

	U1 - Pilot	U2	U3	U4	U5	U6	U7	U8	U9	Issue summary	Recommendations	Severity Score
<b>TASK 1 - CHECKING IN PASSENGERS</b>												
How easy/difficult was it to complete this task? A. Extremely Easy B. Easy C. Neutral D. Difficult E. Extremely Difficult	Extremely Easy	Extremely Easy	Extremely Easy	Extremely Easy	Extremely Easy	Extremely Easy	Extremely Easy	Extremely easy	Extremely Easy			
Why did you select that rating?	It was self explanatory	Because the check in button was clear and easy to spot on the screen		Everything was obvious. Did not have to go back.	Provided with obvious selections.		The color helped differentiate it from other buttons and make the task easy	Could easily select and check.	Pretty straightforward. As soon as I open the app, I see the check in button.			
What in particular stood out to you while doing this task?	Nothing much	Nothing it was pretty clear	Straightforward task	All of them was straightforward and clear.	Having a similar system with other airlines.		The fact that people's names were there made the process easier - they were able to relate  The screen was clear and not too busy in the design - seemed intuitive	Check-in available upfront, all passengers listed.	All the information I needed to complete the task was right there. Worked fine.	No issues	No recommendations	0 - No Issue
What did not work for you while doing this task? Can you elaborate?		Expecting boarding pass but maybe it will come at the end		Hesitated in the moment to check that it was the right flight	Nothing. Everything was simple and straightforward.	If it has all the information, why is it asking me to select people to check in? I would obviously want to check in everyone			Nothing. Everything worked fine.			
Additional Observations		Everything worked fine	Did not select passengers to check-in, assumed showing of name is equivalent to check-in.									
<b>TASK 2 - SELECTING SEATS</b>												
How easy/difficult was it to complete this task? A. Extremely Easy B. Easy C. Neutral D. Difficult E. Extremely Difficult	Extremely easy	Extremely easy	Extremely Difficult	Neutral. Easy if it was working.	Neutral	Easy		Easy	Easy			
What in particular stood out to you while doing this task?	Very straightforward and comfortable to do			Liked the passenger's name on the top and the little legend shows the colors of reserved and selected seats.	Simple and easy, but it wasn't selecting any seats at first.		The color makes it clear to expect what's gonna happen  Likes that it has all details right there	The listed view was helpful, was able to see selection of seat for respective passengers.	Liked that I can see the list of all passengers.	Multi steps for selecting seats cause confusion and disconnections	Remove multi-step and use single step where you can select multiple seats together to make the process less confusing	5 Major Issue; fix now
What are your thoughts on selecting seats for multiple passengers one at a time?				Guess would have gone through one by one. Selecting seats for multiple passengers at one time would be better.	Liked that I select for each passenger and see the price changes	Why do I have to select a seat for each passenger separately? It should be like selected seats in the theatre - all at once.	Liked that it said next passenger - which made it easier to keep a track	Initially confused - select for all together or not?	Would like to select all three seats at once on one screen instead of selecting one and going to the next.	There is a lack of visual hierarchy/division in the seat selection graphic on the screen which confused the user as to what seats are take and which ones are available	Seats that are not available should have a clear demarcation as a 'cross' to make them evident - need to enhance the color scheme	4 Moderate Issue; fix soon
What did not work for you while doing this task? Can you elaborate?		Usually the seat they give is selected, and then you can alter the process - was expecting this but wasn't there	Not immediately obvious which sets are reserved/unreserved.	Selecting a seat was not working and could not complete the task	Took a while for the prototype to recognize the seat that I was clicking.	The light and dark grey is so confusing. If a seat is not available, put a cross on it	Want to scroll up and see the reminder of what other people selected	Name of Passenger was not prominent enough, so wasn't sure who I was selecting for.	Would expect color coding for available seats. Cannot clearly know what are the available seats. Also noticed there is an error with the price.	Name of the passenger is not visible clearly	Name of the passenger needs to be more prominent	3 - Minor Issue; change later
Additional Observations	Didn't pay attention to user name		Prototype had only selection for 3 seats - user clicked on everything but that, otherwise was pretty intuitive	Could not find the working seat option and did not complete the task. Believes that it is not working.	Took some time to complete the task. Tried to select every single seat to find the right seat that is working.	Looked for the free seats first but could only see chargeable ones	Liked how the app was intuitive in guiding them through		Scrolled up and down multiple times. Seemed confused a little bit with color coding.	Users felt that they were not given an opportunity to make a choice of selecting or skipping, there were not enough indicators as to how to proceed to the next seat selection or where to go next once seats were selected for all passengers.	Need to give them a continue + skip button for everything	5 Major Issue; fix now
<b>TASK 3 - SELECTING BAGS</b>												
How easy/difficult was it to complete this task? A. Extremely Easy B. Easy C. Neutral D. Difficult E. Extremely Difficult	Extremely Easy	Extremely Easy	Easy	Extremely Easy	Extremely Easy	Extremely Easy	Extremely Easy	Extremely Easy	Extremely Easy			
What in particular stood out to you while doing this task?	No additional comments		Cost is added as we add each bag - like it	Extremely clear with the ability to choose the # of bags for a particular passenger, complete the task for multiple passengers at one time, and see the price immediately.	Everything is straightforward and simple.	Selecting bags for every individual traveler makes sense here since a second bag is always more expensive.	Liked all was in one screen and easy to read	Liked that everything is in the same screen, the price was updating according to number of selected bags.	Pretty clear and intuitive.	User needs more information about the baggage details - costs, weight allowance and other policies to make the decision making easier	Maybe a link to take them to a webpage talking about baggage details, costs, and other information.	4 Moderate Issue; fix soon

