Tripify Usability Test Guide
UX-Perts

Interviewer: Nani Tang
Interviewee: Private
Participant ID: A

Usability Test: Think Aloud Method

Hello A, thanks for meeting with me today I know it's really close to the end of the school year when everything is getting pretty hectic so I appreciate it a lot.

So today I will be showing you the low-fidelity prototype of our app (this is just a low-quality version) from the same project that we talked about last session. In today's session, I'd like to do a think aloud which is where you will be able to interact with our app while speaking out loud about your process, I'll have a couple of tasks that I would like you to complete. The goal of this 30-minute interview is to gain a deeper understanding of your experiences with using a group travel app so I will simply be observing. Any feedback is welcome so do not feel afraid to give constructive criticism. Remember you are not being tested, rather, our app itself is being tested. With your input, my team and I will gain a better direction on how to meet users' needs to improve our app in order to make an effective group travel planning mobile application. Like the last session, we will ensure your identity is kept confidential and anonymized by giving you a unique ID.

Your contribution can give us insights into how we can improve our app. Can I get your consent to allow me to take notes and obtain an audio recording and video of the interview for future use? Please know you have the option to choose not to participate in our study at any stage of our interaction. We can also pause at any moment if you would like.

Purpose of App

Tripify, our app, is designed to streamline the travel experience for both group and solo adventures. Our goal is to take the complexity out of planning and research, allowing travelers to concentrate on creating unforgettable memories instead of being overwhelmed by the planning. To achieve this, we've developed an app that emphasizes seamless organization and efficient planning. Travelers can effortlessly create a trip, communicate with fellow adventurers, manage a calendar for important reminders, and have a well-organized itinerary at their fingertips. We believe that trips should be cherished for the memories they create, and with Tripify, we aim to remind users that travel planning can be easy.

Instructions for Thinking Aloud:
I will give you **11 tasks** to complete. When you go through our prototype act as if you are alone, and speak to yourself as you solve the task. Explaining your process gives us insights on how

users interact with the app. I won't be able to answer questions, but if questions cross your mind, say them aloud.

If you forget to think aloud, I will remind you to continue talking.

Because this is a low-fidelity prototype, you may not be able to fully interact or click on certain buttons. However, please voice what you would click to finish the task.

#	Task	time	Participant A's actions/speech	Notes
1	Sign-in to your account.			No issues; quick and effective
2	Create a new trip, voice how you would name it "Italy", add individuals to your group, and make the duration of your trip from April 11-May 17. Click "Done".	2:34	"I would name it Italy in the trip Name section. I would add photos and little add photo section here. When adding friends, I assume there would be some sort of option for me to either add contacts or other people that have profiles on this app. And then for duration, I assume it'd be one of those little scroll thingies where I scroll to the date or the calendar thing and the time for the duration and then I would just click done."	
3	Navigate to group notes and add a table. Then go back to the communication portal and navigate to the registry. Add an item to registry.	4:26 4:45	"If I do back to notepad here, oh, I see. Okay. My little zoom camera was blocking the top part." "I would click the little plus table thingy at the top here."	Difficulty at first b/c Zoom camera in the way (to navigate to group notes) Registry add button did not show up
4	Navigate to the expenses page then set a budget for yourself.	5:47	"I would click on this little arrow thing. Right here and change it to group"	Smooth; quickly grasped the communication portal functions
5	Find the information sheet for Italy and	6:14	"I'm clicking on the little thing is at the bottom, but it's not taking me back. Okay. Okay, there we go. "	

	answer the question: "what is the main transportation mode?"	6:39	"Walking, some bicycles and few car parts but says mainly walking"	
6	View the shared calendar for your Italy trip and find an upcoming event.	7:13	"An upcoming event I'm assuming Today is March 1 departure to Italy is March 2."	
7	Turn on captions for both video and audio notes.	7:33 7:59 8:35	"Okay, so notepad maybe video and audio notes okay." "I don't know. Let's see create note maybe. Video and audio notes" "Clicking on the little settings, oh, wait profile settings out okay, I see. Captions video and audio notes and then I would click this then they need to turn it on."	A lot of difficulty finding because it wasn't intuitive that settings would be under Profile
8	Add a table for your personal notes.	9:13	"Pad. Personal. We're on there and then table. I will click on the little plus table thingy"	
9	Add a new expense for the item, "sunscreen", split it amongst everyone in your group, and notify them in a week.	9:37	"expenses Add Expense split everyone notified in one week and I would put the name of the expense in that's just a setting there and the day and then I would click Done"	Need to add the name of expense (title it)
10	Change the color theme from dark mode to light mode.	10:14	"K I remember seeing our interval profile thingy here. Let me just get back to it. Alright, from light mode to dark mode. Oh, clicking on it. Yeah, I'm assuming I would have just kept on it. Yeah."	

11	You had a change in plans for your flight back, edit your Italy trip duration to 15 days.	11:16	"okay, maybe if I click on this thing, and then or try going calendar"	Difficult but found the page that assumed would do it on; couldn't find the button
		11:34	"Okay, wait, I would click on trip duration. I'm assuming it's not letting me tap but I'm assuming I would click on trip duration and these dates and then edit them."	
		11:59	"I'm like at the top. Yeah, I don't see a button. It's just kind of like whenever I tap on where it should be. It just is lighting up the view Italy Info Sheet section"	

User Suggestions:
- settings thought would be the 3 horizontal bar icon on the Home Page instead of the Profile page; might help if the hover state says "Settings"
- 13:37 "overall, like, I think that you all did a great job at like, paying attention to the small details of things like whenever you click on like the actual trip, like there's just things on there. That I wouldn't like, have thought it myself, I guess like even in like the notepad being able to switch from personal to group and like expenses and notifying the group at a certain time. Like I think y'all did a great job at that."
- would like list of expenses + 14:47 "I think what would be nice is to set a budget and like the app beforehand, and then to see that number like decrease as I make expenses throughout the trip. So I know how much money I have left to spend or even like to place the budget within certain categories like food and shopping."
- likes the "My Trips" page
- add people through the app over adding them through a phone number; however, can have an invite message for texts that says "Join me on this trip!" and has a link that takes them to create an account for the app & adds them to a group
- Info sheet could use on-going weather conditions such as sunny, cloudy, rainy
- Auto converter from US dollar to country currency (Input your own numbers for auto-calculation)
- Hover page words for the bottom bar icons such as "My Trips, Communication, Calendar, Profile, etc.)
- 21:02 "Where exactly like would you be seeing videos and audio I wonder?
  - **interviewer reply:** automated captions for videos in the group chat
  - **interviewee reply:** 21: 31 "Okay, yeah, that's nice. That's nice. Yeah. It also be cool if there were like popular little videos about like your destination, or like, even like like if you're going into like, let's say Spain, if there's like, a small introductory video on like, Spanish Phrases like a short five minute video that says these are some common phrases you can use in Spain, you know, like, oh, LA and whatnot."

Helpful phrases for when participants feel weird:

- "Feel free to express all your thoughts or any feelings as you work"

- "It might feel weird saying every detail, but that is what we are looking for!"
- "Each insight, word, and phrase you mention is valuable, so keep going, this is helpful!"
- "Just to remind you, please feel free to narrate your thoughts as you move through the feature"
- "We've discovered that we gather valuable insights from these casual tests when participants verbalize their thought process during the activities"

Concluding:

Thank you very much for taking the time to participate in this think aloud testing session. Your insights and thoughts have been extremely valuable to our project, and we greatly appreciate your willingness to share your thoughts/perspectives on the app. Your contribution will help us to better understand and address the issues we are working on, and we look forward to taking the next step to improve our travel planning mobile application.

Internal protocol
- ☐ Take notes or timestamps of important information the user gives
- ☐ Don't interrupt or question a user's thought process
- ☐ If you need to clarify something do it at the end
- ☐ Don't question or judge their opinions rather clarify at the end when needed
- ☐ Encourage them to share