

# Usability Testing for Passenger Interface

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## 1 Usability Test Plan

### 1.1 Test method:

Think aloud

### 1.2 Product under test

The web site at [rateit-bus.appspot.com](http://rateit-bus.appspot.com)

### 1.3 Participants

Michael Guo – A person who usually take bus to work

### 1.4 Observer

Yan Zhu –from RateIT develop team

### 1.5 Equipment

A computer with video operator

### 1.6 Test tasks

1. Login to the RateIT web site.
2. Register an account with RateIT.
3. View the news feed and find out incident alerts and content.
4. Alert / report an incident.
5. Rate your trip.

### 1.7 Responsibilities

Michael – keeps talking during doing the tasks

Yan – eye tracking

### 1.8 Dates

20/10/2014 2pm

### 1.9 Test procedure

0-10 MIN: Pre-test interview

10-40 MIN: Carry out the test tasks with video recording

40-45 MIN: Post-test questionnaire

45-50 min: Post-test interview

## 2 Usability Test Results

Task1: Login to the RateIT web site

- The participant was worried to use his Google account log into a strange web site.

Task2: Register an account with RateIT

- Postcode dropdown list displays very slow.
- No choice content for several registration questions.

Task3: View the news feed

- The participant can view the newsfeeds, but the information displayed does not make sense for him. He does not understand what the content means.

Task4: Alert / report an incident

- After send the incident report, the participant does not know if the bus operator in another side received the report or not. If there is something emergency on the bus, he will choose to call the emergency directly.
- The purpose of Alert incident is not clear for a new user. The participant suggested that on the "Alert Incident" page shows the purpose of this function.

Task5: Rate your trip

- The participant does not understand some fields' meaning.