

Section	Your group	Your name	Participant name
PRA03	6	Travelers Buddy	

INF1602 W09 Usability Test Script

Use this template to gather peer feedback on your P03 wireframe prototype

Prepare

Prototype link (Figma) **

<https://www.figma.com/proto/gr5stHTJ370A0CZclkAosa/Group6%3A-TravelersBuddy?node-id=41-2382&node-type=frame&t=UfjtEBEPupF3GF8r-1&scaling=scale-down&content-scaling=fixed&page-id=0%3A1&starting-point-node-id=41%3A2382>

User goals **

Using this prototype, the user should be able to :

1. Explore the app and navigate the various features:
 - The user should be able to access the "Home - Explore" section and browse through the different options and categories.
2. Manage their user profile:
 - The user should be able to access and update their "Profile" information.
3. Create and manage a wishlist:
 - The user should be able to add items to their "Wishlist" and view the items they've added.
4. Plan and book trips:
 - The user should be able to access the "Plan Trips" section, explore different trip options, and complete the planning process.
5. View and manage their trip:
 - The user should be able to access the "Trips List" section and view their upcoming trips.

Test goals & success criteria:

- **Clarity:** Can the user understand the affordances of the design and the outcome of their actions?
- **Guidance:** Can the user figure out what to do to make progress towards their goal?
- **Completion:** Can the user successfully complete the task in the prototype?

Running the test

5-second test (only 5 sec?)

Show the participant the **first screen** of your wireframe prototype and say:

To start, could you look at this screen and tell me what you see?

What do you think this product is for?

What can you do here?

Task prompt

Context **

Current date: Sunday, October 4

Plan dates: Wednesday, October 7 to Saturday, October 10

You're a busy professional who just received exciting news: you need to be in Tokyo for an important business meeting this coming week. While this is primarily a business trip, you discover an opportunity to extend your stay and ask a friend to join you. Your meetings will end on Thursday morning, giving you three extra days to explore Tokyo.

Your Situation:

- Primary purpose: Business meeting in Tokyo
- Timeline: The trip is in the coming week
- Free time: Wednesday to Saturday except Thursday morning
- Current state: Overwhelmed with work, minimal time for trip planning
- Experience level: First time in Tokyo
- Challenge: Need to plan both business and leisure activities efficiently, despite a busy schedule

Your task is to use TravelersBuddy to quickly plan this hybrid business-leisure trip to Tokyo, ensuring you're prepared for both your business commitments and weekend exploration.

Task **

Please use this prototype to:

- 1) Choose your preferences according to the prompted tags.
- 2) Browse different attractions/ activities to add the ones you are interested into your Wishlist.
- 3) Get more information about different attractions/activities.
- 4) Check your Wishlist
- 5) Plan a trip with your friend to Chiyoda City from 7th Oct to 10th Oct.
- 6) Add your trip budget.
- 7) You have a meeting on 8th October morning. Change your availability accordingly and confirm the trip.
- 8) Have an overview of the trip you planned and edit if you want.
- 9) Set your trip notifications ON to get updates and not miss any of your plans.

Think-aloud

As you do, could you think out loud as much as possible: say what you're looking at, what you're trying to do, what you think might happen next, or anything else that you are thinking. There are no right or wrong things to say, just try to keep thinking out loud as much as possible. Keep in mind we are testing the prototype, not your ability to perform the task.

Remember: Don't offer hints or answer participant questions about the prototype. Instead, ask *"How do you think it should work?"*

Notes

Completion: did the user reach the end of the task?

Yes

Errors: Did the user tap / click on any UI elements that didn't help them progress?
Toggle button, you tried clicking on the element's cancel icon,

Understanding: Assumptions, questions, predictions, confusion

Follow-up interview questions:

<i>Overall, what did you think about the prototype?</i>
<i>How easy or difficult was it to complete the task?</i>
<i>Is there anything you found unclear or confusing?</i>
<i>Is there anything that was not the way you expected?</i>
<i>Do you have any questions for me about how this solution works?</i>
<i>Do you have any other comments or suggestions about this solution?</i>

Participant 1 Astha

1. Choose your preferences according to the prompted tags.
 - a. fast response and correct steps taken.
2. Browse different attractions/ activities to add the ones you are interested into your Wishlist.
 - a. *Clicked on the attraction to browse.*
 - b. *Saw the information first and then tried to heart it from that page. She said "The heart option looks too big for the screen"*
3. Get more information about different attractions/activities.
 - a. already done while wishlisting.
4. Check your Wishlist
 - a. was quick to check the wishlist.
5. Plan a trip with your friend to Chiyoda City from 7th Oct to 10th Oct.
 - a. clear.
6. Add your trip budget.
 - a. "Not able to understand why the toggle is there?" - a label to specify
7. You have a meeting on 8th October morning. Change your availability accordingly and confirm the trip.
 - a. Took time to understand how to change availability. Add a button to give more availability.
8. Have an overview of the trip you planned and edit if you want.
 - a. did not edit the trip, or try to edit.
9. Set your trip notifications ON to get updates and not miss any of your plans.
 - a. was able to set notification.

- b. In the trips page, there is a bell icon - can i use that to turn notification on or off later?

Is there anything you found unclear or confusing?

What does discovering your stay give me? according to people's rating/or my current location? What is the toggle for?

Is there anything that was not the way you expected?

what would be highlighted when i am at the "plan your trip" screen. Why is there a nav bar below? suggest another, will you guys give me or i have to add where i want to go? How will I cancel a suggestion, i don't want to do anything at that time period?

How about if I want to cancel/modify at the confirmation page?

Do you have any questions for me about how this solution works?

I understand the app and would love to get an app that would do all planning for me.

Do you have any other comments or suggestions about this solution?

The important part of the page has to have more focus, more focus on browsing it feels like.

Any other feedback?

- 1) do not give a cross on tags, just relick.
- 2) Like the tags- very helpful.
- 3) The information icon and the tapping of the card.
- 4) Give me a modify button, bcoz as a user I might be weary of clicking on the back button.
- 5) There is no icon on the real time updates feature.
- 6) If I have already asked to notify me, what is the use of the notification bell at the trips page?
- 7) The next button at the Plan your trip page does not show as a min button
- 8) The nav bar might not be needed when you are doing a task, it might create distractions.
- 9) Highlight which page I am at, breadcrumbs.

Participant 2 Mehrnoush & Dorothy

To start, could you look at this screen and tell me what you see?

Search place to stay and view recommendations

What do you think this product is for?

Places to stay and things to do in another region

What can you do here?

Explore attractions/activities

10. Choose your preferences according to the prompted tags.

a. clear and easy to follow

11. Browse different attractions/ activities to add the ones you are interested into your Wishlist.

a. clear

12. Get more information about different attractions/activities.

a. clear

13. Check your Wishlist

a. clear

14. Plan a trip with your friend to Chiyoda City from 7th Oct to 10th Oct.

a. clear

15. Add your trip budget.

a. clear but could be more specific

16. You have a meeting on 8th October morning. Change your availability accordingly and confirm the trip.

a. clear

17. Have an overview of the trip you planned and edit if you want.

a. clear

18. Set your trip notifications ON to get updates and not miss any of your plans.

a. clear

Do you have any other comments or suggestions about this solution?

The whole process was straightforward, providing an overview of trip planning.

The date bar on the planning screen is too tiny, which is not a good fit for phones.

The activities like "trip is planned" need to be shown.

Could have specific budget options for different attractions/ activities.

The "NEXT" button is confusing- if its next day or next step

Participant 3 Mehrnoush & Dorothy

To start, could you look at this screen and tell me what you see?

Tourist attractions; like google maps?

What do you think this product is for?

Tour guide

What can you do here?

Click the where to button and start touring

19. Choose your preferences according to the prompted tags.

- a. The drop down function for the tag screen should be put before choosing tags- (a flow issue?)

20. Browse different attractions/ activities to add the ones you are interested into your Wishlist.

- a. Wanted to plan right away from clicking the attraction icons

21. Get more information about different attractions/activities.

- a. clear

22. Check your Wishlist

- a. Did not know they are folders for different regions

23. Plan a trip with your friend to Chiyoda City from 7th Oct to 10th Oct.

- a. clear

24. Add your trip budget.

- a. clear

25. You have a meeting on 8th October morning. Change your availability accordingly and confirm the trip.

- a. Did not know how to change availability accordingly

26. Have an overview of the trip you planned and edit if you want.

- a. Did not know the trip is planned already- be more clear about confirm step

27. Set your trip notifications ON to get updates and not miss any of your plans.

- a. clear

Do you have any other comments or suggestions about this solution?

Make the flow more understandable as users do not know the process

Some tasks are difficult while some are easy- the preferences listed do not align with the idea of the user

Participant 4 Mehrnoush

1. Choose your preferences according to the prompted tags.
 - a. it was clear
2. Browse different attractions/ activities to add the ones you are interested into your Wishlist.
 - a. the fav button was too small
3. Get more information about different attractions/activities.
 - a. it was clear
4. Check your Wishlist
 - a. having a folder that the places they actually want to go and their future plans
 - b. they didn't notice it is a folder
5. Plan a trip with your friend to Chiyoda City from 7th Oct to 10th Oct.
 - a. it was clear
6. Add your trip budget.
 - a. it was clear
7. You have a meeting on 8th October morning. Change your availability accordingly and confirm the trip.
 - a. little bit confused with availability part but they successfully completed the task
8. Have an overview of the trip you planned and edit if you want.
 - a. it was clear
9. Set your trip notifications ON to get updates and not miss any of your plans.
 - a. liked this option and was clear to them
10. on the profile page:
 - a. The trips number was clear and interesting for them

Do you have any other comments or suggestions about this solution?

Everything looks great, but they suggested another approach for the wishlist folders.