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

		U2	U3	U4	U5	U6	U7	U8	U9	Issue summary	Recommendations	Severity Score
What did not work for you while doing this task? Can you elaborate?		More information about charges - what number you already have and what you are buying - the rules would be nice	notes, so I know what	Everything worked.	It worked but had to align the cursor fairly in a particular manner to add baggage.		They would want to see more information about the note - it is not clearly visible and lacks additional details		It would be better to see the price for the seat selection together or add on the price for the baggage.	The existing 'price review' section at the bottom of the screen shows limited and condensed information to the user. The user wishes to see a breakdown of total costs for better understanding and reviewing.	Need to show price for seats + baggage to give a better understanding to the user	5 Major Issue; fix now
Additional Observations					Completed easily but took some time to click the button to add baggage in the beginning.			Liked that it's like the conventional way of adding and deleting, felt very intuitive. Allegiant Airline App caused issues with addition of baggage, liked that this was shown as part of check-in - clear, straightforward process	Tried to unselect one but did not work. Only with the price of baggage, felt a slight disconnection.		Need to give them a continue + skip button for everything	5 Major Issue; fix now
TASK 4 - SELECTING MEAL												
How easy/difficult was it to complete this task? A. Extremely Easy												
B. Easy C. Neutral D. Difficult E. Extremely Difficult	Extremely Easy	Easy	Easy	Neutral. Easy if it was working.	Neutral	Extremely Easy	Easy	Easy	Neutral			
What in particular stood out to you while doing this task?	How simple it was					Again, why do I have to select one meal at a time?		Addition of meal was easy	Liked that the meal type is listed next to the name of the passenger. Wonder how will it look with multiple meals selected.	Users found the task redundant - they need an efficient way to complete the task which involves less steps. They also need more information about the food items.	Need a better selection pattern is seen - maybe a checkbox/radio button	3 - Minor Issue; change later
What did not work for you while doing this task? Can you elaborate?		Switch to next passenger was confusing, the names are not differentiated which made the process confusing Drink option with the meal would be nice	Not convinced with flow, did not feel intuitive	Was not able to complete the task.	Only certain meals would work for certain passengers.	The plus button makes me feel like I can add multiple meals. You showed me a radio button in the beginning, maybe you should have that here too?	Name was not clear, needs to be differentiated	see a need for list view individually for each	With all three names on the screen, I would expect to select meals of call at once, instead of clicking continue to move on to the next passenger.	The users had no way of skipping this step. All the meal options were paid and there was no way for a user to move past the step without selecting food that they would have to pay for. Meals had to be selected one at a time, separately for each passenger. However, the passenger name was not evident enough when selecting individual meals.		5 Major Issue; fix now
Additional Observations	Didn't pay attention to user name		Clicks on next passenger to view list, does not open, then clicks on continue	Could not find the working meal option and did not complete the task. This person believes that it is not working.	Took some time to figure out the right meal option that is working.			Why was there a need to click continue to move to next passenger, the list of passengers could have been there and once all meals are selected could have proceeded to CTA	Tried to click a card of another passenger after selecting a meal for the first passenger.	All names on the screen cause confusion that users would expect to select meals for all at once on one screen, instead of clicking continue to move on to the next passenger. The 'continue' button makes users feel like it is moving to the next part of the check-in process.	Need 'Next Passenger' CTA button to be on screen until all meals are added, then CTA changes to 'Continue'	4 Moderate Issue; fix soon
TASK 5 - SELECTING VACCINE PROOF												
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?	It was super easy to do this task			The green button saying "uploaded" was helpful as the visual indication that it worked.	Simple process	Not really		Liked - Color change to depict that file has been uploaded. Liked - Uploading all a a go.	Each task is straightforward and	To ensure the right file is being uploaded, users would feel more confident if they could view the name of file they were uploading.	Show file name here to check if the correct screen was attached here	2 - Cosmetic/minor issue
What did not work for you while doing this task? Can you elaborate?			Want to see file name so I know I have attached correct file – will give me more confidence	Not sure how files would get there. Probably choose from your camera roll.	I doubt it's gonna be that fast in real life. Because whenever I upload documents, even with my desktop it takes a couple of seconds.	I would rather have the 'take picture' option. Most apps have that too along with the upload option.		Pretty clear and straightforward, no issues.	Not really. Overall, the steps are clearly laid out. I knew exactly what to do on each screen.	Users wanted a choice to click a picture of their vaccine cards while checking in, incase they did not have the document handy on their phones.	Pop up is needed which say if user wants to upload a file or take a picture	3 - Minor Issue; change later
Additional Observations			Wanted meal choice selection like this, all at one go, rather than separately for each passenger Attach file - pop up screens could have been added	Wanted to go through the actual process of uploading a file.		Has checked in multiple passengers before and didn't notice any striking differences between this app and the others they've used before. "It's a chore you do without noticing the details"						