

## **Design Walkthrough Result Analysis**

Since a total of 10 tasks have been designed, here we only analyze the tasks in which the user made an error. The full results can be seen in: Functional prototype user testing results

### **Task 2**

In this task, some users feel that the buttons are not easy to understand, resulting in no way to complete the task.

### **Task 4**

In this task, some testers do not understand whether "location 1" needs to be clicked, and the task is not completed.

### **Task 5**

The testers completed the task, but found after clicked "location1" at the bottom of the home page, and found that the page was the same, testers had some doubts about this

### **Task 6**

Two testers did not complete this task.

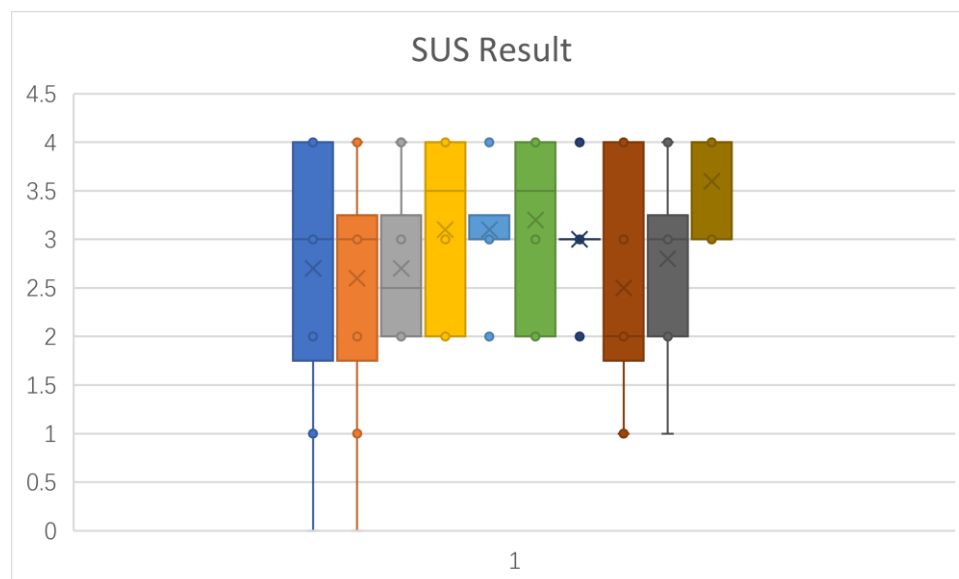
## **Think Aloud Result Analysis**

The testers thought that the main functions and principles of the prototype were very clear, but they still raised some questions about the prototype. First, they think the user page needs some improvement. The jump of some buttons is very confusing, which is reflected in the conclusion of design walkthrough. Second, users feel that some functions are not well described, and perhaps a "help" or customer service function can be added.

## System Usability Scale(SUS) Result Analysis

		RP 1	RP 2	RP 3	RP 4	RP 5	RP 6	RP 7	RP 8	RP 9	RP 10	avg	
1	I think that I would like to use this system frequently .	4	4	3	3	3	2	0	1		4	3	2.7
2	I found the system unnecessarily complex.	4	3	1	0	4	3	2	3		3	3	2.6
3	I thought the system was easy to use.	3	4	3	2	4	3	2	2		2	2	2.7
4	I think that I would need the support of a technical person to be able to use this system.	4	4	2	3	4	4	2	2		4	2	3.1
5	I found the various functions in this system were well integrated.	3	4	3	3	4	3	3	2		3	3	3.1
6	I thought there was too much inconsistency in this system.	4	4	3	2	4	4	2	3		2	4	3.2
7	I would imagine that most people would learn to use this system very quickly .	4	3	3	3	3	3	3	2		3	3	3
8	I found the system very cumbersome to use.	4	3	2	2	4	4	2	2		1	1	2.5
9	I felt very confident using the system.	3	3	3	4	3	4	2	1		2	3	2.8
10	I needed to learn a lot of things before I could get going with this system.	4	4	4	3	4	3	3	4		4	3	3.6
	Total for each respondent	93	90	68	63	93	83	53	55		70	67.5	73.25

*System Usability Scale: Processed Data Table*



*System Usability Scale: Box and Whiskers Graph by Question*

The System Usability Scale results show an average score of 73.25 which is about a grade of B-. The score is 74 which means the result is around 70% percent, it makes us believe that we did a not bad in the high prototype but there was still something that we can do better.

The average of the questions 8 is 2.5, the median is 2, which is lower than other questions. According to the Think aloudtask, testers said they did not understand

some buttons. Because they did not understand them, they might have thought they needed a technical person to support them.

Question 3: "I thought the system was easy to use." The average of the question is 2.7, the median is 2.5. As with question 8, users may give a low score because they do not understand the functions.

The score of Question 3 and 8 may get higher after improving the functional prototype.