Participant 1

Pre-designed Tasks

1. Creating account and logging in to the application feasible since it is a procedure of all kinds of application

2. Yes, user was able to complete this task

3. User was able to identify fire accident because fire disaster is identified as red. However, there was a little confusion when using pin to locate current position.

4. Messaging screen isn’t located properly so there is a confusion for user to receive responses and reply to messages.

5. Personal information page isn’t very detailed which lead a confusion to the user.

Follow up questions / answers

1. I think it is clear and easy, because I know what kind of disaster is happening around me in a first look since the pin colour indicates the type of disaster and pin location is where it is happening, but there should be some explanation in future prototype.

2. I think it is confusing because it is not very clear and easy. There are too many details I need to fill in.

3. I don’t understand after page and what does ‘Less emergent’ mean? I think this after page is useless and I don’t get the point of it.

4. Process is not very detailed. It looks simple, but not very clear why it is necessary to have those functions in the application.

5. Yes some people may not have time to fill out all the details on ‘rescue request’ page. It is hard to understand why I have to use this application, because people will normally use emergency call in a very urgent situation.

6. With user interface, I think there should be a lot of work needed, because it is very hard to understand what I need to do to use main functionality of the application and it seems like there are many different features, but I don’t really get the point of them.

7. Well with locating, I think it should only have an automatic locating feature ‘current location’, because it is most likely that users of this app will request rescue in their current locations not somewhere else, because it is somewhere else, they might be lying their emergency.

Participant 2

Pre-designed task

1. Was able to create an account and login without any problem or confusion

2. Tester was able to check disaster happening map and figure out what it is for

3. Tester was able to complete help request on the request page of the application

4. Tester couldn’t understand how to check the responses and what pending progress is for after the requesting help

5. Tester had a confusion to update the personal information, because buttons to complete this task isn’t located clearly

Follow-up questions / answers

1. I think it is easy, because it shows up after I login to the application, but some description could be helpful or maybe like a help button

2. I think it is labelled clearly and I understand what each of the topics on requesting page mean so I think it is alright, but as an improvement, some changes on user interface to make it look clearer and easier will be great.

3. I think there are many different functions in this app, if there are more function it could confuse some users, so the current functions are good, just need to make these easier to understand, because I didn’t understand some functions such as ‘After’ page and ‘MyRescue’ page.

4. Well I could understand some parts and some part it was not clear and easy. I am sure many testers had difficulties with it too.

5. Yes because emergency call will be much easier and quicker way to ask for help, but I think this application is reasonable, because in some situation people who need help won’t be able to talk or make a call.

6. Well since this is the first prototype, some parts of layout and UI design is still not very clear and appropriate. For example ‘MyRescue’ Page I really don’t understand what is the point of this page. Your team needs to work on how to make these layouts clear for users to understand what it is for on the first sight. Or at least give some description such as help button.

7. Well the most important function is to request rescue and to be honest I think it is not useful, because normal people will use emergency call, because it is easier and quicker. There needs to be a clear reason why user should use this application to request help..