Street 1:

Huntington

Street 2:

Ruggles

City:

Boston MA

Search
Stops are indicated by black dots. Select A stop for animal times
Dismiss Stop showing me this tutorial
Choose Route
Number

At any time, touching the rap will tolle you to stop selection

Dismiss | Stop showing me this tutorial

213
91

Tremont St.
Street 1:
   Huntington

Street 2:
   Ruggles

City:
   Boston, MA

Search
Arrival Times

Arrives in

5:32

10:16

12:47

Get walking directions
Briefing:
- Designing an android app
- Tell you when the next bus will arrive to where you want to go.
- Ask near you or near an intersection.
- Consent: Estimated time 10 minutes.
- You’re here to make the interface more user friendly.
- Screens are made of paper
- Joey playing computer, but no AI or speech-recognition
- Basic tasks representative of commuters.
- Can answer domain knowledge questions.
- You’re job is to tell us what makes sense and what doesn’t.
- We’re testing the interface, not you.
- Use finger to touch the “phone”
- Tap a text box to open up a keyboard → pencil
- If you’re confused, ask questions but we might not answer them.
- Remember, testing the interface, not you.

Scenario Tasks:
1. Find out when the next 39 bus arrives closest to you. The bus heads toward Forest Hills.
2. Find out when the next 47 bus heading for Harvard Square arrives at the corner of Huntington and Ruggles St. Get walking directions to the stop.
3. Disable the tutorial and re-enable it from the options menu.

Demographics:
Age:
- 18 – 33%
- 20 – 67%

Occupation:
- Student – 100%

Ethnicity:
- White – 100%

Smartphone Preference
- iPhone – 33%
- Android – 66%

Level of technical experience
- Proficient – 33%
- Advanced – 66%

MBTA experience
- Little – 33%
- Proficient – 66%

Disability
• None – 100%

Observations:
• Most users were able to complete the three tasks with little or no difficulty. No user failed or took in excess of two minutes (with “computing” time) to complete a task.
• Each of the users were confused at what to do with the list of times and tried to select them. I likely think this is a problem with the wording of the tasks rather than the arrangement of the app, since by that point they had already completed the task. Recommend change in wording to “Tell me when the next __ bus...”
• None of the users ever used the on-screen “Stop showing me this message” part of the tutorial, since it was designed to only run once every time the user turned on the application. Recommend repeat testing on users already comfortable with the app.
• “Frank” struggled to hit the button for a bus stop on the map. Recommend enlarging the circles or using an image of a bus.
• “Susan” was confused at the tutorial text that mentioned “select a stop,” because they didn't know what the word “stop” was referring to. Recommend change to “bus stop.”
• Frank was confused at the times because it displayed in a mm:ss format and he thought it was an absolute time in an hh:mm format. Recommend to use a “mm minutes ss seconds” format.
• “Anne” was unfamiliar with an android device and didn't understand the back button. Recommend additional tutorial indicating the function of the back button.

Results from post-session interviews:
• Frank expressed a desire to see the bus number on the list of times. This shouldn't be a difficult addition and I suggest we go one step farther and also display the destination.
• Susan expressed a desire to be able to select a bus line before showing the map so that the map results could be filtered. Instead, I recommend we add a filter button to the map so that the filter can be toggled on and off.
• All test subjects reported a basic satisfaction with the interface and Frank asked when it would be finished and if I could send him a link.