FINAL REPORT

WINNIPEG BUS LIVE

By: Yaphet, Clinton, Nicole.

December 1, 2019

Usability inspection and recommendation

After performing a Cognitive Walkthrough on each page giving the users of the Trip planner task, we noted a few changes and features to be implemented in the next iteration. i.e Clicking the "create" on the trip plan page, there is no feedback to notify the user of the trip has been created which is a problem we plan on rectifying by adding feedback to the application so the user can know they have achieved their goal/completed the action. A vital feedback we got from the CW evaluation is the lack of a "sign out" button that logs the user out or exit the application.This creates confusion with users as they might not know the next action to perform. We plan on resolving this problem by adding a sign out feature in the settings page at a generalized position(bottom of the last page) in order to allow users to have control over their account. According to the inspection, we plan to implement additional functions to make the design more interactive and easy to use as it could also be an alternative to the user's goal. I.e implementing pop up information about nearby stops while the user clicks on a certain place on the map to show potential bus stops. We were able to see this while we were testing the usability with a selected user and we could improve the product by adding these features. We plan on implementing the help button "?" on every page of the application so the user can access the FAQ questions quickly. From the previous iteration, we noted the implementation of the "sign in" button will happen in this current iteration. This will be implemented by making the button clickable and adding a login page to the prototype.

Goals

- Can successfully sign in of the application.
- Can plan to go to Polo park at 11:23pm
- Can find favourite places saved on the app
- Can find frequently asked questions
- Can successfully sign out of the application.
- Can go to a desired destination by picking any bus of choice .
- Can create a successful reminder with feedback.

Evaluation Method:

- We will be performing a closing interview with selected users to evaluate the progress of our products usability. This will be a great initiative for us as a group to know whether our goals are being achieved. Also conducting a closing interview gives our users the opportunity to ask questions that will enable them to gain clarification of the context.

Usability metrics to be measured/Data to be collected:

- Ability to complete the task successfully(whether users can perform the task at all)
- Time spent in completing task
- Number of errors per task
- Users satisfactory level of task ease
- Types of error committed
- Number of users completing tasks successfully

Test plan and script:

We will start by establishing a level of comfort with the users by introducing our group, our project and its purpose. We will indicate to the users the amount of time it will take to complete tasks and inform them about the confidentiality of the entire testing procedure. After giving a formal introduction, we then proceed to investigate our users. Our target audience are mostly students so some preliminary interview questions they would be asked is: if they use bus apps, if they use the bus and how often, if they use

winnipeg bus live, how do they relate with bus apps in terms of usability which will be measured using the usability goals. Users will also be asked to give instances of their personal experience using bus apps or winnipeg bus live. After gathering information about their habits and experience our users will have to give a first impression of our app. This could be based on the look of the app and what the users notice from a first glance. Our users will be given the informed consent forms to fill out acknowledging their awareness of ethical issues. The users will then be asked to explore the Winnipeg Bus Live application and its features. We will be observing how they interact with the app before proceeding to specific tasks. Next, they will be asked to perform specific tasks assigned to them by us from the tasks previously listed in the test goals and questions. Our testing will be done on four different users.

Icon/button	Task
Sign In	Successfully sign into the application.
Nearby	Look for a bus that is going to St.Vital Centre within 15 minutes
Trip planner	Plan a trip to go from current location to Polo park. You want to leave by 11:23 pm for a movie.
Saved	Find favorite places you have saved on the app.
FAQ	Locate frequently asked questions
Sign Out	Successfully sign out of the application

UXpinin URL:
https://preview.uxpin.com/eb2f09dc16461d332cce94f48b80fbbd49cb0756#/pages/120973871
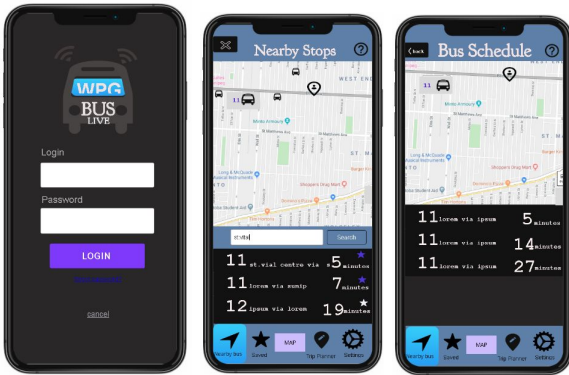
Qualitative
Affinity diagram
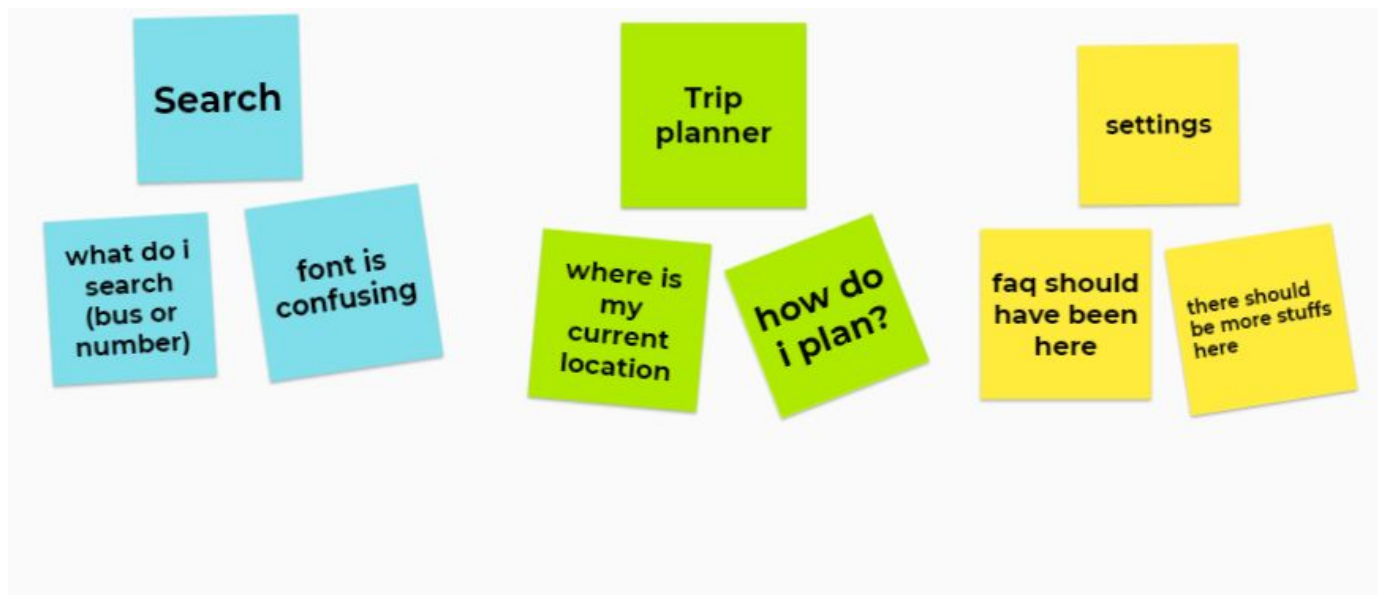
Quantitative performance times summary

Remi's Task Performance

Task	Number of errors	Time to complete	User Satisfaction

1.Sign in of the application.	0		Easy
2. Look for a bus that is going to St.Vital Centre within 15 minutes.	-	-	-
3. Plan a trip to go from current location to Polo park. You want to leave by 11:23 pm for a movie.	0	23 Secs	Easy
4. Find favorite places you have saved on the app.	0	5 Secs	Easy
5. Sign out of the application.	0	4 Secs	Easy
6.find frequently asked questions.	1	9 Sec	Easy
Key Feedback: most of my tasks were easy because as a millennial, we know where most of these tasks buttons should be on an application. Once they are in the right places, it will be easy to find.	Types of errors 1. Went to settings first instead of locating the help "?" at the top of every page		-Easy -Mid -Hard

Tee's Task Performance

Task	Number of errors	Time to complete	User Satisfaction
1.Sign in of the application.	0	17 Sec	Easy

2. Look for a bus that is going to St.Vital Centre within 15 minutes	-	-	-
3. Plan a trip to go from current location to Polo park. You want to leave by 11:23 pm for a movie.	2	98sec	Hard
4. Find favorite places you have saved on the app.	0	13sec	Easy
5. Sign out of the application.	0	6sec	Easy
6.find frequently asked questions.	0	18sec	Mid
Key	Types of errors 1. Went to search directly instead 2. Went to the Map page in error		-Easy -Mid -Hard

Edirin's Task Performance

Task	Number of errors	Time to complete	User Satisfaction
1.Sign in of the application.	0	3 Sec	Easy
2. Look for a bus that is going to St.Vital Centre within 15 minutes	0	6 Sec	Easy
3. Plan a trip to go from current location to Polo park. You want to leave by	0	38 Sec	Mid

11:23 pm for a movie.			
4. Find favorite places you have saved on the app.	3	20 Sec	Hard
5. Sign out of the application.	0	4 Sec	Easy
6.find frequently asked questions.	2	20 Sec	Easy
Key	Types of errors 1. Confusion on the font on saved places 2. Went to the settings to find faq		-Easy -Mid -Hard

Weyni's Task Performance

Task	Number of errors	Time to complete	User Satisfaction
1.Sign in of the application.	1	2 Sec	Easy
2. Look for a bus that is going to St.Vital Centre within 15 minutes	0	17 Sec	Easy
3. Plan a trip to go from current location to Polo park. You want to leave by 11:23 pm for a movie.	2	30 Sec	Easy
4. Find favorite places you have saved on the app.	0	2 Sec	Easy

5. Sign out of the application.	0	3 Sec	Easy
6.find frequently asked questions.	1	20 Sec	Mid
Key	Types of errors 1. Typed on search bar to look for for a bus 2. Went to the setting to find the faq 3. Went to search to plan a trip		-Easy -Mid -Hard

Task	Remi	Tee	Edirin	Weyni	Average
1.Sign in of the application.	0 Sec	17 Sec	3 Sec	3 Sec	5.75 seconds
2. Look for a bus that is going to St.Vital Centre within 15 minutes	-	-	6 Sec	17 Sec	
3. Plan a trip to go from current location to Polo park. You want to leave by 11:23 pm for a movie.	23 Secs	98 Sec	38 Sec	30 Sec	47.25 seconds
4. Find favorite places you have saved on the app.	5 Secs	13 Sec	20 Sec	2 Sec	10 seconds
5. Sign out of	4 Secs	6 Sec	4 Sec	3 Sec	17

				seconds
the application.				
6.find frequently asked questions.	9 Sec	18 sec	20 Sec	20 Sec	16.75 seconds

Quantitative result summary

Users	Comments/Feedbacks	Overall Satisfaction
1.Remi	Feedback: "Most of my tasks were easy because as a millennial, we know where most of these tasks buttons should be on an application. Once they are in the right places, it will be easy to find."	Easy
2.Tee	Comment: User generally found the application easy just a got a little tangled with task 3 as he did not get the task description very well.	Mid
3. Edrin	Recommendation: the font looks confusing with the numbers all together	Easy
4. Weyni	Suggestion: its easy	Easy

Summary
The usability testing was generally a good experience. The users were of difference. It has made us check our requirements so we can implement our prototype to a better one. Our users experience implies that we are going on a correct path throughout the phases and iterations we have implemented.
According to our interviews, we have collected some suggestions that may need to be considered such as the choice of font, the login page as to if it will be necessary in the context of completing the task given and some other

In conclusion, we have been constantly working on the usability and learnability of the interface. Throughout our findings, we were able to understand, users easily find things

by relating to other applications therefore they have a very short learning curve and a good level of user experience with the product.

Self Report

- Clinton
    - Worked on iteration results
    - Worked on goals
    - Worked on usability metrics
    - Worked on prototype
    - Conducted interviews
    - Worked on analysis

- Nicole
    - Worked on evaluation
    - Worked on goals
    - Worked on test plan and script
    - Created/worked on task
    - Conducted interviews
    - Worked on analysis

- Yaphet
  - Worked on iteration results for question 1
  - Worked on the goals
  - Worked on prototype
  - Created affinity diagram
  - Created task/worked on task table
  - Conducted interviews
  - Worked on analysis