

# CL Hassle Free Test Plan Contemporary Resort December 12, 2006

## Introduction

- Moderator's introduction: Name, room set up, objectives, etc.
- Respondent introduction: Name, previous DCL experiences, booking method, excursion bookings.
- Explain our goals: to make the pre-sail bookings of excursions, spa treatments and Palo dining easier to do at home, on line.

## Overall Usability Testing Procedure

Respondents will be exposed to the prototype of the **MY CRUISE PLANS** section on the XXXXCruiseLine.com site and instructed to review each page both prior to after doing a task.

## Set Up

*(Respondent will be given the following scenario)*

Rose (55) and Mark (60) are taking their daughter Darlene (32), son-in-law Chuck (35) and two grandchildren, Haley (2) and Carter (5) on a 7 night Eastern-Caribbean cruise, setting sail on January 6, 2007.

Darlene booked two staterooms online – one for her, Chuck and the kids and the other for her parents. When she booked the trip she put a few items into her Shore Excursion Wish List and also registered her children. Prior to sailing she is now returning to the website to make her shore excursions and PALO dinner reservations.

## General Task – Book Palo & Shore Excursions

As we go through the website I would like you to “think out loud.”

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SCENARIO 1

Page 1

Step 0: My Cruise Plans

**TASK:** Enter supplied Confirmation Number, Birthday, Member Name & Password (12345; 1/2/34; burris; XXXXcruise)

- **Success:** User selects **Continue** button

Step 1: My Cruise Plans

**Q:** What information are you getting on this page? Can you explain it to me?

**TASK:** Make a dinner reservation at Palo for the adults and reserve babysitting for Haley

- **Success:** User selects **Reserve Palo Dining** button

Step 2: Reserve Palo Dining - Select Meals and Guests

As you do things, please tell me what you are doing and remember to "think out loud"

- **Success:** User selects **Dinner**
- **Success:** User select **Darlene** (or Chuck if a man) as Primary Guest
- **Success:** User selects all **4 dining guests**
- **Success:** User reserves **Babysitting**
- **Success:** User selects Infants in Your Stateroom: **Haley**
- **Success:** User selects **Continue** button

Step 3: Reserve Palo Dining - Select Day and Time

**Q:** What information are you getting on this page? Can you explain it to me?

- **Success:** User selects **Monday, 1/8/01**
  - *Why didn't you choose the other reservation?*
- **Success:** User selects **Continue** button

Step 4: My Cruise Activities – Additions & Changes

**Q:** What information are you getting on this page? Can you explain it to me?

➤ *Is Palo reserved now?*

**TASK:** *Before* you click please show me how you would make an afternoon reservation for the Glass Bottom Boat Scenic Tour for the whole family

- **Success:** User selects **Add Shore Excursion**
- **Failure:** User selects **Submit** (*they would have to scroll to the bottom of Reservation Confirmation and select Add Shore Excursion*)

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SCENARIO 1

Page 2

Step 5: Reserve Shore Excursion – Select Activity and Guests

**TASK continued:** Make an afternoon reservation for the Glass Bottom Boat Shore Excursion for the whole family)

- **Success:** User selects the **Glass Bottom Boat Scenic Voyage**
- **Success:** User selects **4 adults and 2 children**
- **Success:** User selects **No babysitting**
- **Success:** User selects **Continue** button

Step 6: Reserve Shore Excursion - Select Day and Time

**TASK:** Book the reservation

- **Success:** User selects 1<sup>st</sup> available time (*does not match our Prototype*)
- **Success:** User selects **3<sup>rd</sup> available time**
- **Success:** User selects **Continue** button

Step 7: My Cruise Activities – Additions & Changes

**Q:** What information is on this page? Can you explain it to me?

**TASK:** Book the reservations

- **Success:** User selects **Submit** button

Step 8: Reservation Confirmation

**Q:** What information is on this page? Can you explain it to me?

**Q:** What might you do now?

Congratulations! You have booked Palo and a babysitter and the Glass Bottom Boat excursion for you and your family.

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**SCENARIO 2**

Page 1

You have logged off the computer, called your Mom (or mother –in- law) and told her about the great reservations you've created on line. However Mom *really* wants you to add the **Castaway Cay Bottom Fishing!**

Step 0: Retrieve Your Reservation

Enter supplied Member Name, Password, Confirmation Number & Birthday

Step 1: My Cruise Plans

Review the page – tell me out loud the information you are getting

**TASK:** Make a reservation at Castaway Cay Bottom Fishing for the whole family

- **Success:** User selects **Reserve Shore Excursion** button
- **Success:** User selects **Views/Edit** button
  - *What do you think that button would do?*

Step 2: Reserve Shore Excursion – Select Activity and Guests

**TASK continued:** Make a reservation at Castaway Cay Bottom Fishing Shore Excursion for the whole family)

- **Success:** User selects **Castaway Cay Bottom Fishing**
- **Success:** User selects **4 adults and 2 children**
- **Success:** User selects **No babysitting**
- **Success:** User selects **Continue** button

Step 3: Reserve Shore Excursion - Select Day and Time

**Q:** What information is on this page? Can you explain it to me?

**TASK:** Book the reservation

- **Success:** User selects **2<sup>nd</sup> option**
  - *If confused, "What is stopping you?" "What options do you think you have?"*
- **Success:** User selects **Continue** button

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**SCENARIO 2**

Page 2

Step 4: Resolve Reservations Conflicts

**Q:** What information are you getting on this page? Can you explain it to me?

**TASK:** Go ahead with the new plans - go Bottom Fishing!

- **Success:** User selects **Accept This and Continue** button

Step 5: My Cruise Activities – Additions & Changes

**Q:** What information is on this page? Can you explain it to me?

**Q:** What else can you do on this page? (add another Shore Excursion, Spa/Fitness, Nursery, etc.)

**TASK:** Book the reservations

- **Success:** User selects **Submit** button

Step 6: Reservation Confirmation page

**What information is on this page? Can you explain it to me?**

**Congratulations!** You have booked Palo, babysitting for Haley and the Castaway Cay Bottom Fishing excursion for you and your family.