

Huy Huynh  
Professor Quigley  
Usability Report  
14 November 2024

**Abstract:**

Our project addressed the challenge of helping University of Pittsburgh students navigate the city's public transportation system through a website training manual. This manual includes detailed guides on how to navigate and use the Pittsburgh Regional Transportation (PRT) Bus System, the POGO bike system, and the PRT Trolley system. This project is important because it provides students with accessible information on the city's transportation, aiding in efficient mobility within the city so they can spend less time traveling and more time engaging in activity. Moving forward, we will focus on refining and improving the website's aesthetics and content to ensure it serves as a reliable and effective resource for students.

**Introduction:**

My group's project involved designing a website training manual on how to use Pittsburgh's varied modes of public transportation. We designed our training guide specifically for the students of University of Pittsburgh. In doing so, we hoped to provide students of the university with a quick and accessible place they could refer to when needing help getting around the city. Before designing the website and writing content, we sent out a google form asking for the experiences of Pitt Students with Pittsburgh's Public Transportation to narrow down what information the guide needed. This survey helped us design a portion of our website. When we started creating the website, we split information into three different modes of transportation accessible. We decided to split information up this way to help simplify navigation and increase ease of use within our website. As a result of this design choice, users could go directly to the type of transportation they were interested in learning to use instead of having to dig to find it.

## **Project Description:**

There were many different elements that went into building this website. For the foundation of our website, we chose to use the training manual template that was provided by Professor Quigley. We ended up going with this template because we wanted to use the resources that were given to us through the class and do as much of the design ourselves as possible. This led us to divide our website into four different html pages. The first of our four pages provided an overview page which consisted of information regarding why we made the guide, the guide's purpose, and information regarding the Pittsburgh Regional Transportation (PRT), the organization responsible for the bus and trolley system in the city. Our second HTML page provided information on the bus system. Within the PRT, there are 98 different bus routes across Allegheny county so to help narrow down the important information, we created a google form asking students where they go to and which buses they use the most. With feedback from this form, we added important student locations and what buses to use to get there. Contained in the page, we also included a guide on how to effectively use navigation apps like transit and Google Maps to aid in using the bus system. We also believed information on POGO bikes was necessary to our guide. The POGO system is the city bike system of Pittsburgh and Pitt students have free access to this mode of transportation. A relatively underused resource, we made a page dedicated to account creation, bike rental, and app use to help encourage more POGO bike use. Our final page was about the trolley system. The trolley system in Pittsburgh helps users get to the farther neighborhoods in Allegheny so we included it for the students that like to adventure far. Within this section, we talk about how to use the trolley and we also include information on some of the more popular trolley stops. To create this website, we split into two groups with each group specializing on a specific task. For example, one group specialized in writing and their job consisted of creating the content needed for the website and updating the readme. Another group specialized on the website and their tasks included organizing pictures and putting together the website with the written material created by the other group. Both sides helped out wherever they could but were primarily focused on the tasks of their designated group. We decided to split work up this way because not everyone in the group had extensive experience with both writing or coding so to

maximize our strengths we divided into groups of coders and writers. With this team dynamic, we had to be extremely communicative and proactive. If one group didn't do their work, the other couldn't either and so because of this, both groups were always constantly checking in on each other. Communication was ultimately the most important tool in getting this website finished.

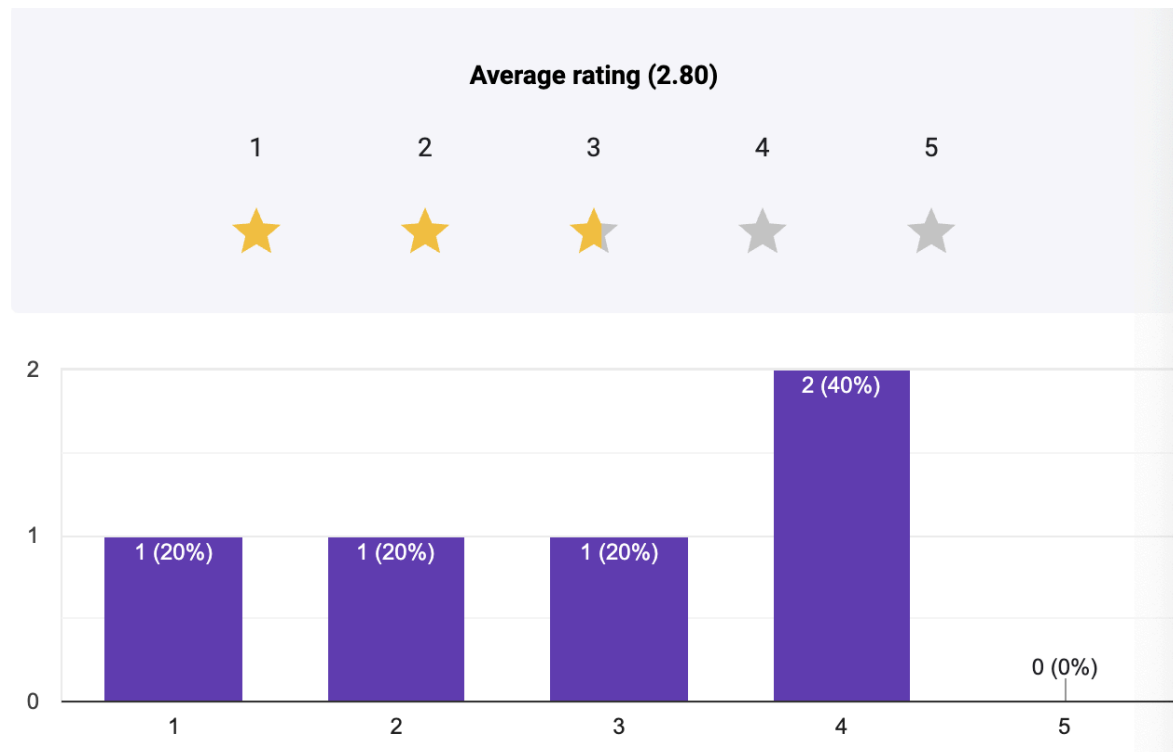
### **Usability Study:**

For my usability study, I created a google form for users to fill out while engaging with the website. Within my google form, I asked questions pertaining to navigation of the website, website aesthetics, website consistency, website usability, along with a section on recommendations for the website. I opted to use a google form for my usability study because of its direct and streamline way of garnering responses. I have a lot of friends that have done website design work so I sent the form and website to them for evaluation and subsequent feedback. In creating this google form and asking the questions I did, I hoped to learn more about what the website additionally needed and how I could improve upon its design. I also looked for specific details that needed to change such as color, font, and other qualitative aspects of my website.

### **Results and Recommendations:**

Through my usability study, I determined the website still needed a lot of additional work. No website is perfect, especially a website crafted by students with very little experience with HTML in two weeks. Of all the things that required additional work, the website's aesthetics takes priority. Again, given our decision to use a barebones template and do most of the designing of the website ourselves, this

response on the website design was expected.

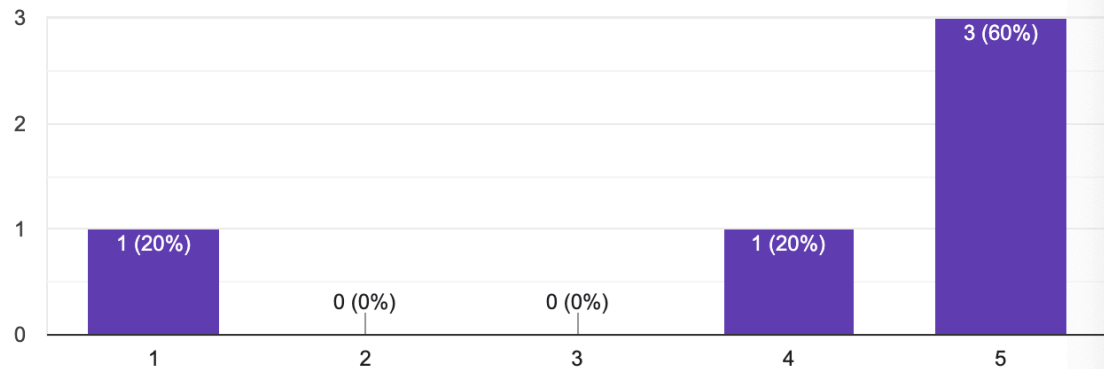


My usability study ended up garnering some helpful tips on how to improve our website design. One responder pointed out how our font differed in different places. Some gave tips on breaking up our information into bullet points as opposed to paragraphs to improve readability. I received criticisms regarding the harsh yellow color used for our heading. A positive that came from my usability report was the content provided by the website. Of the five responders, four of them stated that the website did what they needed it to do all while being easy to navigate.

On a scale of 1 to 5, how difficult was it to navigate our website?

 Copy chart

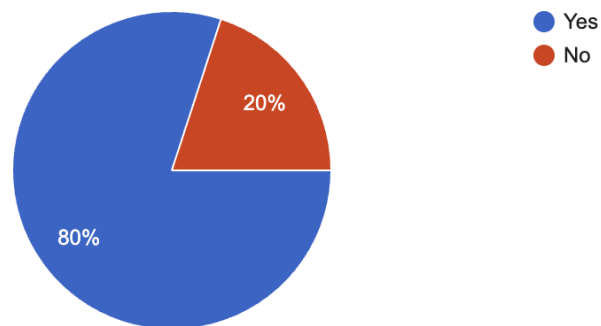
5 responses



Did the website often do what you wanted it to do?

 Copy chart

5 responses



This is good news because it means the content and the general layout of the design did what it was intended to do. Aesthetics are important but to me, the information and effectiveness of the website is much more meaningful and it was successful in those categories.

### Conclusion:

When taking a step back to look at the entire picture, I can ultimately say that my group has created a solid foundation for what we set out to tackle. When analyzing the responses received from the

usability study, it shows we are halfway there to putting forth a complete manual that is both easy to use and informationally complete. Content wise, as indicated through the responses on the report, we are near completion. Although lagging behind in design aspects, with constant work and feedback from those that do use our training manual, we will soon put out a fully flushed out and polished website.

**Appendix:**

Website link: <https://huyhuynh27.github.io/PRT-Training-Manual/>

Usability tool link: <https://forms.gle/RdWBLkNt7x8wT6BW9>

Github repository: <https://github.com/HuyHuynh27/PRT-Training-Manual>