

## Hotel Kiosk Check In for Truck Driver Usability Test Results

On April 2<sup>nd</sup>, 2017, the below Usability Test was executed against the proposed Hotel Kiosk Check-In project prototype to better understand how Jimmy Green, the Truck Driver persona would interact with the proposed user interface.

The below steps were taken prior to the test:

1. Creation of test scrips based on the use case scenarios
2. Creation of a reservation email
3. Creation of a wireframe and prototype
4. Sending the reservation email to the tester in advance
5. Written consent from the tester
6. Explanation of the test that would be performed on the system and not the tester.

Tools Used for the Usability:

- An Invision sharing session was used to facilitate the session.
- The tester was able to take presentation rights on the screen and their screen navigation was observed.

The below test script was executed during the session:

Explain the below prior to starting the session:

You have made a reservation in advance at Best Western. You've received an email with your reservation # and an account where you can receive items you need to have printed at check-in. You need to print paperwork from your employer at check-in. I have sent you the email in advance to ensure you have it.

1. In general, if you have a choice between using a Kiosk or a person in a hotel, which would you use?
  - a. The kiosk - It's quicker for me to do stuff on my own then deal with a human being. I'm usually more competent.
2. Initial thoughts about the page?
  - a. Thought it looked like American Airlines.
  - b. Asked about the image placeholder and thought it could use some color
    - i. Had to explain it was a wireframe.
3. Follow up: Is that a good thing?
  - a. `Yes
4. Do you think you have confidence to navigate this page?
  - a. Yes, but we typically use Holiday Inn not Best Western.

Basic:

1. How would you log into the kiosk?
  - a. Chose the credit card option. Would have swiped from the first screen vs. clicking on the screen
2. Verify your room reservation
  - a. Was able to get through screen
3. Verify payment information
  - a. Did as expected
4. Print Your paperwork
  - a. Skipped it.
5. Get room key and room number are provided
  - a. Thought room keys should be dispensed.

Alternative1:

1. Now let's do this again and let's say that your plans have changed as you arrive at the hotel & you're going to be staying a different timeframe. How would you do that on the kiosk?
  - a. Clicked on the carousel arrow instead of the next arrow on the reservation change page
  - b. Needed a back button on the printer screen.
  
1. What about the email you received?
  - a. It looked like the standard reservation email.
2. Would you have noticed the inmail concept in the email?
  - a. No, because I wouldn't have checked it.
3. How would we be able to communicate that to you better?
  - a. Multiple reminders and avenues.
4. Based on what you saw, would you have any additional information you didn't receive from the kiosk that you would like to receive?
  - a. Checking membership rewards. Maybe on the profile or on the final screen.
5. Any other comments?
  - a. Thought it should dispense cookies and hot chocolate.