Wizard of Oz Assignment

Questions: What did you find in terms of mismatches between what you designed and how users thought it should be used? What changes would you make if we did another round of iteration on these interfaces/products?

Answers:

For our project we decided to make an app for skiing called Cross Terrain Computer (XTC). This app would be for a smartwatch so you could interact and wear it while skiing. The goal for this watch and app would be to make skiing more fun and safer through connecting with friends or emergency personnel while on the slopes. Some features would include Walkie Talkie mode where you would be allowed to not only contact friends, but share skiing stats and your locations. Another feature that the app would posses is a QR code feature that would respond to the different code readers at various mountains you would want to ski at. Additional features would be emergency features that would consist of vital measurements and more physical features such as the watch being waterproof.

After doing the Wizard of Oz testing we came to the conclusion that our emergency feature, voice command, and certain icons like the user profile needed to be revised. For the emergency feature our vision was that it would be simple enough so that when skiers ran into complications such as avalanches or skiing induced injuries, they would have easy and fast access to 911 or other emergency services. However, when users tested it out it was not simple enough. Users became panicked when put in the demo scenario and either couldn’t navigate to the screen or could, but the options they were presented with were not as straightforward as they could have been. A second issue that arose was the users’ unawareness of the voice command feature throughout all the apps. We had hoped that the voice command would make managing the watch easier, but instead it went completely ignored. The third issue that came up was the unclearness with some features of the user interface. Many users got the user profile icon confused for the walkie talkie icon when directed to find a friend, and others did not understand the touchscreen aspect that allowed you to swipe out of the app’s features.

Based on the data we collected, most of the issues we found could be addressed through simplification. For the emergency issue this would be through the elimination of certain steps in the emergency feature that would make it quicker without increasing accidental calls. We would also like to make the emergency feature accessible through all features and include a feature that allowed signs of abnormal vitals to automatically contact the necessary emergency services. In terms of the voice command feature we could go a variety of ways with improving this feature. We could have an initial setup screen that makes it clear that it exists at all points throughout the app, an icon that allows you to tap the voice command on or off, or when you initially start up the app it prompts the user to allow or disallow the feature. As for the user interface errors the icons symbols need to be changed to a more clear representation of its purpose and the touchscreen aspect needs to be made clear in the initial setup of the watch.

Notes

User: Anthony

* straightforward for this participant to go to user profile, he can’t get back to the homescreen, settings is straight forward. Change to the watch- swipe any direction, brings you back to the home screen. Voice commands is in the works
* Command - Find some friends (passed)
  + Clicked walkie talkie
  + Clicked friend on the mountain
  + Hit voice command and said find friend
* Command - Call 911 (failed)
  + Clicked emergency by accident
  + Clicked no for emergency response
* Tips
  + add walkie talkie for 911 or make walkie talkie indicative that it will give you a map
  + Emergency will slow health statics or something else you don’t know (unclear)
  + Do something fun with emergency
    - Banged watched and starts beeping at you and then you can say you hit it by accident (yes or no)

User: Cam

* Command - Go to the homepage (Passed)
  + Swiped up
* Command: contact your friend (Pass)
  + Hit profile
    - Swiped right to go back
  + Hit walkie talkie
  + Zoomed on the map and scrolled to find him
* Command - Find anthony (Passed)
  + Clicked anthony
* Command - Find anthony’s stats
  + Hit stats
    - Goes to his stats and then swipes back to the home screen
* Command - Hit emergency
  + Was a little panicked by the beeping
  + Hit yes for sure
* Command - Accidently hit the watch
  + Clicked are you sure? → no
  + Talked to it to tell it to stop
* Tips
  + If you want to see anthony’s stats make a page for that

User - Bradley

* Command - Open home
  + Swpied
* Command - Find your friends
  + Hit your profile
  + Said there was no back button
  + Swiped to the right to get back
* Command - Hit walkie talkie
  + Clicked anthony
    - Hit anthony’s profile
    - Hit the walkie talkie to call
    - Hit the directions to find anthony
    - Swiped right to get back
* Command - How would you know how big your jump was ?
  + Clicked stats
* Command - Avalanche
  + Hit total number of tricks
    - Clicked first button you can find and is the biggest button
* Command - Beeping
  + Hit yes for are you sure
  + Hit yes again for next step
  + Canceled it
* Tips
  + Emergency for every step

User: Cecily

* Command - Find your ski pass
  + Swiped up
  + Hit profile
  + \*add ski pass
* Go back
  + Hit smiley face
  + Swiped up to go back
* Command - Connect your watch with the mountain so location services turns back on
  + Stats looks like stats
  + Emergency looks like help
  + Walker talkie looks like phone a friend
  + Hits settings
    - Hit location on
      * \*needs to take her back to the barcode
      * Switch it so when you hit the barcode it will take you to your location when it is off and then allow you to put it on. Then you swipe out of it to get back
* Command - Find anthony
  + Clicked phone friend
    - Thought you had to follow the directions (unclear about the screen)
  + Hit anthony
  + Hit walkie talkie to talk to him
* Command - Meet up with anthony
  + Wants to use voice command to just ask him where he is
  + Hit directions
* Tips
  + lights show you the way while you are on the phone with your friend
  + Add automatic weather
  + Make an avalanche button or click emergency button
  + Unclear whether to speak or type
  + What if you accidently
    - Make a safe word

User - Owen

* Note - Welcome to XTC a watch to ski
* Command - Connect to the mountain
  + Puts watch to the scanner \*location automatically turns on
  + \*make it more clear the paper is the watch
* Command - Meet anthony
  + Swipes up
  + Clicks user profile
  + Swipes back down to go back
  + Clicks walkie talkie
  + Hits anthony
* Command - Meet with anthony
  + Swipes down to get out
  + Clicks it again
  + Htis anthony again
  + Hits directions
* Command - Find stats
  + Hits stats
* Command - Emergency scenario
  + Hits Breaths per min
  + Goes back and hits emergency
  + Hits yes yes yes
* Go to your user profile
  + Hit profile

New users

User : Amaya

* Command - Open the app
  + Swiped up
* Command - Go to your user profile
  + clicked it
* Go back
  + swiped to the right
* Command - Go to find your friends
  + clicked walkie talkie
* Command - find anthony
  + click Anthony
* Command - Find Anthony’s directions
  + Clicked directions
* Command - go back
  + swiped to the right
* Command - Go to settings
  + Clicked settings
* Command - click on whatever you want
* . clicked display
  + - Understands the wallpapers

User: roo

1. Command - Open the app
   * Swiped up
2. Command - go to emergency feature
   * Clicked the medical icon
   * In an emergency
     + Clicked yes
     + Clicked yes
     + Clicked cancel
3. Command - click talk to your friends
   * Clicked walkie talkie mode
4. Command - find anthony
   * + Clicked antony
5. Command - Compare stats with anthony
   * + - Clicked stats
6. Command - Go back
   * Clicked walkie talkie
   * Needs a back arrow

User: Jed (skier)

* Command - Open the app
  + Clicked it
* Command - Meet anthony
  + Clicks walker talkie
  + Hits anthony
* Command - Meet with anthony
  + Hits directions
  + Swipes right to go blobvocchjjback
* Command - Find stats
  + Hits stats
  + Swiped right to go back
* Command - Emergency scenario
  + hits emergency
  + Hits yes yes
* Go to your user profile
  + Hit profile

User: Aubrey (snowboarder)

* Command - Go to the homepage (Passed)
  + Swiped up
* Command: contact your friend (Pass)
  + Hit profile
    - Swiped up to go back
    - Swiped right to go back
  + Hit anthony
  + Hit walkie talkie
* Command - Find stats
  + Hit stats
* Command - Hit emergency
  + Hit yes for emergency team
  + Hit yes for sure
* Tips
  + User profile should be talk to friends
  + Would not assume walkie talkie icon helped find friends
  + Unclear on how to go back

User: Medford (skier)/Maura

1. Command - Open the app
   * Swiped up
   * Maura confused
2. Command - go to emergency feature
   * Clicked the medical icon
   * In an emergency
     + Clicked yes
     + Clicked yes
3. Command - click talk to your friends
   * Clicked user profile
   * Tried to close the screen to go back
   * Maura swiped right
   * Clicked walkie talkie mode
4. Command - find anthony
   * + Clicked Anthony
5. Command - Compare stats with anthony
   * + - Clicked stats
6. Command - Go back
   * Both confused

User: Maura (skier)

* Command - Find some friends (passed)
  + Clicked walkie talkie
  + Clicked friend on the mountain
  + Hit voice command and said find friend
* Command - Call 911 (failed)
  + Clicked emergency by accident
  + Clicked no for emergency response

User - Annika (skier and snowboarder)

* Command - Open home
  + Clicked head with circle
* Command - Find your friends (failed)
* - clicked head with circle
* -found user profile
* -couldn’t figure out where find your friends was
* Command - Hit walkie talkie
  + Hit Walkie talkie button
* Command - How would you know how big your jump was ?
* -spoke into walkie talkie and it told me
* Command - Avalanche
* -emergency
* -clicked yes and yes for I’m sure
* Command - Beeping
* -went to settings
* -couldn’t find where to stop the beeping eping

User: Mya

* Command - open app
  + Swiped up
* Command - Locate friends
  + Clicked user profile
  + Scrunched screen to go back
  + Hit walkie talkie
  + Told app to find Anthony
* Command - emergency
  + Hit yes yes
  + Hit cancel