

Usability Test Result (Note)

Tester 10

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Task 1.1:

Task Description:

From the Home Screen, find a route to Victoria University that only includes buses and trains. During planning you should aim to find any details about the route you can. Finish the task by starting the route.

User Actions Observed:

1. Search Initiation: User initiated search using the search bar
2. Initial Selection Issue: User initially selected "Wellington Station" from recent searches, but our prototype only had prepared screens for Wellington to Victoria University route, which caused confusion
3. Navigation Recovery: User used the back button to return to home screen and reselected "Victoria University" from recent searches
4. Feature Exploration: User explored the departure time functionality
5. Filter Oversight: User skipped the transport mode filter step (buses and trains only) - unclear whether this was forgotten or the filter option wasn't noticed
6. Route Selection: User used the arrow (→) button to proceed to route selection screen
7. Navigation Attempts: User attempted to use the arrow (→) button multiple times to advance to the next screen
8. Route Information Access: User selected the route information card to access the route navigation screen
9. Task Completion: User selected "Start" to begin navigation

Successfully Completed:

- Found a route to Victoria University
- Explored route details and information
- Successfully started the route navigation

Not Completed:

- Failed to use transport mode filter to restrict results to only buses and trains

User Feedback:

1. **Search Bar Accessibility:** The search bar positioned at the top of the screen is difficult to reach in mobile app context (thumb reach issue)
2. **Visual Navigation Feedback:** When navigation starts, user expected the map to visually display the route from current location to destination

Task 1.2:

Task Description:

From the Route Information screen examine any alerts associated with your route and what stops are impacted.

User Actions Observed:

1. Alert Discovery: User noticed the triangle (!) button and clicked it
2. Alert Exploration: User examined alerts by switching between current, incoming, and bus, train, ferry options
3. Limited Investigation: User did not open individual alert cards to see further details

Successfully Completed:

- Examined alerts associated with the route

Not Completed:

- Failed to identify what specific stops are impacted

User Feedback:

1. **Alert Context Issue:** Alert information from the (!) button shows all alert information, but since it was initiated from route search, user expected to see only alerts related to the selected route
2. **Alert Discovery:** User mentioned that if the task hadn't specifically asked about alerts, they would not have noticed the triangle (!) button

Task 2.1:

Task Description:

From the Home Screen, change the accessibility settings such that in app text-size is set to large.

User Actions Observed:

1. Settings Navigation: User initiated by selecting the settings icon from the tab bar

2. Accessibility Access: User selected the accessibility option
3. Text Size Adjustment: User changed text size to large
4. Change Application: User applied the change

Successfully Completed:

- All task requirements completed successfully

Note:

1. **Apply Button Visibility:** While the user achieved the task, they took a moment to notice the apply button to finalize the change - unclear whether they didn't initially notice the button or didn't realize it was part of the task requirements

Task 2.2:

Task Description:

From the Settings screen, change the in app language to Te Reo Māori. Return to the home screen.

User Actions Observed:

1. Language Access: User selected the language option
2. Language Selection: User selected Te Reo Māori using the radio button
3. Change Application: User applied the changes
4. Navigation Return: User used the back button to return to the home screen

Successfully Completed:

- All task requirements completed successfully

Task 3.1:

Task Description:

From the Home Screen, find the route information of a favoured route

User Actions Observed:

1. Favorites Navigation: User selected the favorite icon from the tab bar
2. Route Selection: User selected one of the favorite cards to move to the route navigation screen
3. Information Discovery: User found information in the screen

Successfully Completed:

- All task requirements completed successfully

Task 3.2:

Task Description:

From the Home Screen, copy the share link of a favoured route.

User Actions Observed:

1. Favorites Navigation: User selected the favorite icon from the tab bar
2. Share Icon Recognition: User identified the icon indicating share and clicked it
3. Copy Link Action: User identified the copy link button and clicked it

Successfully Completed:

- All task requirements completed successfully