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Class: COMP 3500 Special Topics (HCI)

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Date: 12/17/18

<div align="center">Final Evaluation</div>

Overview:

Throughout my User study I was able to gather a ton of data. The feedback was a mix of mostly good and bad as I selected my participants based off their background in academia, meaning many of my users weren't computer science students. This was good because from previous experience having users that had the same background as I didn't allow me to get valuable feedback because they were used to this kind of interface. But when I was testing with non-comp sci students, I received more feedback since they were more uncertain with the prototype app, so they kept on asking questions and offered alternatives to what they had experienced seeing in the app.

Task:

As a reminder these were the three task I had stated to accomplish in the redesign.

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

Feedback:

I'll be breaking it down into the following sections of the app that I did major overhauls. These sections include:

- Schedules: Allows the user to see the available lines that they may ride and when they select their desired line, they may view all active stations as well as their Arrival & Departure time.

- **Stations**: Displays the nearest station from your location. Also, the user may set a destination to the station and it'll guide them to it. While the user is being guided it'll display the distance to travel, an estimated time of travel, and method of travel. Finally, the user may confirm their arrival to the station.
- **Customer Support**: Three forms of contacting the MBTA customer support, Mobile, Email, and Website. When the user completes contacting customer support, a Thank Feedback page will display.

Evaluation Report:

In total there were 8 users that I had consent to take part in my testing, 6 were of non-comp sci background and the other 2 were.

- **User 1**: Found the app to be straight forward and had little complaints. Completed every task successfully without hesitation.
- **User 2**: Completed most of the task successfully but encountered some issues with locating the nearest station. User wondered why each station doesn't specify which line it belongs to.
- **User 3**: Completed every task successfully and found an issue with the back arrows that allowed them to go back to the previous screen. User recommended making it bigger because when they would tap on it, it wouldn't take them back.
- **User 4**: Completed each task successfully and stated it would pass for a real app. Only complaint was why didn't User account and Settings didn't have any features besides just being there.
- **User 5**: While trying to locate the nearest station, the user stated they would like to see the name of each street within the vicinity.
- **User 6**: Completed each task successfully but thought some of the font sizes could be bigger cause some users might have a sight disability. This caused me to enlarge other items in the app.

- **User 7**: Completed each task successfully and stated that nothing was overwhelming however was unsure about customer support because it was simple, but too *"simple"*. Wasn't sure how to respond to this but decided to make the interface more minimal.

- **User 8**: After completing each of the task the user wanted to see if the arrival & departure times would be dynamic (live) and had no issues with anything else.

Summary:

Throughout the entire process I was satisfied with the user testing because I was able to gather a ton of feedback to improve the prototype. After spending some time looking at other apps, I did some intelligent borrowing and applied it to my redesign so that I could meet some of the user's complaints. Overall, I thought the project went well as I experienced what it would be like doing an actual redesign and applying my knowledge of HCI.