Results – User 1

Recording of the study: <https://youtu.be/k2TfpqK7iVw>

This is a summary of the responses from one of the participants of the user study. See the file ”Tasks and Questionnaire” for details.

Tasks

1. **Notification** – User was unsure if “10m” meant ten minutes or ten meters.
2. **Basic usability** – User answers basically all questions. Starts reading from the Wikipedia article immediately, some opening times etc.
   1. What type of place – User mentions palace immediately.
   2. How far away is the place – 10 m, user understood that from the notification.
   3. What can you do? – User starts talking about what you’d do at a historical site, walking around, museums etc.
3. **Wiki** – See above, user finds Wikipedia directly.
4. **TTS** – User didn’t actually notice this button, until I asked them to get the information read to them, after which they looked over the UI closely.
5. **Rate the quality of the recommendation** – User correctly clicked the like button (in this case).
6. **Saving recommendation** – User found the save button.
7. **Find the list of all saved spot** – *After being told to go back to the home screen*, the user found this immediately.
8. **Remove the saved spot** – User immediately went to the saved list and clicked the icon again to remove the POI.

Overall:

Overall the user found their way around the UI well, however there were a few hitches:

* User was a bit unsure about if he had pressed the right button. E.g. when saving, he looked uncertain if pressing the star icon would actually save the place. A toast or something to say “POI saved” would greatly help this problem.
* User completely missed the TTS button and the google Maps link. A link to google maps **was actually a feature that the user requested in the questionnaire**, so it is unfortunate that they didn’t see it.

Questionnaire

* What purpose do you think that Cicerone fulfills? What do you think about the idea?
  + The user expressed that if they were a tourist, Cicerone would recommend them things to do in the area. And also that the app gives them some history, so they don’t just walk around wondering “what is this?”.
  + **Follow-up**: Is that (these recommendations) something you would appreciate as a tourist?
    - User **mentions google** and that they already get recommendations from them, but **usually don’t opens them**. But they could consider using an app that was specifically for tourist purposes, to find some nice neighborhoods etc.
* Was there anything you found useful? (What is the app’s biggest strength?)
  + The user mentions **location specific information** as the apps biggest strength to them. They said that they often walk up to a POI without knowing what it is, which would make good sense to have.
* Was there anything that was counterintuitive? (What is the app’s biggest weakness?)
  + User mentions that they didn’t notice you could play the information aloud until I mentioned it.
* Is there anything you’d like to change about the app (on top of your head?)
  + User mentions that they want a hyperlink on the address, so you can click it and open it in Google Maps/Kakao Maps, since he uses that to keep track of the places he has been.
    - Ironic, since we have this feature. /Eric

Key quotes

“I’ve been in the situation a lot of times where I see something when walking in the street and then going to it without knowing what it is. Then it would make good sense to have this kind of **guide with you all the time** that is connected to your location”.