



Team Rocket

CSCC10H3 Project Phase III

07.03.2018

By:

Rubina Shaik: shaikrub

Suhailah Rahman: rahma265

Harshil Patel: patelh46

Dhairya Dave: davedhai

Manisha Patel: patelm77

File/URL of the interactive prototype:

The file is attached through Blackboard : PrototypeMain(1).vp

In order to view and interact with the prototype, the user must install Justinmind program and simulate it (by pressing F5).

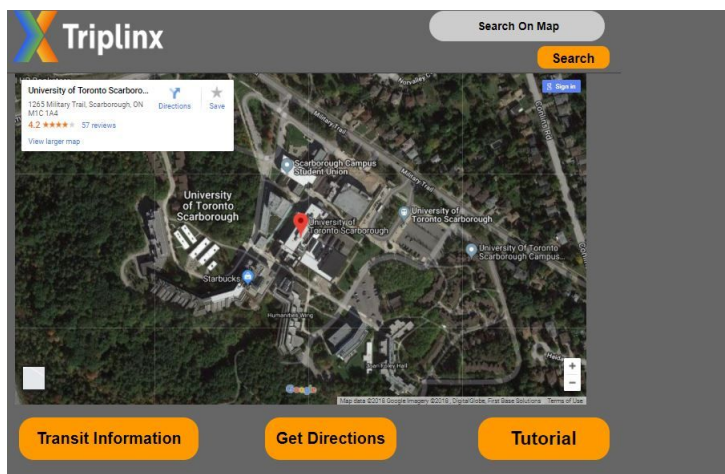
Task 1: Running A Tutorial

Description - In this task, the user has the choice to read through instructions before using the website. The button for 'tutorial' is included in the main page (bottom left side of the screen). Tutorials will not be used as much as the other tasks because the overall design will be simple itself. The design of the website is shown in a simple manner and hence the use of tutorials should be very minimal. Tutorials are more for those users who find themselves getting lost with the website's layout thus it would be used less frequently. Users are able to access the tutorial option at any given time when their performing tasks, which makes it more convenient for them to access it.

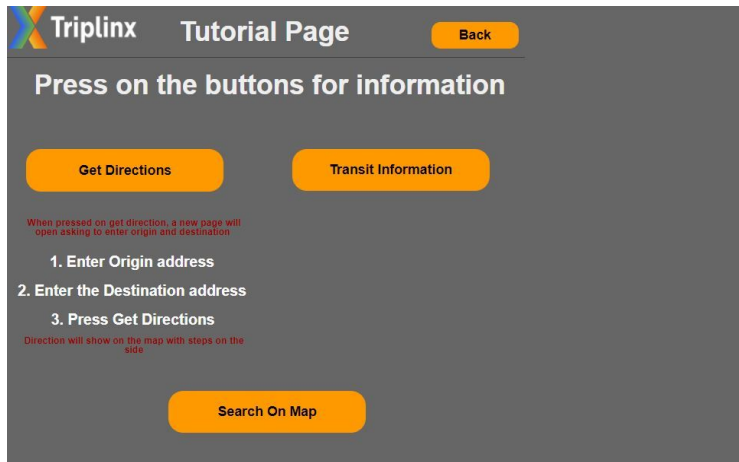
High-Fidelity Prototype - JustInMind was used as the high fidelity prototype for this task. It was used to create a simpler version of Triplinx. JustInMind allows us get pretty in depth interactions with the high fidelity prototypes. The widgets of JustInMind are useful for the users because it allows them to easily learn the concepts of creating a new high fidelity prototype. The prototype caters to universal usability, as it prevents errors well in advance, and users are easily able to recover from any errors that have been made. Tutorials help prevent errors because they teach the user the right way of performing the tasks. If users do forget the process of performing any task, these tutorials could be of help to them by avoiding the need to memorize the paths.

Step-by-Step instructions along with Screenshots (as applicable) -

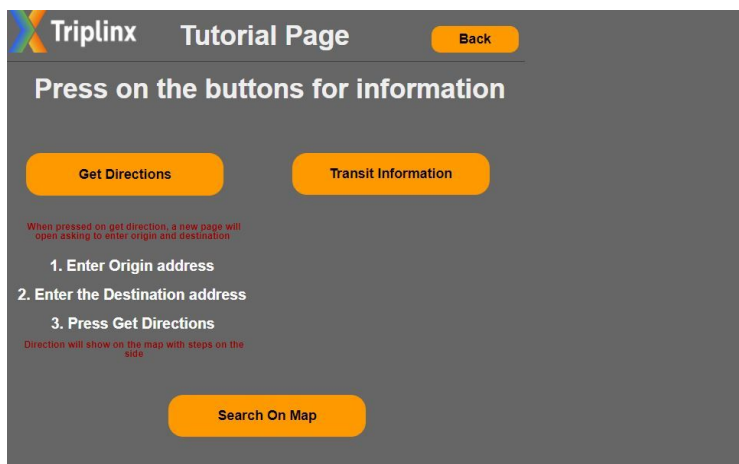
- 1) On the main page, the user clicks on the 'tutorial' button (on the bottom left):



- 2) Once in the tutorial page, the user has the choice to click on any of the buttons to receive instructions on the tasks. (the prototype shows each instructions with the click of the button)



- 3) To go back to the main page, the user has to click on the 'go back' button (on the top right corner)



Relevance and level of sophistication - When comparing the Triplinx (Image1) and the prototype (image 2), the tutorial button on the original Triplinx page is on the bottom left corner (as seen in image 1 below). However, the button is placed in a location where most novice users won't notice and this would result in confusion when the users first enters the website. Since in the prototype (Image 2) is designed in a simple way such as having the *tutorial button* on the main page which is easily visible for any users. This will speed up the users performances exponentially since there are only three buttons displayed on the prototype. Therefore, the prototype is easier to understand for any user who are either novice or experienced, while still attaining a degree of sophistication that provides improved visuals and aesthetics.

Image 1:

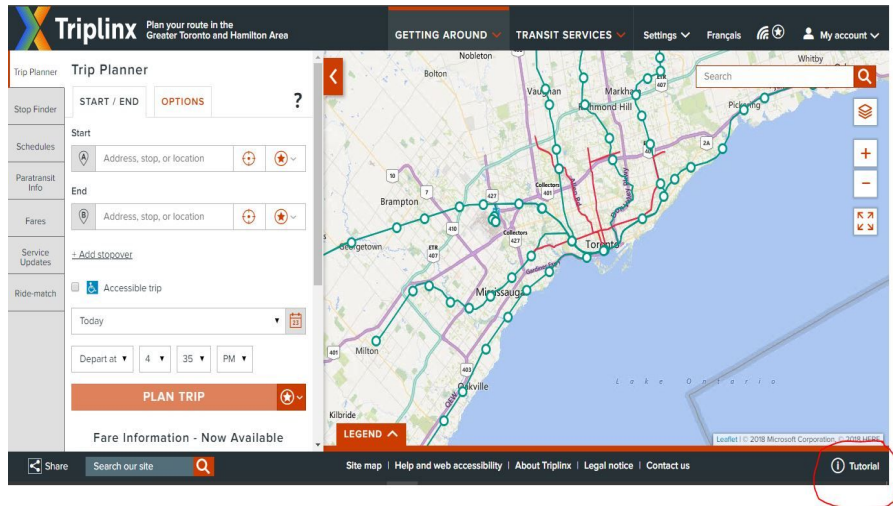
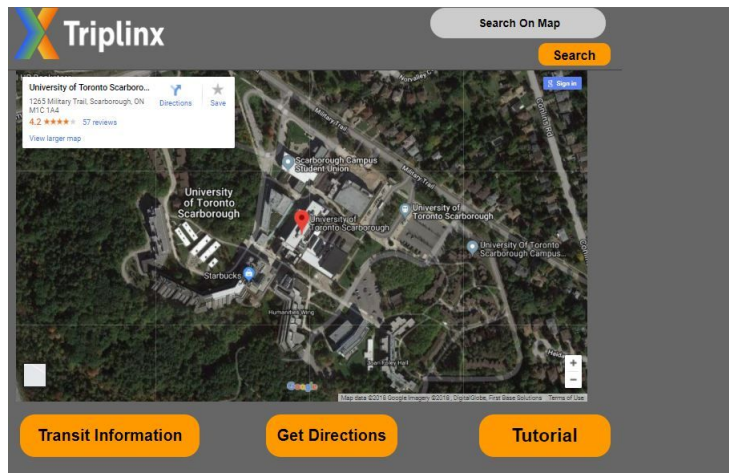


Image 2:



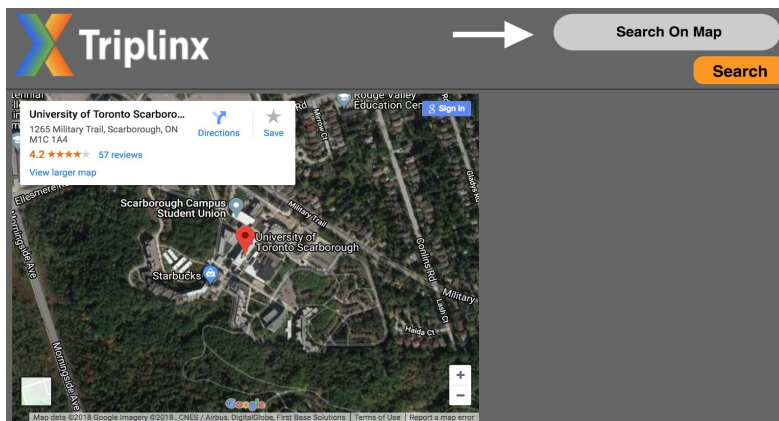
Task 2: Searching On The Map

Description - In this task, the user will have to type in the address/destination on the *search bar* on the top right hand corner and the map will then display the desired location to the user on a new screen. One of the possible features from this task is that it will allow the user to zoom-in and zoom-out in order to view the entire, or parts of the general map. If the user wants to go back to the main page, all they have to do is click on the *Go Back* button. This feature is to be used quite frequently because it would be a way for users to easily find what they are looking for in a short amount of time.

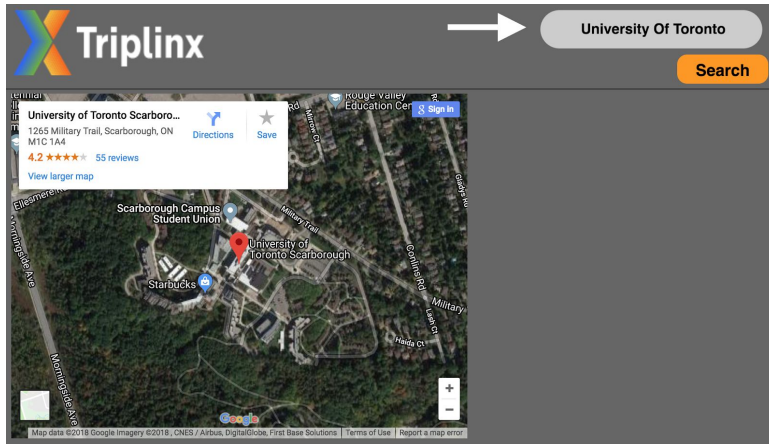
High-Fidelity Prototype - For this task, JustInMind was used as the high fidelity prototype in order to project what a simplified and accessible version of Triplinx would look like. It also helps with providing an interactable prototype as well as improved visuals and aesthetics, so that the user won't have a hard time finding out the location of the *search* button and will also present the user-inputted location onto a new screen. The prototype strives for consistency in the sense that it is able to search for various items in an efficient and consistent manner. Error prevention is also taken care of as the design is catering to users so that mistakes are avoided well in advance. Users are not required to remember the process of searching, as it's just a simple search bar located on the top right hand corner of the webpage.

Step-by-Step instructions (with screenshots as applicable) -

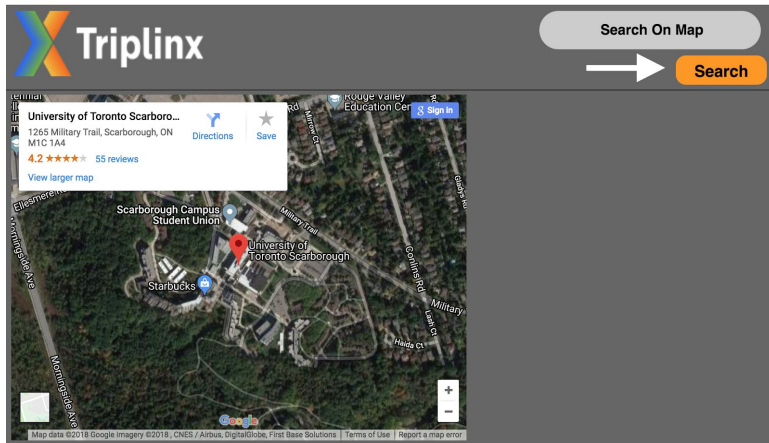
1) The User will be able to type in their address/Destination on the top right hand corner. There is only one search bar in this prototype for easy access.



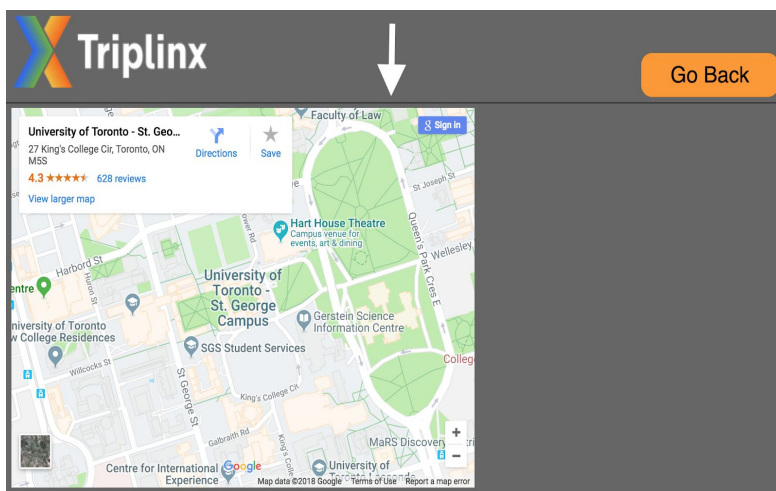
2) User will need to type in their address/Destination. In this example, the user will type in:
"University Of Toronto"



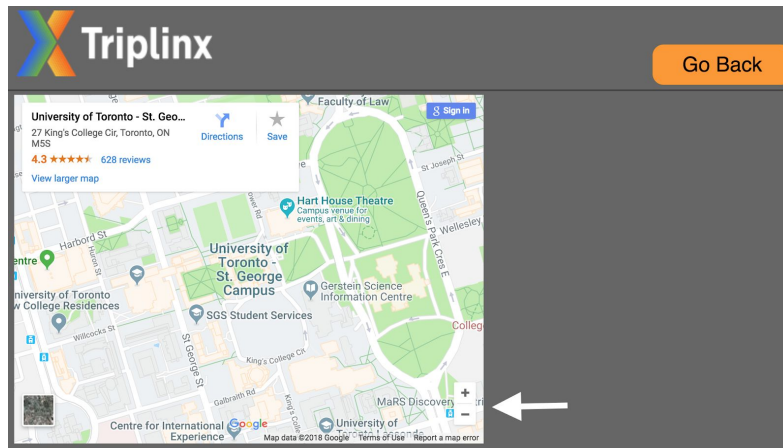
3) The User will then click on the search button as shown below in the screenshot



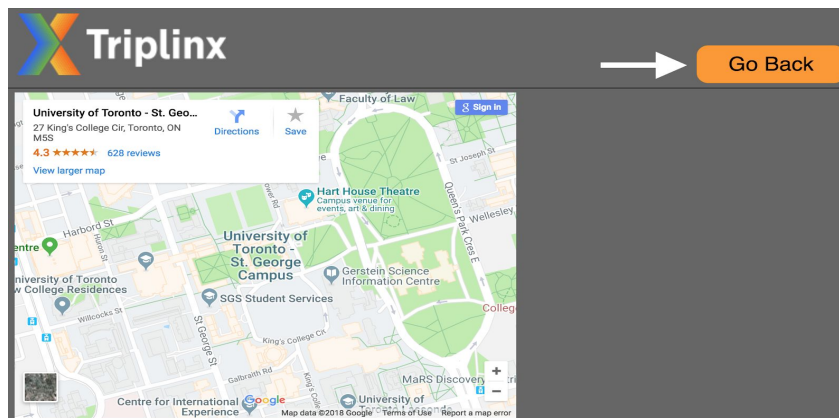
4) The User's designated address/Destination will then be displayed to the user



5) The user is able to zoom in and out of the location



6) The User can also click on the Go Back button to lead them back to the main page.



Relevance and level of sophistication

When comparing to Triplinx (Image1) and to the prototype (Image 2), the search bar displayed on Triplinx is extremely confusing to the user because they won't know which search bar to use. The prototype will make the user's ability to search much easier since there is only *one search bar*. There is also a feature to zoom-in and zoom-out in Google Maps while the user inputs their desired location, so they can look at other things surrounding the area such as, food places, shopping, libraries, etc. Comparatively, Triplinx is much more difficult to understand since detailed information isn't provided as clearly as the prototypes displays. Lastly, when the user is done they can click on the Go Back button, which will lead to the main page. Triplinx doesn't provide that and users have to refresh the page in order to get back to the main page. Therefore, the prototype is easier to understand for the general user, while still preserving a level of sophistication that provides excellent visuals and aesthetics.

Image 1

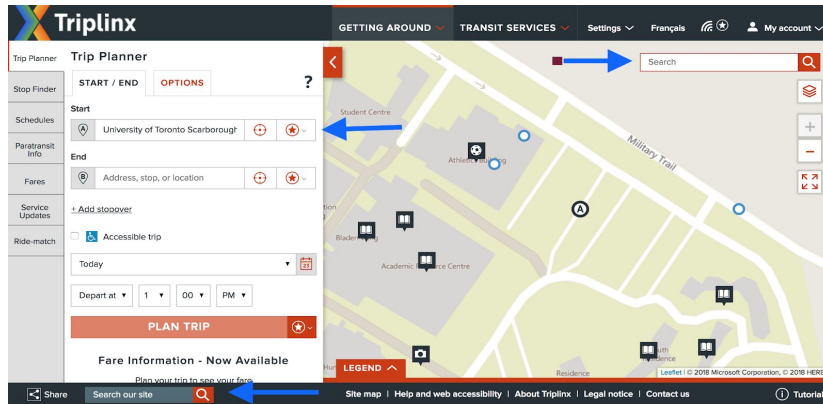
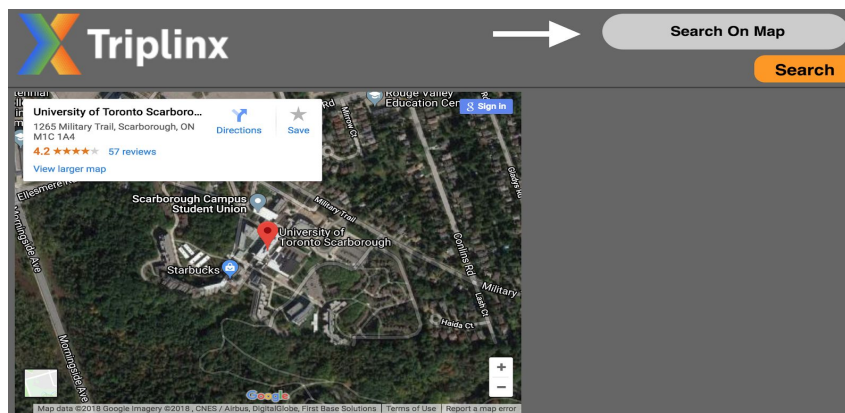


Image 2



Task 3: Navigating from point A to B

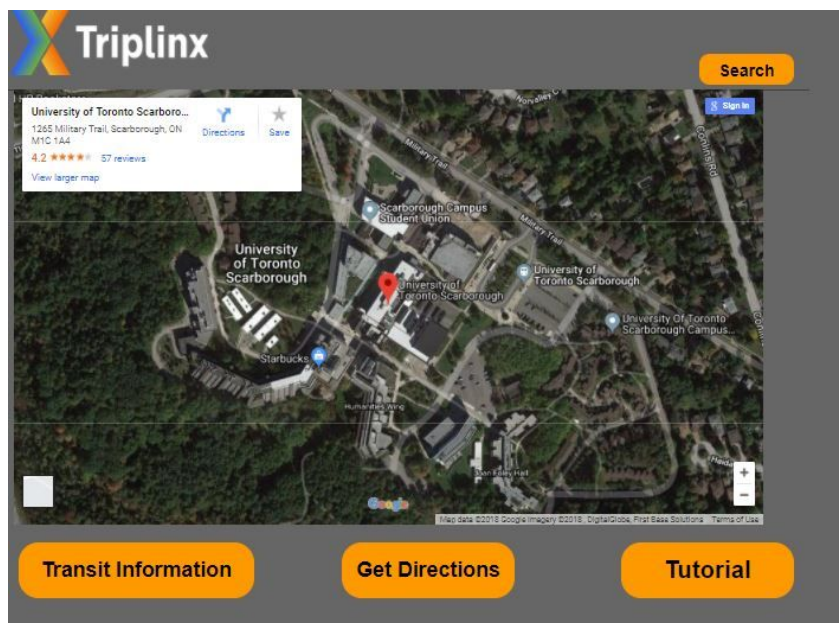
Description - One of the important features of Triplinx is to plan routes and to do that, users need to input their addresses to get directions. The prototype offers the simpler version of this feature. We use this feature to navigate from place A to place B. In our case for simplicity, we've choose to navigate from St.George campus to Scarborough campus. The map shows a pinpoint for the destination that the user wants to go and finds a suitable route that satisfies the user's needs. The main purpose of Triplinx is for a user to find the route to a destination, and hence this feature will be most frequently used.

High-Fidelity Prototype - We have used the high fidelity prototyping with the help of JustInMind. The map was put into place using the properties section, by pasting the link from google of the map. The map is not a working map from it's backend side but it's more for the frontend since the purpose would be simply prototyping. The part that was difficult for this prototype was making the map fit a larger scale, but to overcome that we

changed the dimensions of the link that we used to display the map. The map is a bit zoomed out in the screenshot of Image 2 because we wanted to fit all the buttons and the layout of the overall design, but its much larger in the actual prototype. The prototype is consistent with it's layout as the map is always placed in one area of the screen.

Step-by-Step instructions along with screenshots (as applicable) -

1) From the main homepage, the user clicks on 'Get Directions' button (at the bottom row)



2) The user is then navigated to a new page where they are required to input their addresses in both the origin and destination fields. For the prototype purposes, the user is asked to type the origin as UTSC and destination as University of Toronto St. George. Then, the user is asked to choose their transit services. For this case, the user is asked to choose TTC from the choices given.



Triplinx

Go Back

Instructions Enter your addresses in both fields and press GO to get directions.


Origin:

Destination:

Choose your transit Service:

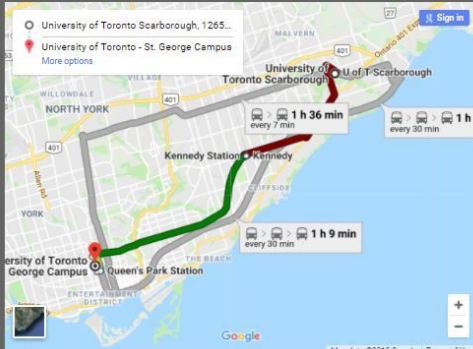
Go

3) The new page gives the two different directions/routes and the map. If the user wants to go back to the input page, they have to click 'Go Back'. If the user wants to go back to the home page, they click on the 'Main'.



Triplinx

Go Back **Main**



Directions - with TTC

TIME: 1 h 40 m

1. TAKE THE 95 WEST FROM MILITARY TRAIL & ELLESMERE BUS STOP
2. YORK MILLS STATION: TAKE THE LINE 1 TOWARDS QUEEN'S PARK STATION
3. ARRIVE AT UTSG

TIME: 1 h 19 m

1. TAKE THE 198 ROCKET FROM UTSC BUS LOOP
2. KENNEDY STATION: TAKE LINE 2 TOWARDS KIPLING STATION
3. ST. GEORGE STATION: TAKE LINE 1 TOWARDS FINCH STATION
4. ARRIVE AT UTSG

Relevance and level of sophistication - This task is the main part of the system, where users are expected to find directions to get from one location to another. The relevance of this task is very important, as the previous design of Triplinx was not efficient. The previous version of the system design was very clustered, as it becomes hard for the user to determine what route options to select. The new design makes it very simple for the users to enter the origin and destination. The new prototype, simply provides users with 2 text bars to enter the address and asks the users to choose a transit service. Once the user presses the "Go" button, it will give directions from origin to destination. Making the "Get Direction" page simply reduces the level of sophistication

and makes it less confusing for the user to work with this new system. This design choice of making sure the buttons placed and named on the “Get Directions” page, also gives the users a clear idea of what to expect from this page and what this page is designed to do which is making a simple and less sophisticated design compared to Triplinx.

Evaluation Plans for Phase 4

Team Rocket's (TR) three tasks are as follows: Running a tutorial, Searching on the map and Navigating from point A to point B. In order to evaluate these tasks, TR will conduct **semi-structured interviews** on three participants whose background in terms of education, nationality may vary. Similarly, in terms of system use, TR aims to focus on the users that have varying experience in using transit applications, ie, novice users, expert users, etc. The lengths of the interviews conducted on each of the three participants will be roughly 30 minutes. The age group of the participants that TR will target in order to evaluate the three tasks will be from ages 18 and older. TR will not focus on the users that fall into the disabled category. For each task, one member from the team will time the participant as they work through completing a task.

As mentioned above, TR will use semi-structured interviews as a means to gather data and evaluate the tasks. The team will ensure that before the interviews begin, the participants get a quick overview of what they can expect in the next 30 minutes (goal of the interview). For example, the interviewees will be given a brief background about Triplinx and its purpose, and its functionalities. This is simply to assure that the interviewee isn't confused from the beginning which may affect the quality of the interview. Also, since the sample size of the interviewees is only three participants, doing this will enable TR to achieve high quality responses. TR's reasoning for conducting semi-structured interviews is because they are guided scripted which makes them useful for future replication, and they explore interesting issues that may not appear in structured interviews. As a result, these interviews lead to a reasonable balance between richness and replicability. The interview will have both closed and open ended questions that will focus on obtaining both qualitative and quantitative data, it will be audio recorded and the participants will be made aware of this fact. The interview will follow standard procedure in the sense that the participants will be reassured about the ethical issues, and be presented with the consent form. The structure of the interviews that TR will follow is as follows: Introduction, Warm-up(easy questions), Main content, Cool-off period, and Conclusion.

As TR conducts the interviews, the team will ensure that the questions that the interviewee gets asked about produce both qualitative and quantitative data. For example, for quantitative data, the team will observe the number of errors made by the user while performing a specific task, and that data will be later analyzed using a scatter plot, pie chart, etc. The team will also notice how quickly the participants complete the above tasks. For the qualitative data that the team will observe and note recurring themes/patterns in the user's responses, and look out for critical incidents as the interview takes place. As mentioned above about the errors, the questions in the interviews will be structured such that the team can capture information relating to Nielsen's usability principles. For example, if the participant is a first time encounter, the team will notice and record how easy it is for users to accomplish the tasks (Learnability). Another example as mentioned above, TR will record the number of errors made by the users and how easy it is for the users to recover from these errors (Errors), and how pleasant to use is the prototype for the three tasks that TR has created (Satisfaction). This is the format in which Team Rocket plans on evaluating the three tasks indicated above.