Interviewee(s)

Participant A

Participant B

Participant C

Task 1: Trip Planning for a Desired Destination

- **Select a country or city you're interested in**
- **Use the app to generate a trip itinerary for this destination.**
- **Evaluate the generated itinerary based on its accuracy, relevance, and completeness.**

Question 1
Were you able to easily find and select the destination you wanted to plan a trip for?

Participant A
"It's pretty easy. I like the user-flow, pretty intuitive too."

Participant B
"Yes, it's relatively intuitive so far"

Participant C
"For me its pretty easy"

Question 2
Were there any missing or important places/activities you expected to see in the itinerary?

Participant A
"No. It shows the main places to go visit, I've been to this city so theres not too much to see."

Participant B
"The interest doesn't match my expectation. For adventure I was expecting to see something more like hiking. The Itinerary they generate doesn't take into account niche things the traveling, I don't like famous tourists spots. I prefer more local things, such as local hot spots. The trip I did was for moderate pricing... I don't know why it recommend me a grocery store?"

Participant C
"It's just not what I want."

Question 3
Did the app consider your preferences and interests when generating the itinerary?

Participant A
"Yeah I think it matches. It did remind me of some places I've been before."

Participant B
"I think the dietary one is missing, like for me personally I don't eat pork, but I can't get the restaurant recommendations based on that."

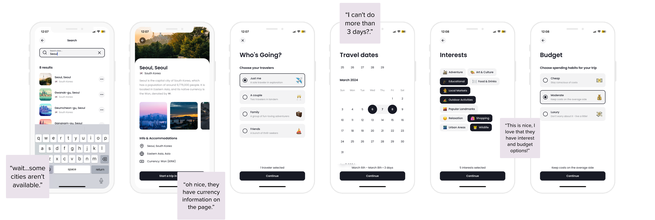
Participant C
" it gave you same type of food for 3 days, I don't want to eat ramen for 3 days...the variety is not broad enough. Also, I don't understand what the difference is between adventure and outdoor interest options?"

Question 4
How satisfied are you with the generated itinerary for your chosen destination?

Participant A
"I'd rate it 4 out 5, pretty accurate, some places I've been before, so I guess they just recommend you some popular big tourist attractions. But the location they recommend repeated for different dates."

Participant B
" I don't like the itinerary it generated. For people like me who's already been here, it's very randomized. They suggested the restaurant thats branches, I prefer to try more local restaurants. Also the order of the recommended places doesn't make sense, each place it generated for you is super far apart, the traveling itself it's gonna take a huge chunk of time."

Participant C
"I don't like the results, its doesn't match with my preference I chose."



Task 2: Fine-Tuning the Itinerary

- **Review the suggested places and activities in the generated itinerary.**
- **Add, modify, or remove items to better suit your preferences.**

Question 1
Were you able to easily navigate and modify the itinerary according to your preferences?

Participant A
"Yes. It's pretty easy, I don't have problem with that. Oh, I'm surprised with the fact that you could add more event, which is good."

Participant B
"It's pretty easy."

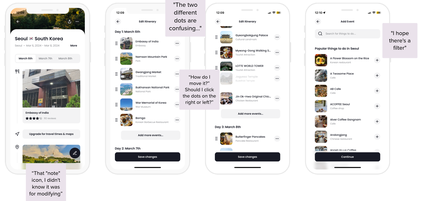
Participant C
"The icon is a little bit misleading for me, I thought the setting icon was to take a note, but overall is pretty easy still."

Question 2
Did you find the options for adding and removing items intuitive and user-friendly?

Participant A
"Yes, pretty intuitive. I like that they have the dots to indicate you for moving it."

Participant B
"I thought clicking the place would automatically add it to the itinerary, but it doesn't. It's a little bit annoying that I need to click on the dots. And when I move it, you need to click a certain button and drag it. Also, No filter system when you are browsing for adding more places"

Participant C
"I think for me adding and removing are intuitive, but the dots for information and moving it is a bit misleading. They are too similar."



Task 3: Browsing the Homepage

- **Navigate to the homepage of the**
- **Explore the features, options, and information available on the homepage.**

Question 1
What are your initial impressions of the homepage design and layout?

Participant A
"It's very easy and clean, easy to navigate, the layout is consistent too. I like how they have popular articles, and more things to review after clicking the view more button. Very simple to use."

Participant B
"It's organized and simple."

Participant C
"It is organized, like the popular destinations, and articles sections. But it's a bit random, it'd be great if theres filter"

Question 2
Were you able to quickly find the key features and functionalities of the app?

Participant A
"Yes, its pretty easy. I also like how they have the interests and budget options for you to choose."

Participant B
"Yeah...it gives inspiration, I do like the articles as well"

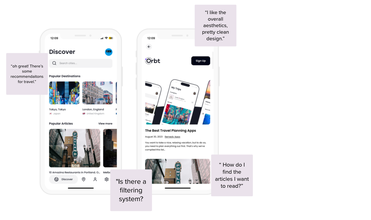
Participant C
"Yes, its all the button, easy to navigate.. but why theres nothing to edit on the profile page?"

Question 3
Is there any additional information or features you expected to find on the homepage?

Participant A
"Satisfied enough, I like how they show you the currency on the page, but I wish they could include the local news of the places I want to travel, mostly to see if its safe to travel."

Participant B
"the articles are too generic, some people don't want to travel that far. In general it lacks filtering system. I might want to see activities or destinations in other areas/locations, like TOP 10 beaches in the world, top 10 aquarium...etc. "

Participant C
"The categories are generic and random, no filters for articles."



Other open-ended quesitons

Question 1
Please describe a situation in which you would consider using this app for trip planning.

Participant A
"Actually, I might download it later...play around with it and to see what else it could do, it's a fun app I think."

Participant B
"In general I might use it for inspiration or do it for fun, but probably won't follow the itinerary."

Participant C
"It's not convenient, I might use it for inspiration, but it's not 100% practical for use."

Question 2
Do you find the AI-generated trip timeranies helpful and accurate?

Participant A
"Yes its good, I'm not a big planner so this is helpful."

Participant B
"Yes, they randomized the location, that's not good, pretty scattered."

Participant C
"No.. It doesn't meet my needs."

Question 3
Are there any additional features or functions you would like to see included in the app to enhance the trip planning experience?

Participant A
"It'd be good if there's a link that takes you to a website for booking, when you're browsing the activities and places to go. Also, adding a map view in the generation process a bit quicker would be beneficial too. The loading feature is useful for estimating the time, it just takes too long. Also, consider adding more interest options for users to choose. For example, if I wanted to go to a bar or explore nightlife, having that option would be great."

Participant B
"One thing I would add is neighbourhood filtering. It would allow users to make travel plans based on their specific interests and add location-based filtering."

Participant C
"Add filters and location based system. Location based filter would be a point, because we are in Canada, there's already so much too do."

Question 4
How would you rate the usefulness of the AI-based recommendations for planning your trip?

Participant A
"8/10, the only thing I think they could improve is to show the safety ratings."

Participant B
"It's good for getting idea, but it doesn't really meet my needs."

Participant C
"I used chatgpt to plan my trip to Bangkok and it was better, but this app just gives you random presces. The interest options are not varied, too generic. It's more suitable for travel beginners."