navigation categories to make finding service type easier.
Mapping service	2	Radius to be added as a filter instead of search category
Finding and booking service	0	Users accomplished task with no issues.