



ForeFlight Usability Study Results

Asim Sayed, Liann Marie McCain, Manya Singh, Reshma Lokanathan
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1. Executive Summary

Overview

ForeFlight is a mobile and web-based aviation application providing flight planning, navigation, weather updates, weight and balance management, and post-flight analysis. This usability study focuses on understanding new user experiences with ForeFlight — evaluating onboarding, feature discoverability, navigation patterns, and personalization.

Participants and Methodology

- **Participants:** Six individuals with partial aviation training, each participant varied in general aviation knowledge, from zero years of ForeFlight experience to up to 10 years.
- **Method:** Remote Moderated Usability Testing over Zoom.
Sessions included:
 - **Think-Aloud Protocol** to capture real-time user thought processes.
 - **Task completion:** Four tasks focusing on onboarding, discovering key features, checking weather/airport info, and personalizing the app.
 - **Post-test questionnaires** using the System Usability Scale (SUS) to gauge satisfaction.

Findings and Recommendations

Findings	Recommendations
Information Overload: New users felt the interface had too many settings, tabs, and sub-menus.	Guided Onboarding: Provide structured in-app prompts or a welcome tour.
Dual Settings Confusion: Users struggled with separate “Map Settings” vs. “General Settings.”	Consolidated Menus: Merge or clarify map settings vs. general settings.
Onboarding Gaps: Quick account creation but limited guidance for next steps.	Consistent Navigation: Uniform language and design patterns.
Discoverability Hurdles: Key features buried under multiple layers.	Improved Hierarchy: Simplify screens with subheadings and collapsible sections.
Navigation Inconsistencies: Dynamic nav items and inconsistent labeling.	Personalization: Offer simpler controls to customize the app’s main flows.



2. Introduction

2.1 Background

ForeFlight is recognized as an industry leader in aviation software, helping non-commercial pilots of all backgrounds manage flight planning, weather monitoring, and flight logs. However, with the app's broad feature set, new users often find it complex and overwhelming.

Target Audience

1. Non-commercial pilots (general aviation knowledge)
2. People with partial aviation training and/or experience (i.e. active participation and/or completion of aviation ground school or an aviation career background)

2.2 Study Objectives

This study will focus on identifying major new user journeys, understanding features that are most frequently used, and pinpointing usability challenges that may impact engagement and retention. With a 24% conversion rate and no existing analytics data, qualitative insights will be critical in shaping improvements.

- a. Onboarding – Evaluate how intuitive the initial setup and first-time use are.
- b. Feature Discoverability – Assess how easily users find and understand key features.
- c. Feature Prioritization – Identify which features matter most to new users.
- d. Navigation Behavior – Observe how new users navigate the app and locate important features.

Goal

Ensure a Smooth Onboarding Experience – Make the initial setup and first-time use intuitive and frictionless. **Key features:** Initial personalizing set up (choosing overlay layers, bottom nav customizations), Airport Tab, More Tab, Maps Tab.

Research Questions

- How does the onboarding process facilitate new users in understanding, discovering, and accessing essential features? In what ways does it support users? Are there any specific steps that may lead to confusion or delays?
- Do users intuitively learn how to use the app, or do they seek external resources for guidance?
- Which features do new users attempt to access first, and how easily can they locate essential features within the app?
- How do new users navigate the app vs. advanced or expert users? Are there features that cause confusion regardless of app experience?



3. Description of Study

3.1 Participants

Participant Overview

	A	B	C	D	E	F
ForeFlight Experience	0 years	1 year	3 years	3 years	3 years	10 years
Aviation Ground School	✓	✓	✓	✓	✓	✓
Aviation Experience	< 20 hours	Instrument	Private Pilot	Private Pilot	Private Pilot	Private Pilot

In-Scope

- Individuals with partial aviation knowledge, but minimal ForeFlight experience.
- Some have ground school experience, private pilot training, or exposure to flight schools.
- Advanced ForeFlight users (Pro Plus accounts)

Out of Scope

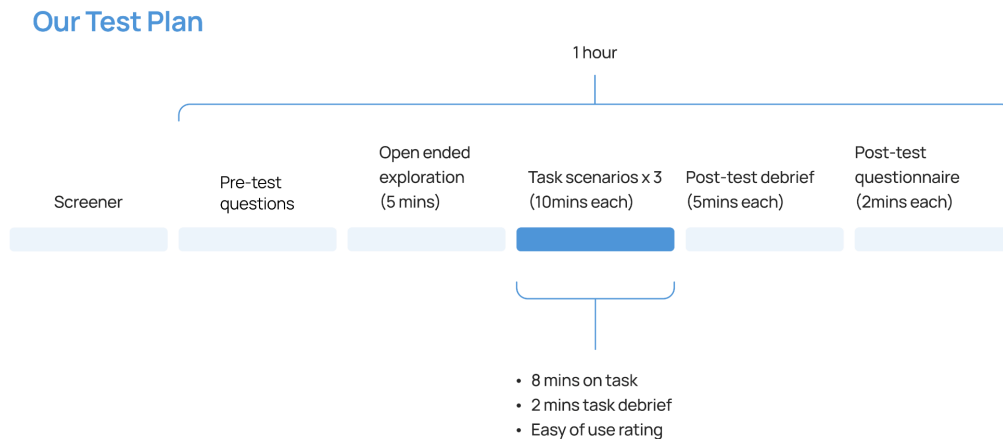
- People with no aviation knowledge.

A total of 6 participants tested. They ranged from no ForeFlight experience to 10 years of usage, ensuring varied perspectives.



3.2 Protocols

1. Remote Moderated Testing via Zoom.
2. Scenario-Based Tasks: Four tasks focusing on realistic usage (e.g., checking airport data, personalizing settings). The approach included:
 - Scripted Prompts: Each participant followed the same instructions.
 - Facilitator Guidance: Encouraged participants to think aloud.
 - Observer Protocol: Observers take notes but do not intervene.
3. Concurrent Probing: The facilitator asked clarifying questions during tasks.
4. Post-Test Debrief: Captured user reflections, frustrations, or confusion.



3.3 Data Collection

Qualitative

- User remarks, think-aloud feedback, success/failure points, confusion moments, and overall impressions.

Quantitative

- Time on Task: Duration it took participants to complete tasks.
- Task Success/Failure: Whether participants accomplished the assigned task.
- SUS: Subjective measure of perceived usability and satisfaction.
- Error Rate: Tally of false starts, backtracks, and repeated attempts.



3.4 Workflows

Workflow 1: Pre-Test Questionnaire

1. **Purpose:** Establish participants' aviation background and initial perceptions of ForeFlight.
2. **Process:**
 - Ask about aviation experience (e.g., ground school, private pilot, or other).
 - Determine prior use of ForeFlight or any other aviation planning app.
 - If applicable, explore how/why the participant uses such apps.
 - If not, clarify their motivations and expectations for using ForeFlight.
 - Ask: "What do you expect to find when you open the app?"
 - Present a Likert scale (1–5) statement: *"I feel confident using ForeFlight."* Capture user's agreement or disagreement.

Workflow 2: Onboarding & Initial Setup (Task 1)

Scenario A: Participant Does Not Have the App

1. **Download & Install:** Prompt the participant to download the ForeFlight iOS app.
2. **Account Creation:** Instruct them to create a new account and proceed with the app's onboarding flow, thinking aloud.
 - *Intervene:* Let them know they may skip or opt out of the trial subscription if they wish.
3. **Landing Screen Exploration:** Encourage the participant to freely explore for 3–5 minutes, sharing thoughts aloud.
 - *Intervene (Prompt):* Ask, "What is the first thing you want to do from here?"
4. **Debrief:**
 - Ask them to rate task difficulty on a scale of 1–5.
 - Inquire if they found what they were looking for, or felt confused.
 - Explore whether any backtracking moments occurred and what caused them.
 - Ask if they would change anything about the onboarding experience.

Scenario B: Participant Already Has the App

1. **Landing Screen Exploration:** Ask them to spend 3–5 minutes navigating as they normally would, thinking aloud.
2. **Debrief:**
 - Ask them to rate the task on a 1–5 scale.
 - Discuss their first impressions when they originally downloaded the app.
 - Ask why a particular feature was their first point of focus.
 - Explore confusion points, backtracking, or potential improvements.



Workflow 3: Gathering Preliminary Airport Information (Task 2)

1. **Scenario Overview:** The participant plans to fly to a friend's wedding in Portland. They need wind speed, temperature, and other details for their arrival airport.
2. **Main Task:** Ask them to find the required information—listen for which tab (Maps vs. Airports) they use.
3. **Subtasks:**
 - **If Maps tab is chosen first:** Ask them to repeat the task using the Airports tab.
 - **If Airports tab is chosen first:** Ask them to repeat the task using the Maps tab.
4. **Debrief:**
 - Rate task difficulty on 1–5 scale.
 - Discuss any confusion or pauses.
 - Ask why they chose a given route to find info and what might improve the experience.

Workflow 4: Exploring Map Layers & Settings (Task 3)

1. **Scenario Overview:** The participant needs to adjust their map display, first to a colored terrain view, then overlay temperature data.
2. **Task Execution:** Allow them to navigate layers, toggles, or settings—encourage think-aloud.
3. **Debrief:**
 - Rate the task on a 1–5 scale.
 - Identify moments of confusion or hesitation.
 - Ask for suggestions to improve the map-layers experience.

Workflow 5: Personalizing the App (Task 4)

1. **Scenario Overview:** The participant wants to ensure the app does not go to sleep mid-flight.
2. **Task Execution:** Guide them to locate and enable the relevant setting (e.g., preventing screen lock).
3. **Debrief:**
 - Request a 1–5 difficulty rating.
 - Explore confusion or backtracking.
 - Solicit feedback on possible improvements to personalization settings.



4. Findings and Recommendations

Successes

- **Quick Account Setup:** Participants appreciated the straightforward sign-up flow.
- **Comprehensive Feature Set:** Weather data, airport information, and integrated flight planning are valuable, even if initially overwhelming.
- **Experienced Users:** Expert participants leverage ForeFlight's robust features effectively.

Opportunities

Overall, most of the issues revolve around how the app organizes and surfaces information:

- **Overwhelming UI:** The depth of data can deter new users.
- **Navigation Inconsistency:** Changing tab labels and dynamic nav items.
- **Need for Onboarding Guidance:** A "help" overlay or tutorial.

Pre-test analysis

Device Preference: Nearly all participants chose an iPad as their primary ForeFlight device. They cited its larger screen and touch interface as key reasons, although some noted occasional difficulty with gesture-based interactions.

Confidence Levels:

- **16% Very Confident:** These participants had partial aviation background and quickly adapted to the interface.
- **33% Moderately Confident / 33% Fairly Confident:** The majority felt they could navigate basic tasks but needed more time to explore advanced settings.
- **16% Not Confident:** A smaller subset struggled from the outset, highlighting the importance of more robust onboarding for newcomers.

Task 1: Onboarding and initial setup

First Touchpoints: The Flight Planner (FPL) feature was often the first place participants explored, even if they were unsure how to fully use it. This indicates that new users intuitively gravitate toward flight planning but may need clearer guidance.

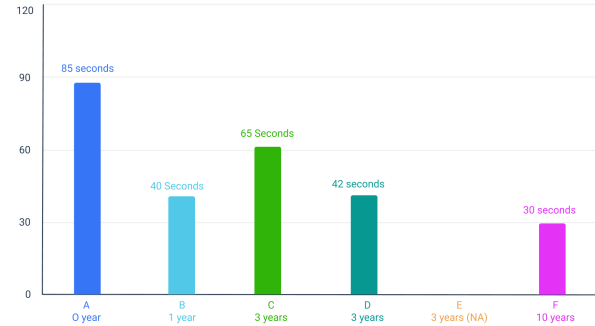
Initial Impressions: The term "*Overwhelming*" was frequently used by participants who encountered ForeFlight's extensive menu options and layers of information. For new users, the sheer depth of features can create a steep learning curve.



Implications for Onboarding: The varied confidence levels underscore the need for flexible, user-friendly tutorials or guided tours that cater to different experience levels, ensuring that no one is left feeling overwhelmed.

Task 2: Gathering Preliminary Airport Information

Participants were asked to locate wind speed and temperature details for an airport, typically using METAR, TAF, or MOS data. Although all six users succeeded, **new users took about three times longer** to complete the task compared to an experienced pilot. They commonly toggled between various paths—Maps, Airports, and even Flight Planning—before finding the weather data. This indicates that ForeFlight offers multiple routes to the same information, less experienced users remain unsure which approach is most efficient. Furthermore, inexperience with distinct weather products (e.g., METAR vs. TAF) heightened confusion, underscoring a need for **clear guidance** on where, why, and how to access specific weather insights.



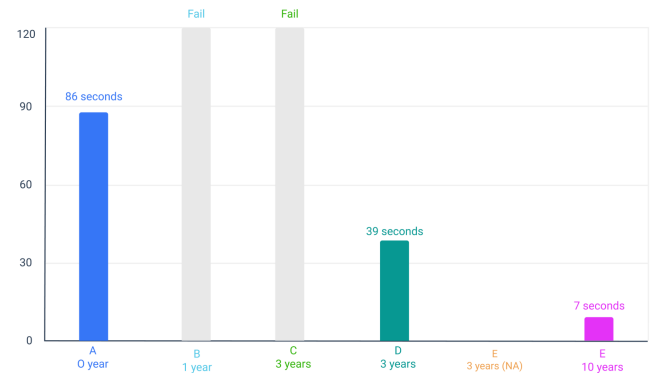
Time on task 2

while

Task 3: Adjusting Terrain Display and Overlaying Temperature

Adjusting Terrain Display (Task 3A). Users initially attempted to colorize the terrain using “Map Layers,” but failed because the required setting resided in the main “Settings” menu. As a result, **new users took up to 12 times longer** than experts to adjust terrain—some could not complete it until prompted. This points to **inconsistent labeling** and menu structures that fragment map-related functionality.

Temperature Overlay (Subtask). Once participants discovered how to switch layers, overlaying temperature was straightforward. Every user accomplished it quickly, implying that the primary barrier was finding the correct setting or label in the first place.

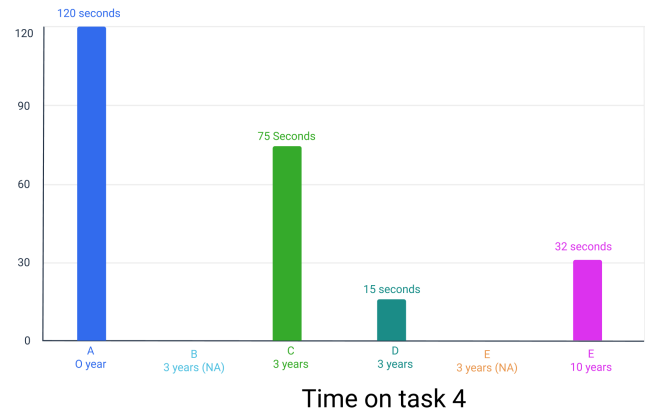


Time on task 3

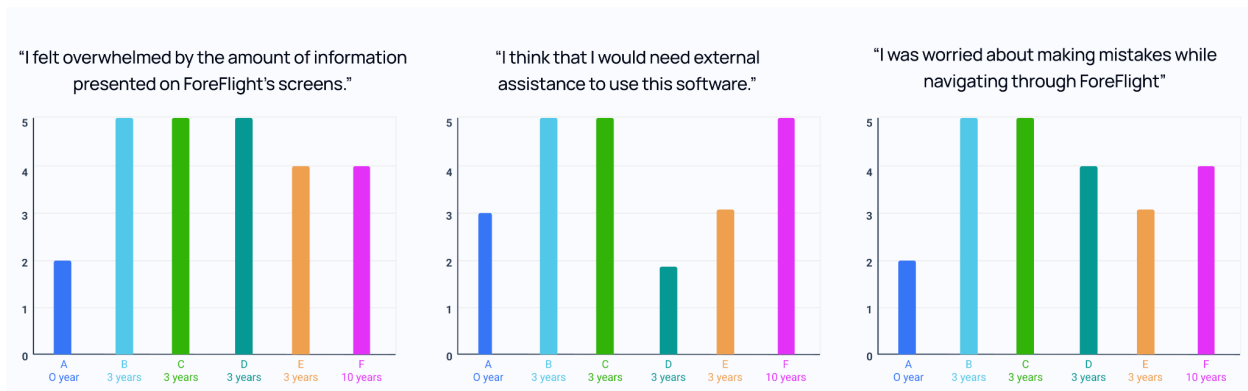


Task 4: Personalizing the App (Preventing Sleep Mode)

To stop ForeFlight from automatically going to sleep, participants had to locate the “Allow to Sleep” toggle. Even those with moderate familiarity spent significant time flipping between “Map Settings” and “General Settings,” unsure of where the feature lived. Overall, **new users took twice as long** compared to experts, and two users with around three years of ForeFlight familiarity took nearly five times longer than typical experts. Many participants scrolled through extensive menus, overlooking the toggle, whereas a direct search yielded faster results. This suggests that **even common personalization features** can remain hidden behind multiple submenus, calling for a **clearer settings hierarchy** or guided “tour” for such frequently used options.



SUS Findings & Interpretation



- **Generally Positive**
Participants reported **minimal frustration** and felt ForeFlight was relatively **easy to use**. Most said they'd **recommend** it to others and found it beneficial for quick airport and flight info.
- **Overwhelmed by Information**
New users, in particular, felt **overloaded** by the range of features and data presented—some wondered if they needed more training.



- **Reliance on External Help**

Regardless of experience level, users often turned to **YouTube tutorials**, user manuals, or peers to find specific features, highlighting gaps in in-app discoverability.

- **Fear of Mistakes**

Novices expressed **hesitation** about pressing the wrong buttons, slowing down task completion.

- **Subjective vs. Observed**

Self-reported SUS scores don't always align with actual performance—some who said the app was “easy” still struggled with advanced or hidden settings.

Implication: While users generally appreciate ForeFlight's capabilities, **improved onboarding** and **clearer UI organization** could better align new user perceptions with successful, confident navigation.

Findings Related to Onboarding

1. Minimal Guidance Post-Login

- **Observation:** After creating an account, participants were left on the Maps tab without an introduction to where to start.
- **Impact:** Users wasted time exploring settings or features irrelevant to immediate needs.
- **Recommendation:** Provide a short **onboarding wizard** to walk users through crucial initial steps (e.g., enabling location services, customizing the bottom nav bar).

2. Lack of 'First Flight Setup'

- **Observation:** Users with real flight scenarios desire an immediate “guided path.”
- **Impact:** They are unsure if they should start in “Maps,” “Airports,” or “More” tabs.
- **Recommendation:** Offer a “Let's plan your first flight” wizard that guides them to relevant tabs sequentially.

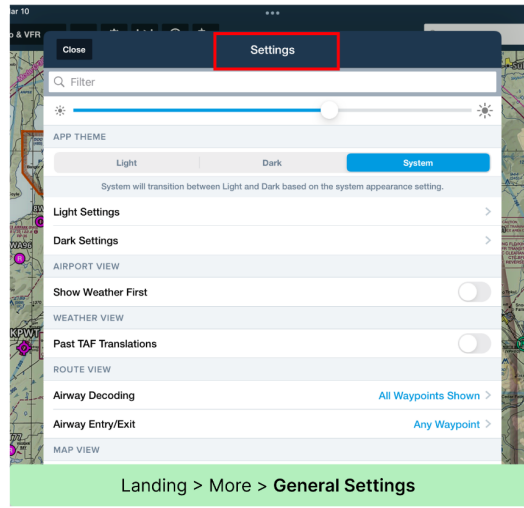
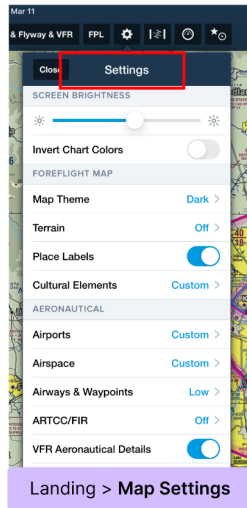
Findings Related to Discoverability and Navigation

1. Dual Settings Issue

- **Observation:** Participants found both “Map Settings” and “General Settings” labeled similarly but containing different preferences.
- **Impact:** Created confusion, with users toggling between them to find a single function.



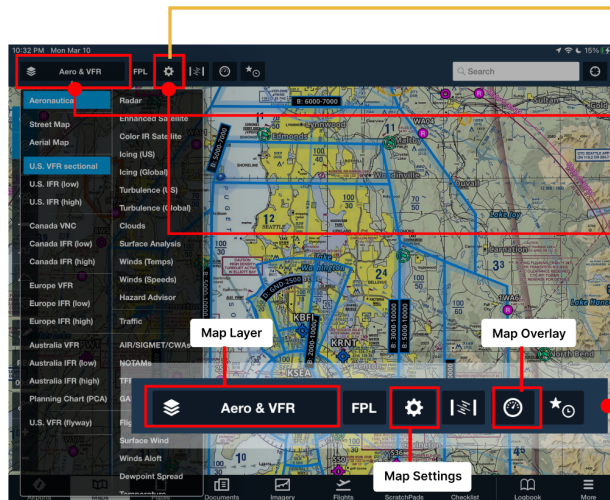
- **Recommendation:** Merge or rename them distinctly, for example: “Map Layers & Options” vs. “General App Settings.”



Confusion with dual settings
Users are confused by the presence of two separate settings menus, both labeled “Settings.” The placement of “Map Settings” in the top navigation led users to expect it to contain general settings options as well.

2. Multiple Map Touchpoints

- **Observation:** “Layers” and “Overlay” varied based on map type (Aero, VFR, etc.).
- **Impact:** Inconsistent language leads to uncertain user actions.
- **Recommendation:** Standardize naming: always call it “Map Layers.” Indicate sub-sections or filters (e.g., “Weather Overlays,” “Terrain Overlays”).



Name of map layers

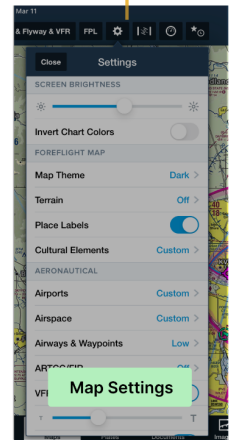
The name changes depending on the type of map chosen, like Aero & VFR.

Map layers and settings

The actions related to maps are split into the layers and settings. This causes confusions from users.

Scattered menu items

The actions related to maps are scattered. This leads to confusion.

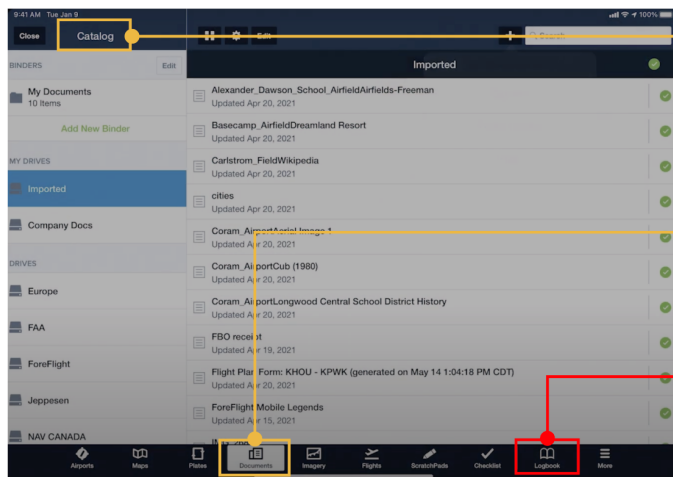


3. Dynamic Nav Items

- **Observation:** The last nav item updates to the most recently used section.
- **Impact:** Users found it unpredictable, overshadowing muscle memory.



- **Recommendation:** Provide a stable navigation bar but allow **customizable shortcuts**, removing the automatic “recently used” approach.



Inconsistent Messaging

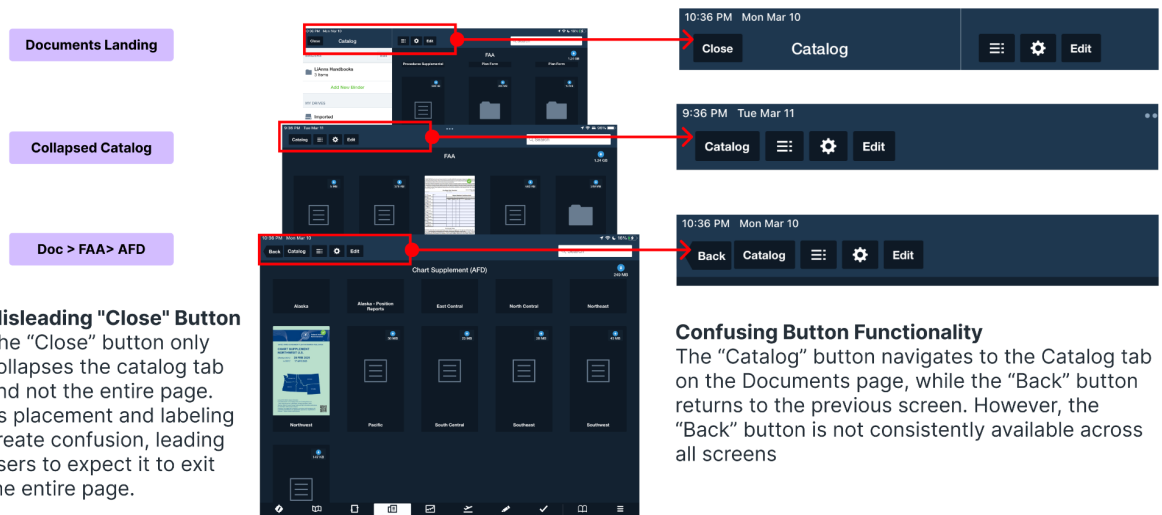
The bottom navigation displays “Documents,” while the page indication shows “Catalog.” In contrast, “Imagery” remains consistent across both the bottom navigation and page indication.

Dynamic Nav Item

The last navigation item dynamically updates based on the user's most recent visit through the “More” section.

4. Exit/Close Button Confusion

- **Observation:** The “Close” button collapsed a tab but did not exit the screen.
- **Impact:** Users became stuck or repeated the same steps, expecting an actual “exit.”
- **Recommendation:** Use consistent **iconography** or labeling (e.g., “Collapse” vs. “Exit”) to avoid misinterpretation.



Misleading “Close” Button
The “Close” button only collapses the catalog tab and not the entire page. Its placement and labeling create confusion, leading users to expect it to exit the entire page.

Confusing Button Functionality

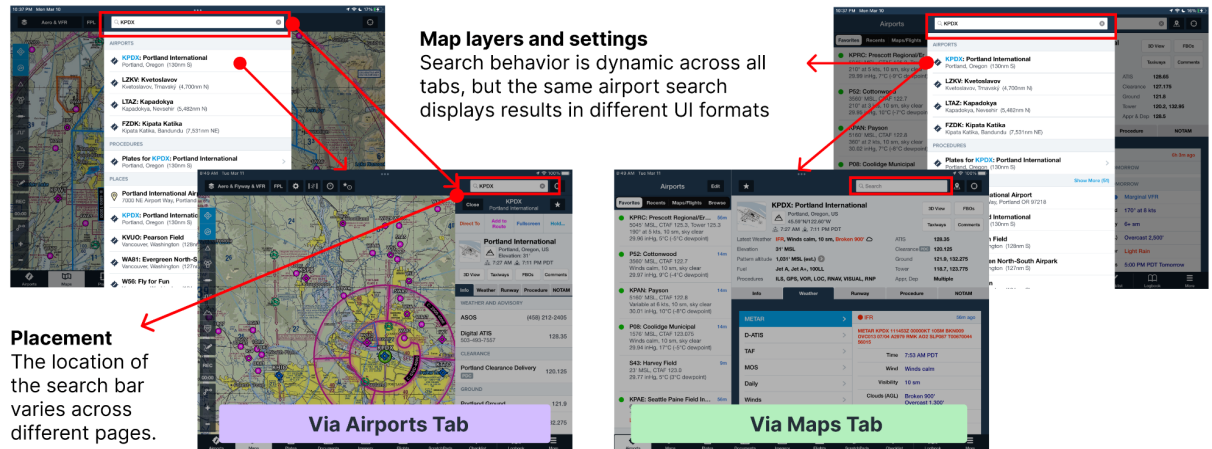
The “Catalog” button navigates to the Catalog tab on the Documents page, while the “Back” button returns to the previous screen. However, the “Back” button is not consistently available across all screens

5. Search Behavior Variations

- **Observation:** Searching for airports in the “Airports” tab vs. “Maps” tab yields different UI flows.
- **Impact:** Users uncertain which search bar to use for which data.



- **Recommendation:** Implement a **unified search experience**. Regardless of tab, the user should see a standard results layout.

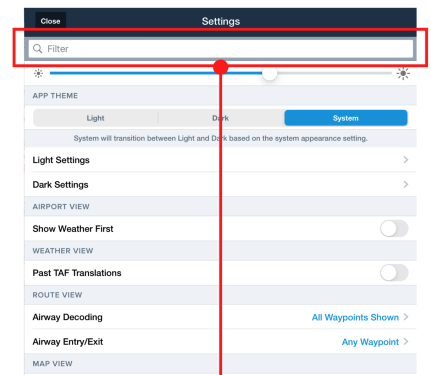


Findings Related to Personalization

1. **Allow to Sleep Setting**
 - **Observation:** Many participants overlooked the “Allow to Sleep” toggle under General Settings.
 - **Impact:** Frequent confusion or missed personalization.
 - **Recommendation:** Create a **searchable settings** menu with clear, consistent labeling (avoid “Filter” labels that mislead users). Provide simpler “Flight Preferences” vs. “Device Preferences.”
2. **Customizing Bottom Nav**
 - **Observation:** Some participants did not realize they could change bottom nav items.
 - **Impact:** They continued to rely on “More” or complicated paths for frequently used features.
 - **Recommendation:** Prompt new users: “Would you like to customize your bottom menu?” upon first app launch.

General Usability Issues

1. **Misleading Labels:** E.g., “Filter” label in Settings that is actually a full search.



Misleading Message



2. Scrolling Fatigue: Airport info and Settings pages can be very long.

Sections differentiation
The content on the map layers do not have well defined sections (A, B,C,D,E). This overwhelms new users and also some of expert users.

Long scroll
The content on the settings tab and some of the airports tabs make the scroll very long. It especially takes new user a lot of time to skim through and understand.

Map Layers
17 + 33 items

Main Settings
65 items

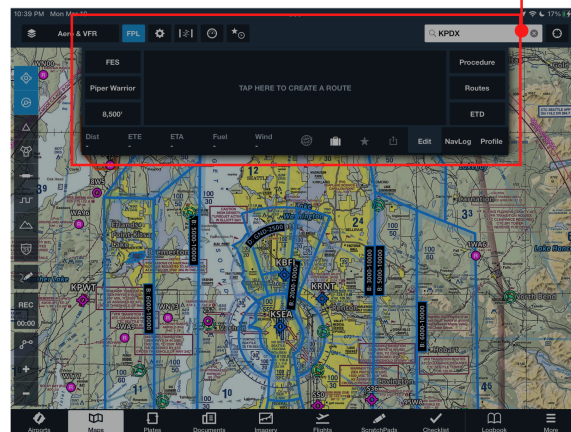
Airports Tab (MOS)
108 items

3. Missing Visual Hierarchy: Need subheadings, indentation, or collapsible sections for map layers, airports, etc.

4. Swipe Gestures: One-way gestures (e.g., swiping down the FPL bar but not swiping up) should be symmetrical.

Swipe action

The FPL tab expands when swiped down but does not collapse when swiped up.





5. Conclusion

ForeFlight is a content-heavy application, and the learning curve for new users is steep. Performance is extremely different when comparing first-time users with users that have a year of experience or more with the app. New users struggle to fully navigate the app, know all of the app's capabilities, and have an intent or goal after first opening the app. However, new users can still find basic airport and weather information and see that there are multiple tabs that act as placeholders for them to utilize during flights and/or adjacently for flight planning activities such as checklists, documents, logbooks, etc. The amount of information on entry is overwhelming for new users, and even expert users can recall their first times with the app were difficult to navigate.

Getting to compare new users with advanced and/or expert users allowed the research team to gather insights about which difficulties were due to a lack of exposure to the app vs. which features had confusing elements. Advanced and/or expert users reported still feeling "rusty" or unsure of what features have been updated, when they have a period away from the app (i.e. not flying in the winter or "off-season"). Some advanced users overcome this by at-home simulators and linking their ForeFlight app to these systems to gain more repetitions and stay on top of app updates. When users have more experience with flight planning, the app becomes easier to initially understand; however, there are still areas such as navigating documents/catalogs, confusion with dual settings, tradeoffs with dynamic tabs vs. customization that confuse users regardless of their familiarity with the app or aviation / flight planning knowledge. These areas would be considered potential design changes after further consideration and/or validation.

Limitations

One limitation of this study was the challenge of selecting participants with both sufficient aviation/ flight planning knowledge to understand the app's context while having no prior experience with ForeFlight. This specific balance was difficult to achieve, as many pilots and students who could comprehend the app's functionality had already been exposed to it. Additionally, while ForeFlight is widely regarded as a valuable tool, users tend to delay adopting it until they have mastered traditional, paper-based flight planning methods, which are often perceived as more reliable or "trusted." This hesitation is reinforced by the structure of flight training, as most flight schools dedicate entire in-person ground lessons to introducing ForeFlight, suggesting that the app requires formal instruction before new users feel comfortable integrating it into their workflow. These factors highlight potential barriers to onboarding new users and may limit the generalizability of the study's findings.



Future Studies

Future studies should aim to validate these findings by recruiting a broader sample of brand-new ForeFlight users with varying levels of aviation knowledge. Expanding the participant pool will help ensure that insights are representative of a diverse range of new users, strengthening the case for potential design improvements. Additionally, gathering more data from first-time users can provide deeper insight into usability challenges and better inform design changes that facilitate onboarding and adoption. Beyond new users, future research should also explore the experiences of long-term ForeFlight users, particularly how they adapt to updates and evolving features over time. Understanding how experienced users navigate changes could offer valuable perspectives on improving both initial and ongoing user experiences.

Final Thoughts

ForeFlight has established itself as a highly respected and powerful flight planning tool within the general aviation industry, rapidly expanding its capabilities to meet the evolving needs of pilots. As the app continues to grow, its increasing functionality presents both opportunities and challenges, particularly in ensuring that new and experienced users can seamlessly integrate it into their workflows. While its advanced features make it a valuable resource, maintaining a strong focus on user experience will be essential to keeping ForeFlight at the forefront of electronic flight bags. By continuously refining usability and adapting to the needs of its diverse user base, ForeFlight can sustain its reputation as an indispensable tool for modern flight planning.



Appendix A: Research Questions, Scenarios, and Tasks

Research Questions

1. How does the onboarding process facilitate new users in understanding, discovering, and accessing essential features? In what ways does it support users? Are there any specific steps that may lead to confusion or delays?
2. Do users intuitively learn how to use the app, or do they seek external resources for guidance?
3. Which features do new users attempt to access first, and how easily can they locate essential features within the app?
4. How do new users navigate the app vs. advanced or expert users? Are there features that cause confusion regardless of app experience?

Scenarios and Tasks

Task 1. Onboarding & Initial Setup

Scenario 1: Participant does not have the app yet

Opening the app: Please download the ForeFlight iOS app on your device. Create an account with ForeFlight, and continue with the onboarding process that shows up on your screen. Remember to think aloud.

**Intervene:* you can skip/opt out of trial subscription if you don't want it.

Landing screen: Take 3-5 minutes and navigate through this screen you naturally would. Remember to think out loud.

**Intervene:*

What is the first thing you want to do from here?

Debrief questions:

Now, on a scale of 1-5 (1 being easy and 5 being difficult), how would you rate the task?

1. Were you able to find what you were looking for?
2. How was your onboarding process?
3. How did you feel about setting up your profile and learning about the app's features?
4. Were there any moments of confusion?
5. *If you find them backtracking somewhere* - I noticed you paused while doing X, could you tell me what was confusing?
6. Is there anything you would change about your experience?



Scenario 2: Participant already has the app downloaded

Take 3-5 minutes and navigate through this screen you naturally would. Remember to think out loud.

Debrief questions:

Now, on a scale of 1-5 (1 being easy and 5 being difficult), how would you rate the task?

1. Do you remember when you first downloaded the app?
2. How was your first impression of the app?
3. Why is this particular feature the first thing you go to?
4. Were you able to find what you were looking for?
5. *If you find them backtracking somewhere* - I noticed you paused while doing X, could you tell me what led to the pause?
6. Is there anything you would change about your experience?

Task 2: Gathering preliminary airport information including weather, alerts, runway information etc.

Scenario: You are planning a trip to your friend's wedding in Portland and need to gather information for your flight. Specifically, you want to find details about the wind speed and temperature at your arrival airport. As you go through this process, talk out loud.

Anticipated Navigation: Through maps or airports tab

Subtask 1 (If P chose maps tab):: So, you completed the task through maps tab, let's try to complete the same task without using the maps tab. Can you show me how you would do it?

Subtask 2 (If P chose airports tab):: So, you completed the task through the airport tab, let's try to complete the same task without using the airport tab. Can you show me how you would do it?

Debrief options:

Now, on a scale of 1-5 (1 being easy and 5 being difficult), how would you rate the task?

1. How easy or difficult was it to do the task?
2. Why did you choose maps or the airport tab to find the information?
3. Were there any moments of confusion?
4. *If you find them backtracking somewhere* - I noticed you paused while doing X, could you tell me what led to the pause?
5. Is there anything you would change about the information gathering experience?

Task 3: Exploring map layers and settings

Scenario: Now, you need to adjust your map to better suit your needs. First, you have to change the terrain display to a colored view.

Then, you need to overlay temperature data to the map view.



Debrief questions:

Now, on a scale of 1-5 (1 being easy and 5 being difficult), how would you rate the task?

1. Were there any moments of confusion?
2. *If you find them backtracking somewhere* - I noticed you paused while doing X, could you tell me what was confusing?
3. Is there anything you would change about the map experience?

Task 4: Personalising the app

Scenario: In the future, when using ForeFlight during a flight, you want to make sure the app does not go to sleep while in use. How would you adjust the settings to prevent the app from sleeping?"

Debrief questions:

Now, on a scale of 1-5 (1 being easy and 5 being difficult), how would you rate the task?

1. Were there any moments of confusion?
2. *If you find them backtracking somewhere* - I noticed you paused while doing X, could you tell me what was confusing?
3. Is there anything you would change about the personalisation experience?

Overall Experience Debrief

Now we want to ask some questions about your overall experience. And then we will have you fill out a survey.

1. How would you describe your overall experience using the app today?
2. Did you discover any new features today?
3. Were there any features you expected to find but couldn't?
4. If you were to find help to learn how to use ForeFlight more, where would you learn it from?
5. If you were introducing ForeFlight to a new user, what advice would you give them?
6. You initially rated your confidence at X level before the interview. Has your confidence level changed after today's session?"



Appendix B: Questionnaires

Pre-test Screener

Link to pretest screener GoogleForm: [ForeFlight Screening Questionnaire - Google Forms](#)

Pre-test Background

1. What is your background with aviation?
2. Have you used ForeFlight or any other aviation planning app before?
 - a. If yes, what do you use such apps for?
 - b. When did you start using it?
 - c. If not, what motivates you to use (or explore) aviation apps like ForeFlight? When do you plan on using it?
3. What do you expect to find when you open the app?

Now, on a scale of 1-5 (1 = Strongly Disagree, 5 = Strongly Agree), how strongly do you agree or disagree on the following statements: I feel confident using foreflight

Post-test System Usability Scale (SUS)

1. I thought ForeFlight was easy to use.
2. I felt frustrated when trying to discover how to perform tasks.
3. I felt overwhelmed by the amount of information presented on ForeFlight's screens.
4. I think that I would need external assistance to use this software.
5. I was worried about making mistakes while navigating through ForeFlight
6. Gathering essential airport or flight information took more time than I anticipated.
7. I would recommend ForeFlight to others.

Link to Post Test Questionnaire Google Form:

https://docs.google.com/forms/u/1/d/1kclAHpKqWZCVeGFVQwQN8ZAztfS45x9x_7zUMDS550g/edit?usp=drive_web



Appendix C: Results & Presentation

Data Logging

This link is the Google Sheet with raw data:

[Participant Response \(Data Logging\) - Google Sheets](#)

Analysis

Link to Figjam board: [Figma](#)

Final Presentation

Link to Figma Presentation: [ForeFlight Usability Study Presentation – Figma Slides](#)