

Usability Test Result (Note)

Tester 3

Facilitator: Ben Ferguson

Note Taker: Nagare Negishi

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. Filter Access: User selected filter, momentarily wondered whether to select the icon or word "filter" to access the option
3. Transport Mode Selection: User toggled bus and train options, momentarily figured out which toggles were on and off but determined status from check icon in toggle (judgment didn't appear to be based on color)
4. Navigation Progression: User used the arrow (→) button to proceed to the next screen
5. Route Selection: User selected a route card
6. Information Review: User checked the route information
7. Task Completion: User selected "Start" to begin navigation

Successfully Completed:

- All task requirements completed successfully

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. Detailed Investigation: User examined the alert cards and clicked individual cards to see further information
3. Impact Assessment: User compared multiple alert details to determine which alert is more impactful

Successfully Completed:

- All task requirements completed successfully

User Feedback:

1. **Alert Context Issue:** Alert information is not tailored for specific route

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. Initial Search: User initially looked for more general setting options and wondered if this setting might be in language settings
3. Accessibility Access: User selected the accessibility option
4. Text Size Adjustment: User changed text size to large
5. Change Application: User applied the change

Successfully Completed:

- All task requirements completed successfully

User Feedback:

1. Setting Organization: User expected text setting to be in general settings separated from accessibility

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 Map icon from tab bar 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. User used the back button to return to the home screen
2. Favorites Navigation: User selected the favorite icon from the tab bar
3. Share Icon Recognition: User identified the icon indicating share and clicked it
4. Copy Link Action: User identified the copy link button and clicked it

Successfully Completed:

- All task requirements completed successfully

Other feedback:

Navigation Issue: Route screen doesn't have quick option to return to home screen