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Class: COMP 3500 Special Topics (HCI)

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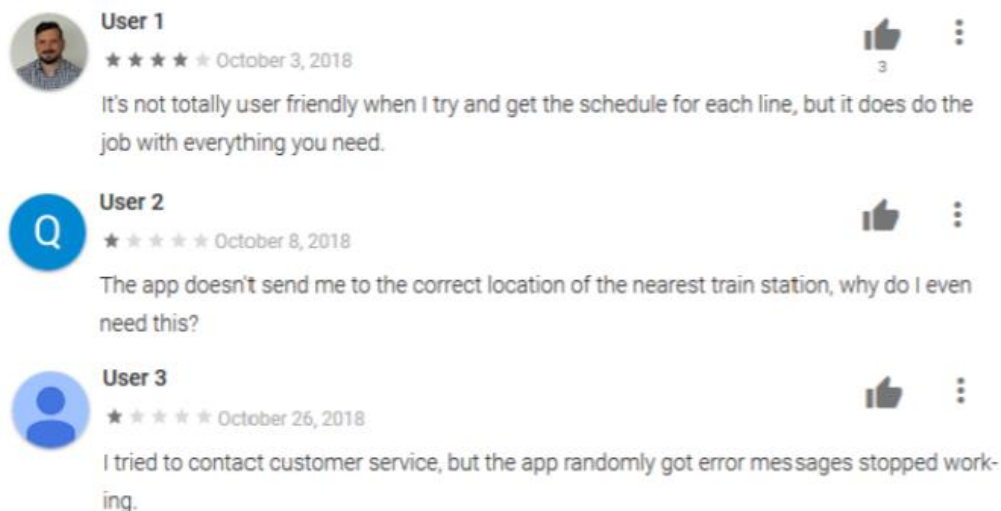
Date: 12/17/18

## Prototype and First Evaluation

### Overview:

To create my Prototype the application I decided to use was a computer program called *Adobe XD*. The program allowed me to quickly design, prototype, and share my project. Throughout the development process I ran into several issues and obstacles that hindered my progression. Primarily it was juggling the workload of other projects from my other courses and attempting to balance it with work. Regardless I was able to create a prototype that was a redesign of the *mTicket* app currently available on the Google Play store and the IOS store.

In my project proposal I had included screenshots of the comment sections for the *mTicket* app. Each comment was chosen based off how many times they had reoccurred while I was examining the comment section. Here's a reminder of what they were:



With a better insight into their thinking, I selected the following three tasks for redesigning:

- User locates nearest Train Station
- User gets the schedule for each Line (train)
- User lodges a complaint by calling customer services

Based on the needs of my potential users and the issues they have and attempting to recreate my own version of the MBTA mTicket app as possible and that allows users to complete the task the I had defined originally.

#### Script:

For the script I intended on making sure that the user can complete the following.

##### Getting the Schedule for a Line (service)

1. Being by tapping “*Schedule*” on the screen
2. From the list of Lines presented, select “*Blue Line*”
3. View the Arrival & Departure times for the “*Aquarium*” station
4. Go back to the main menu

##### Locating Nearest Station

1. Being by tapping “*Stations*” on the screen
2. Select any of the Stations from that are available
3. Confirm route to selected destination
4. Confirm arrival to the destination

##### Contact Customer Support

1. Begin by tapping “*Customer Support*” on the screen
2. Select any of the available contact’s presented
3. After finishing contacting customer support, go back to the dash board

### Task:

For task scenarios I created a few persona's that meet the criteria of my redesign.

- Emily wants to get to Aquarium by using the MBTA, find the arrival & departure times.
- Billy needs to ride the MBTA to get to an interview but doesn't know where the nearest station is, find the nearest station.
- Sam is disappointed that lately the trains have been arriving late and wanted to file a complaint by contacting customer service

### Evaluation Report:

After asking 3 users for their consent to take part in my prototyping, I was able to get some valuable feedback to remove and improve current features of my redesign. Here is what they had to say.

- **User 1:** Approved of the design and layout of the app, didn't have too much to add besides making the wording of the text bigger to compensate for his lack of vision
- **User 2:** Was confused about how the app didn't have a "log-out" feature, and why all the lines had the same time for Arrival & Departure. However, I made it so that only the *Blue Line* was supposed to have different times and was explained after the testing.
- **User 3:** Stated that the app was "*Simple and easy on the eyes*" and was impressed with how it could pass for a real product. The user did state that if I were to make it more like a real app then it would be "*cool*".

After talking with the users and going around to see what my classmates did, I decided on making the app more immersive than I originally planned.