Link to Magpie: <https://magpie.solonsstuff.com>

Link to forms: <https://forms.office.com/e/X9V46Yf4ws>

Notes: Introduce Magpie as a GIS system!!!!

# Usability testing – Controlled

## User 1: D22125503 (Paul)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Task** | **Status** | **Time taken** | | **Difficulty** | **Errors** |
| Load Magpie application | ok | 20s | | 1 | NA |
| Sign up new account | ok | 42s | |  |  |
| Complete tutorial | ok | 60s | |  |  |
| Place cursor on any area and adjust radius to 250m | fail | Skipped | |  |  |
| Zoom in to road name level | ok | 5s | |  |  |
| Place cursor on another area | ok | 5s | |  |  |
| Zoom out to see the full radius | Fail |  | |  |  |
| Place cursor on another area | Fail |  | |  |  |
| Filter to view only parking meter data | fail | 120s | |  | Required our help |
| Filter to view no amenity data | fail |  | |  | Required our help |
| Filter to view 2 amenities of your choice | Fail |  | |  |  |
| Place cursor on another area and adjust radius to 100m | Ok | 10s | |  |  |
| Go through the tutorial and exit at step 3 | Fail | 30s | |  | Required our help |
| Logout | ok | 20s | |  |  |
| Survey responses | | | | | |
| Une image contenant texte, capture d’écran, Police, algèbre  Description générée automatiquement | | |  | | |
| Best thing about Magpie? Map display and amenities excellent | | |
| Worst thing about Magpie? No worse thing at all but make it a little more intuitive for users to filter amenities and make profile icon more visible | | |
| Changes to the dashboard? Make the choice of amenities more intuitive | | |
| Overall impression? Excellent app, I would find it very useful particularly for local areas of the city | | |

Additional notes on the experience:

Tries to select the map; click the marker everywhere; did not remember where onboarding was, more intuitive when clicking on the amenity (checkbox)

This was a failure, going in completely blind is not good, I even forgot to explain to him what the application does. Kaustubh suggests giving a scenario to those users so that they can put themselves in the shoes of the people we are targeting.

## User 2: C24329646 (Livia)

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| --- | --- | --- | --- | --- |
| **Task** | **Status** | **Time taken** | **Difficulty** | **Errors** |
| Load Magpie application |  |  |  |  |
| Sign up new account |  |  |  |  |
| Complete tutorial |  |  |  |  |
| Place cursor on any area and adjust radius to 250m |  |  |  |  |
| Zoom in to road name level |  |  |  |  |
| Place cursor on another area |  |  |  |  |
| Zoom out to see the full radius |  |  |  |  |
| Place cursor on another area |  |  |  |  |
| Filter to view only parking meter data |  |  |  |  |
| Filter to view no amenity data |  |  |  |  |
| Filter to view 2 amenities of your choice |  |  |  |  |
| Place cursor on another area and adjust radius to 100m |  |  |  |  |
| Go through the tutorial and exit at step 3 |  |  |  |  |
| Logout |  |  |  |  |
|  |  |  |  |  |

Additional notes on the experience:

## User 3: benjohnson (Ben)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Task** | **Status** | **Time taken** | **Difficulty** | **Errors** |
| Load Magpie application |  |  |  |  |
| Sign up new account |  |  |  |  |
| Complete tutorial |  |  |  |  |
| Place cursor on any area and adjust radius to 250m |  |  |  |  |
| Zoom in to road name level |  |  |  |  |
| Place cursor on another area |  |  |  |  |
| Zoom out to see the full radius |  |  |  |  |
| Place cursor on another area |  |  |  |  |
| Filter to view only parking meter data |  |  |  |  |
| Filter to view no amenity data |  |  |  |  |
| Filter to view 2 amenities of your choice |  |  |  |  |
| Place cursor on another area and adjust radius to 100m |  |  |  |  |
| Go through the tutorial and exit at step 3 |  |  |  |  |
| Logout |  |  |  |  |
|  |  |  |  |  |

Additional notes on the experience:

## User 4: C21459946 (Grace)

# Usability testing – Field-test

## User 1: Brendan

|  |  |
| --- | --- |
| What do you use amenity data for in your professional life? | |
| For travelling around the world, consultancy | |
| How are you currently accessing this data? | |
| Google maps | |
| What issues have you run into accessing or using the data? | |
| Confusing; different information each time you go in (related to amenities), inconsistency in who the information is presented; inconsistency within the google products (maps, gmail, assistant) | |
| What is the data you are usually accessing? | |
| Locations, streetview, public transport, parking, site seeing, route-planing | |
| Based on the answers above, create a scenario and go through Magpie as you would your other tool to access the information you are looking for. | |
| He did not follow a scenario, he just explored every feature and looked in detail at specific functions like the marker, the icons, the radius, etc… | |
| Additional comments/feedback: | |
| Login/sign up: why is username required? Username should be email; What about two factor authentication? Need an IMAX server so for future work.  Misc: Why are we requesting location? For the marker data (maybe we should let the user know this is where they are on the map?); need a landing page to present magpie; is the version prototype logo useful? Maybe for dev; show more information and the ml images we worked on (personal preference); reiterates we should put the ml forward (maybe on the about us)  Onboarding: content of step 2, explain radius of what; the positioning of certain elements is off in Firefox; content wording change “dozen” for something else; step 5 should point to the map, investigate the bug.  Dashboard: button to clear the marker & radius from the map; leave the count of toggled off amenities; implement quick reset button for amenities; compress list of amenities; make it more obvious to scroll down the dashboard or compress everything to fit window-size (Firefox issue?)  Map: plus and minus to zoom in and out of the map; more information from the icons by clicking on them 🡪 marked up image that detects this space (google street view), information on the spot (private, free, carpark); make the selected icons more visually striking, a little hover maybe  Technical: when clicking on map, there is a slight offset between where the marker appears and where the user clicked; implement something to avoid mis-clicking and loosing original marker position; Icons move when you toggle on and off certain amenities  Overall: produce data-driven approach for the interface if that’s the kind of users we want | |
| Behaviour notes: | |
| Reached for the slider buttons for ease – good  Very tempted to click on the icons | |
| Survey responses | |
| Une image contenant texte, capture d’écran, Police  Description générée automatiquement | Best thing about Magpie? Has potential for use by certain types of users but more functionality is needed |
| Worst thing about Magpie? There was some lagging with refreshing or changing size radius |
| What would you change about sign-up? No username is needed |
| Overall impression of Magpie? Ok-ish, more data could be added, etc… |

## User 2: mairatsa (Maira)

|  |  |
| --- | --- |
| What do you use amenity data for in your professional life? | |
| Transportation, route planning | |
| How are you currently accessing this data? | |
| Google maps, TFI bus app | |
| What issues have you run into accessing or using the data? | |
| TFI app no route planning | |
| What is the data you are usually accessing? | |
| Bus stops, bus routes | |
| Based on the answers above, create a scenario and go through Magpie as you would your other tool to access the information you are looking for. | |
| Not applicable to Magpie, she just roamed around and tested the features. | |
| Additional comments/feedback: | |
| Misc: (not pointed by user) chrome onboarding elements overlap again  Amenities: interesting the drinking fountains, toilets, bins, toilet  Overall: app not maybe for her unless it was more handy  More features: share location, share info with someone socials; search bar with name of place specific  Likes: icon colours, very accessible (font size & colour, content placement), easy to go around, likes how it looks | |
| Behaviour notes: | |
| Laugh at the confetti; zoom-in-out no issue  Trying to interact with the dashboard to see the points before clicking on the map because her own location marker appeared  Like the icons and surprised to see public toilets | |
| Survey responses: | |
|  | Best thing about Magpie? Presentation of the information, it is very easy to understand how many things in each category you’ll find in that radius |
| Worst thing about Magpie? I am missing a search bar to look for specific location. Also, when I first started using the app I thought it would be automatic but I needed to click on the map so that information would appear. |
| What would you change about dashboard? One icon (bright blue) that is hard to see in the white background, the rest is very good |
| Overall impression? Very good, very interesting to gather all this information in one place |
| Additional feedback? I would add bus/tram stops, train stations and taxi ranks. |

## User 3: Damian

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| --- |
| What do you use amenity data for in your professional life? |
|  |
| How are you currently accessing this data? |
|  |
| What issues have you run into accessing or using the data? |
|  |
| What is the data you are usually accessing? |
|  |
| Based on the answers above, create a scenario and go through Magpie as you would your other tool to access the information you are looking for. |
|  |
| Additional comments/feedback: |
|  |
| Behavior notes: |
|  |