Results – User 2

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. **Basic usability** – User manages to get the answers to all questions with ease. Type of place is not immediately clear from the notification but can be seen once notification is clicked. Manages to get directions as well.
   1. What type of place – User guesses type of place from notification (palace), is able to answer question in detail (palace + historic site) after clicking the notification.
   2. How far away is the place – User sees distance from the notification and answers correctly. Finds it quickly in the detail view as well.
   3. What can you do? – User looks at category and description and is able to infer possible activities at this kind of place (sightseeing, tours, etc.).
2. **Wiki** – User immediately looks at Wikipedia entry and is able to talk about the history.
3. **TTS** – User finds TTS button right away and plays the information.
4. **Rate the quality of the recommendation** – User scrolled down to find the ratings (not immediately obvious on first use where it is but found it quickly anyway) and clicked the like button.
5. **Saving recommendation** – User saved it from the detail view, no problems.
6. **Find the list of all saved spot** – User managed to go back to the home screen and find the list of saved spots by themselves.
7. **Remove the saved spot** – User tried to find a settings menu or go to the detail view to remove the saved spot (possibly due to being an iOS user where this is the typical behavior: either you swipe the item to the side and remove it or it’s a button in a menu). After pointing out you could just press the star, they thought this was obvious.

Overall:

Overall the user managed to find their way around the UI pretty well and accomplished all of the tasks with ease.

Questionnaire

* What purpose do you think that Cicerone fulfills? What do you think about the idea?
  + The user says it’s a new and fresh idea that can be useful to discover new places. The app recommends nice spots nearby without having to put any effort.
* Was there anything you found useful? (What is the app’s biggest strength?)
  + The user liked that you don’t have to put any effort and can get recommendations. They liked that it tells you right away how far it is and where the POI is located as well as the rating and opening times and other details that are provided right away and allow you to quickly evaluate it.
* Was there anything that was counterintuitive? (What is the app’s biggest weakness?)
  + Mainly removing the POI from the saved places (see above). Also see question below.
* Is there anything you’d like to change about the app (on top of your head?)
  + User says there is nothing major they would change. Then mentions that it might be good to have feedback on the “Do you like the recommendation?” buttons so you know you actually clicked them since right now they do not change color.