**User Test Scenarios**

1. The user uses the software for the first time to set up his profile where all his preferences about accommodations, food, and entertainment will be stored.
2. The user will be asked to find an accommodation.
3. The user will be asked to map a location.

**Observation**

* Severity rating scale: 1 – 5 where (1) is not severe at all and (5) is fatal
  * For suggested solutions, refer to Result and Discussion section.

**Tester 1**

- **Scenario 1: Setting Profile:**
  - Question about the arrow below create profile (2)
  - Problem recognizing drop-down menu (1)
  - She wrote in her own address whereas she had to enter her destination (4)
  - Hesitation on Budget: Budget for accommodation is $50, dining $30
    - “Is this for the whole stay or just for a day?? I will do it for a day” (3)
  - There needs to be more menu. Scroll down. (1)
  - Hard time finding the FINISH button. (2)

- **Scenario 2: Finding Accommodation**
  - Pressed the wrong button on BUDGET ACCOMODATION (4)
  - Confused at the picking an accommodation. → Clicked on HELP (4)
  - Picks DURANT
    - Asks, how do you make an accommodation → does bookmark button make accommodations? (3)

- **Scenario 3: Using a Map**
  - She had no problem finding the map.
  - She tries to click on a map to see where her bookmark was. (3)

→ *Afterwards suggestions:* “citySearch.com has a lot of info on things to do; many times they don’t know what they actually want to do while traveling. They list a certain events special on that day.” (2)

She doesn’t like clicking buttons twice in TODO, Find Accomodation. “I like it when the buttons are in the text instead of being on the top” (2)
**Tester 2**

- **Scenario 1: Setting Profile:**
  - He was a little confused about starting out. Because, he was not very familiar with the system. (3)
  - Attempt to click on User Info to create a profile. (3)
    - Then clicked on HELP
  - He tried putting in his own city in the destination address. (4)
  - Budget → enters $400 for accommodation…etc → entering for the whole trip when it was meant to be daily budget. (4)
  - He thought that he could make only one selection from type of food, entertainment and other list of choices.

- **Scenario 2: Finding Accommodation**
  - He doesn’t know how to go back to main menu from the end of scenario (4)
  - He doesn’t know where to click to find an accommodation. (4)
  - Shown the map of hotel and trying to find out the price. → clicks on bookmark → doesn’t know why he had to bookmark and complains that he would be stuck unless he bookmarks it. (4)

- **Scenario 3: Using a Map**
  - Clicks on Maps button successfully.
  - Successfully enters address to find.
  - HE is trying to find a bar…etc on the map. Was told that map doesn’t have that capability. He asks, “how do I find a bar from the map?” (2)
**Tester 3**

He asks for the functionality of the software again after being explained. (3) *needs to specify that on the cover. Like, ABOUT ETA button or something.*

- **Scenario 1: Setting Profile:**
  - Clicks on UserInfo. (3)
  - He writes down his own address instead of the destination address. (4)
  - Budget → Do I need to enter budget. “Do I need to enter budget?” (3)
  - He was confused about budget because he thought BUDGET button meant something like “BUDGET HOTEL”.
  - He wants to find restaurant that serves food that is permitted by his religion. (1)
  - Didn’t know that he could have picked more than one item from Entertainment, so he makes (3)

- **Scenario 2: Finding Accommodations**
  - He doesn’t know what RATING meant; He thinks that it is ratings such as Five Star, four stars. But, it was meant to be RATING of the place from other members (3)
  - He wants to go to Map to find a place to stay. A big map that shows all the hotel’s location. (2)

- **Scenario 3: Using a Map**
  - Clicked on Maps button successfully
  - Entered address successfully