

Subject Information

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Compute experience: Expert User

Driving experience: 10 years

Driving requirement: 7 days a week

Average time: 20 minutes

Familiar with google products/maps: no

User test cast

User drove to the work and the supermarket

Findings

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1. Diagnostics screen

User had no issues here.

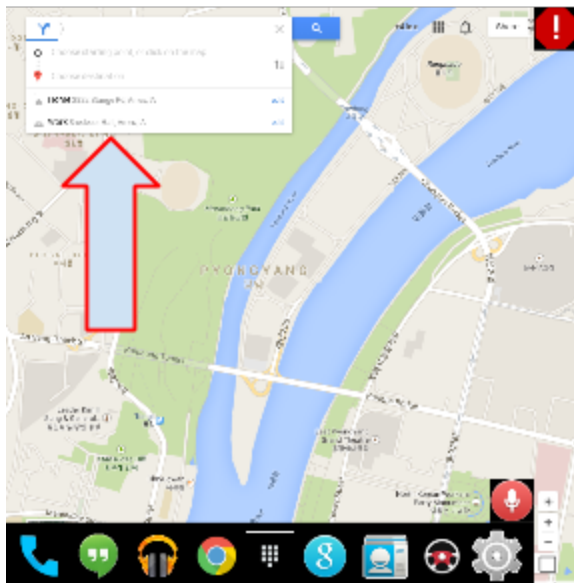
2. Login.

User suggested that we add an option for guest account. So that guests can use the car without needing to create an account.

3. Base maps UI/ Navigation

User suggested that we make bookmarked locations more obvious to non-google maps users.

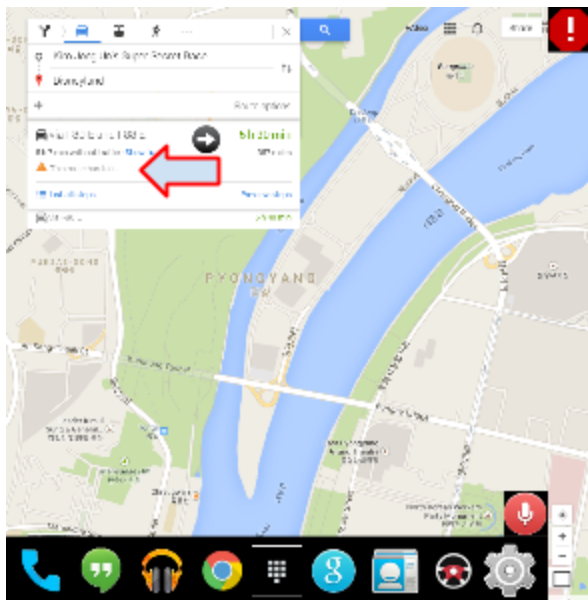
(arrow added to point out bookmarks area.)



User had no issues with clicking in the correct area to enter directions. Clicking on the box to enter in directions activated a keyboard and they also had no issues with voice recognition. Their main complaint about the microphone feature is that the button is not inline with the rest of the application bar.



After choosing route, alerts to the route (such as toll, road work, etc) is not clear for non-google map users.



User had no issues in figuring out how to confirm the route and had no issue with the password swipe to confirm route navigation.

After prompting the user that their current route has an issue, choosing an alternative route was not obvious for someone not familiar with google maps.



User had no issues figuring out how to pull the car over for an emergency stop or for going to the hospital/police station. User also had no issues figuring out how to find car status: mileage, fuel status and speed.

However, adjusting car's maximum speed was an issue as it was two screens away from the base UI screen. First the user has to enter the car diagnostics application.



And then the user must select car max speed:



4. Other applications

Finally, the user had no issue with any of the other google apps. The only app prototyped is the google music app and the user had no issue figuring out how to set music or how to exit the application.