

CSSD UI Evaluation report



March 13, 2017

Group l

Craig, Sam, Tom, Gareth

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# Approach to Evaluation

GOOGLE Guerrilla (Think-out-loud)

SUS (in not so lab-like conditions)

## What are we testing?

* Overall Ease
* Satisfaction
* Likelihood to use

# Plan for Evaluation

## Scope

We will cover all aspects of the customer GUI

## Purpose

The purpose of the test is to ensure that the UI is easy to use, navigable and contains all the features that a user would expect.

## Schedule & Location

Location: Sheffield Train Station

Schedule: TBC

## Sessions

## Equipment

Laptop

Webcam

Microphone

Screen-capture software

## Participants

We will recruit 4 public transport users of varying ages as participants. They will be given a consent form, instructions, and use of a test device.

## Scenarios

User 1

“Could you please buy a typical single journey ticket using cash”

Show Token GUI

Get user to buy most frequently bought ticket as guest

Pay with Cash

User 2

“Please buy a Timed pass using the card payment method”

Show Token GUI

Get user to buy Timed Pass as guest

Pay with Card

User 3

Task 1

“Please login to the mobile app and top up your balance by £15”

Give login account details

Show Mobile GUI

Top Up

Task 2

“Okay, could you now please buy a typical single journey ticket using the balance you have just added”

Show Token GUI

Get user to buy most frequently bought ticket as user

Pay with Account Balance

User 4

Task 1

“Please login to the mobile app and top up your balance by £15”

Give login account details

Show Mobile GUI

Top Up

Task 2

“Okay, could you now please buy a timed pass using the balance you have just added”

Show Token GUI

Get user to buy timed pass as user

Pay with Account Balance

## Subjective Metrics

Subjective Metrics will be measured using SUS after each task scenario to test for overall ease, satisfaction and likelihood to use/recommend.

## Objective Metrics

* Successful Completion Rates
* How many times the participant asks for help with the task

## Roles

Presenter will give the participant an introduction giving them the necessary information and then the required task(s).

Data will be captured using technology, therefore no other roles are necessary.

# Conduction of Evaluation

RESULTS

# Ethical Considerations

# Re-Design Suggestions

Nothing – We are Gods among men