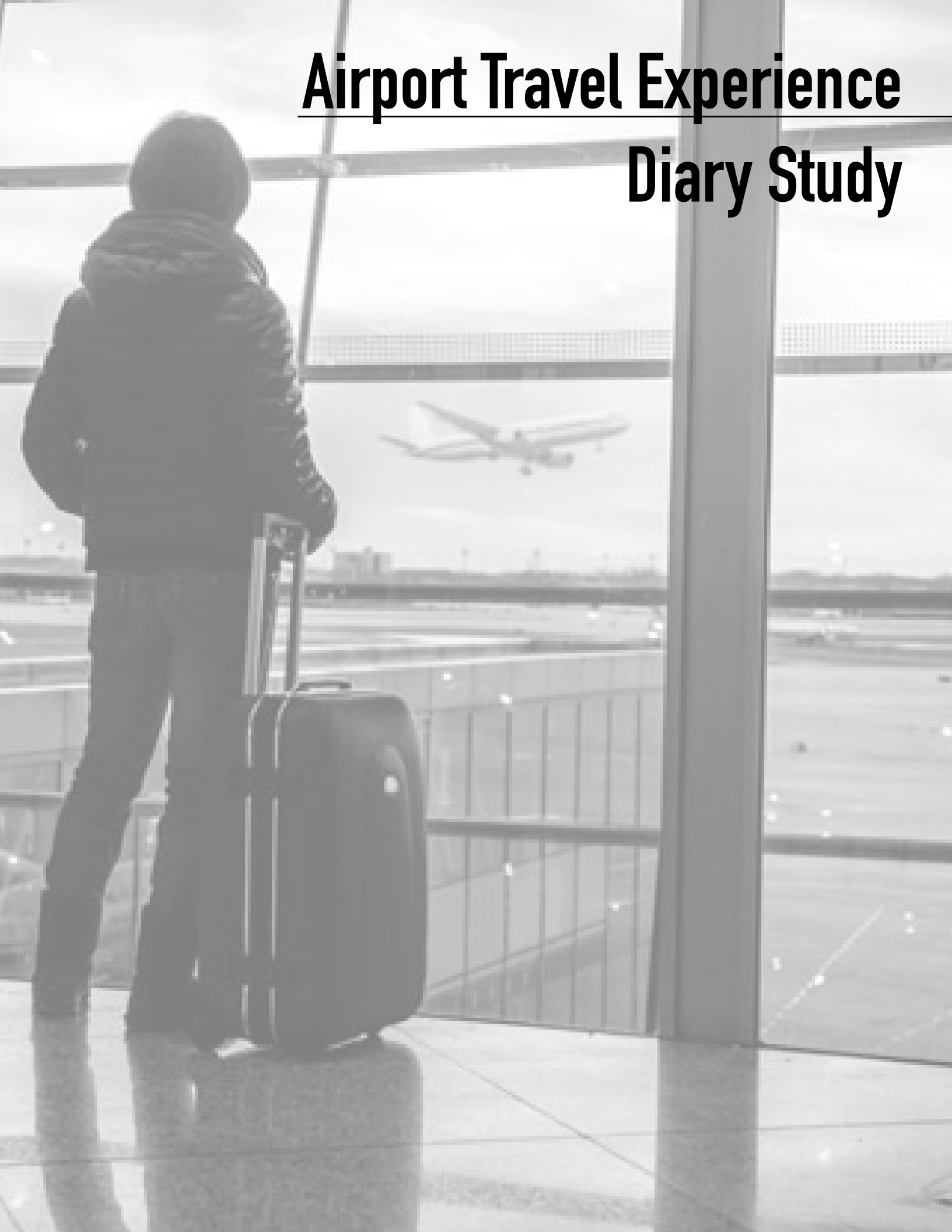


Airport Travel Experience

Diary Study



Thank you for participating in our diary study. Your input is a valuable part of our research into improving the airport travel experience.

Please take a moment to scan through the questions before starting your air travel experience.

When you have completed the study please return to one of the following:

Tracy Potter: tjpotter@andrew.cmu.edu

Himanshu Rasam: hrasam@andrew.cmu.edu

Ju Ho Yoon: juhoy@andrew.cmu.edu

Thank You!

Our suggestion is to complete the exercises as noted below:

1~4: At the gate

5: Inside the plane

6~8: At the baggage claim

Please feel free to complete each task at whichever point of your travel is most convenient for you though.

1. Check-In/Security

We are assuming that you have information regarding:

- Flight number
- Gate number
- All of the items that you packed and need to keep track of...

What other piece (or pieces) of information do you want?



Fill the bubble with what you are thinking while waiting in the security line...



2. Entering The Terminal

Where did you go upon entering the terminal?

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

How did you navigate to that place?

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

Rate your experience navigating to these places.

Very difficult

Extremely Easy

1 2 3 4 5 6 7 8 9 10

1 2 3 4 5 6 7 8 9 10

1 2 3 4 5 6 7 8 9 10

1 2 3 4 5 6 7 8 9 10

1 2 3 4 5 6 7 8 9 10

1 2 3 4 5 6 7 8 9 10

3. Food/Shopping (If Applicable)

How did you pick a place to eat?

How did you pick a place to shop?

Would you have benefited from knowing about other alternative options for eating / shopping?

If yes, what information did you need?

4. At The Gate

Make a list of all of the different information sources around you in the environment.

Make a list of all of the different information sources that you brought with you to use.

Circle the most important item or items from your lists above and in one sentence tell us why this information is most important for you at this point?

Given the information you have now (boarding time of the flight, number of passengers around you etc.) what things concern/worry you ?

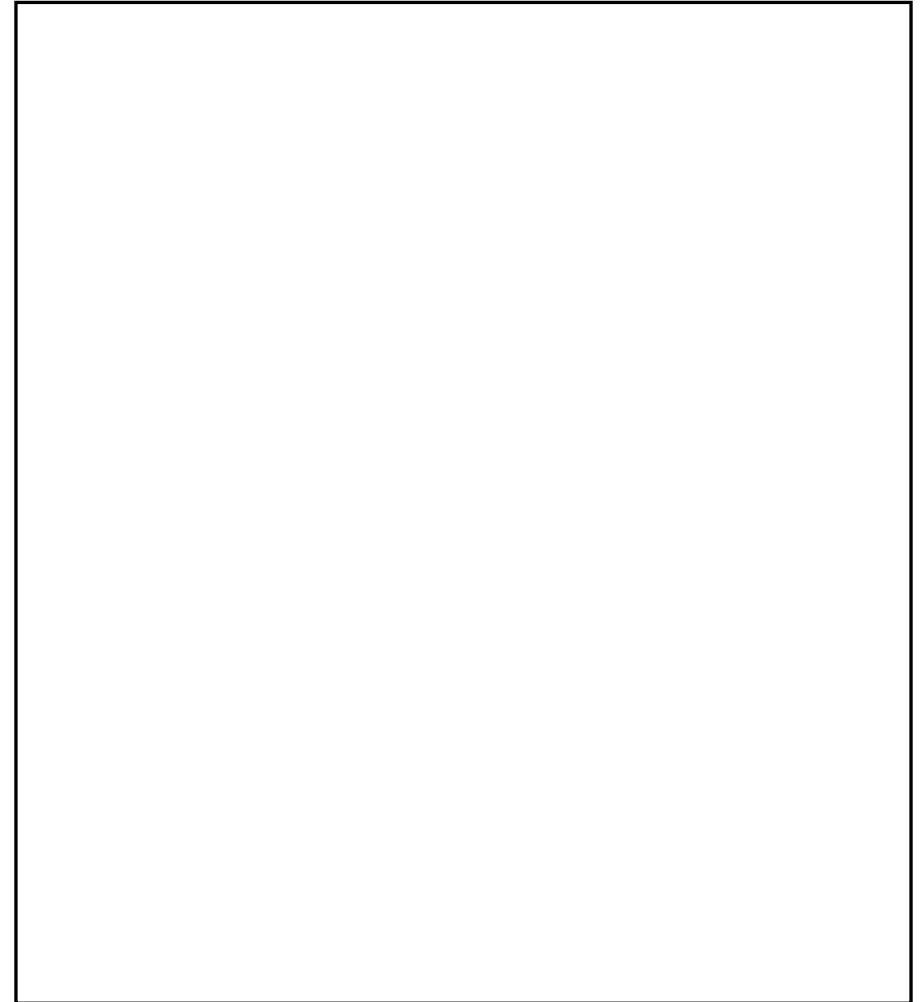
What additional information do you think will help resolve your worries ?

5. In-Flight (After Landing)

Make a list of the different things that are going through your mind as you plan to disembark the airplane.

Make a list of the different sources that you begin receiving information from at this point.

Do a quick sketch of what you are thinking at this point.

A large, empty rectangular box with a thin black border, intended for a quick sketch of thoughts.

6. Transfer Point (If Applicable)

On a scale of 1-10 how easy was it to navigate to your next flight gate? (please circle one)

Very difficult

Extremely Easy

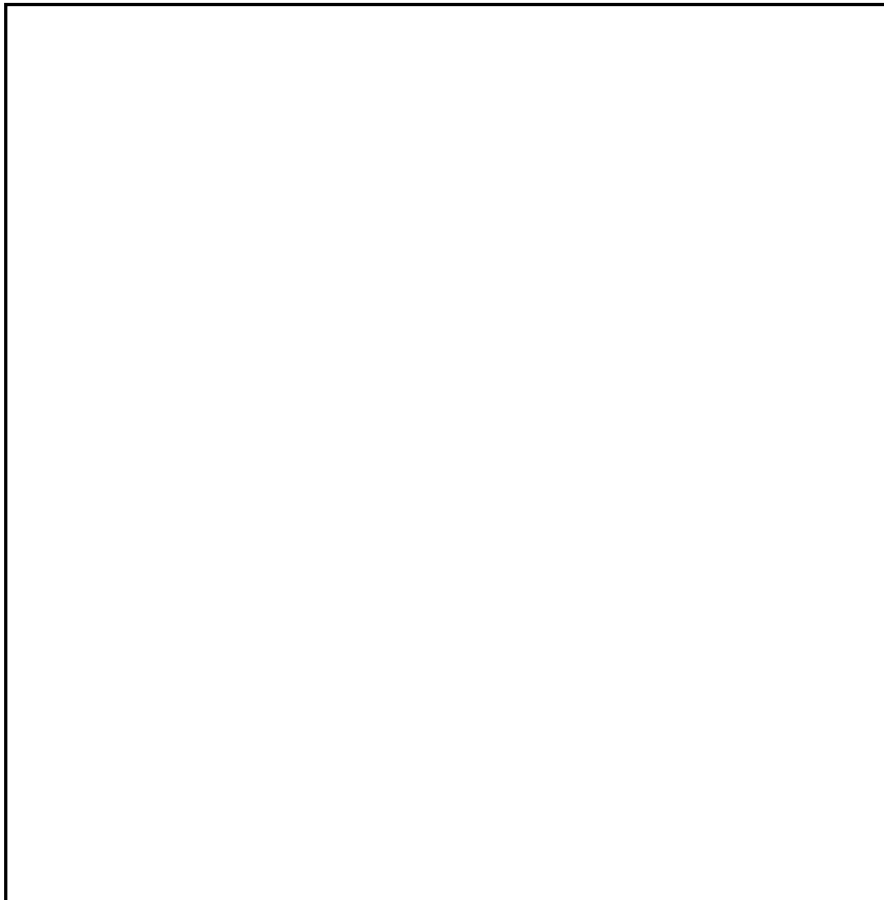
1 2 3 4 5 6 7 8 9 10

What things (if any) did you do on the way to the other gate (food, shopping, etc.)?

Given the information you have now (new gate number, departure time of the connecting flight etc.) what things concern/worry you (if any)?

7. Terminal Exit

Were there any pain points while exiting the flight, terminal and the airport? If so please quickly sketch out that moment.



8. Baggage Claim (If Applicable)

What problems did you face (if any) while you were collecting your bags at the baggage claim?

What kind of information are you accessing while waiting for your bags? Where is that information coming from?
