

A hand-drawn wireframe of a mobile application interface is sketched on a spiral-bound notebook. The wireframe includes a header with a logo, a navigation bar with icons, and several content areas with text and image placeholders. A hand is visible, holding a black pen and pointing at a specific element in the wireframe. The background is a blurred desk with a yellow pencil and a black eraser.

LISBON'S SUBWAY

Usability testing

Tasks



Tell us the time of arrival of the next metro in Roma going to Cais do Sodré



Tell us how much time it takes to get to Marquês do Pombal from Roma



Tell us when you can pass through the metro gate

Results



Tell us the time of arrival of the next metro in Roma going to Cais do Sodré

Clicks	Time	Feedback
1	12	The arrival time layout is confusing
7	16	Did not understand the pins have the color of the lines, because it's different from the official colors
1	9	Don't understand difference between times
20	60	Did not understand map clickable
2	5	Float time

Results



Tell us how much time it takes to get to Marquês do Pombal from Roma

Clicks	Time	Feedback
6	21	The leaving and arrival time are confusing, Are you supposed to sum them? Does not understand sum Another one sum. Have to implement path Another one Difficult to see search bar
7	26	
8	37	
18	30	
26	90	

Results



Tell us when you can pass through the metro gate

Clicks	Time	Feedback
1	10	Bad icon, it should scream
5	14	ticket
4	12	The number of available
1	4	tickets or a confirmation if I
1	7	want to spend that should
		appear, like in the metro
		Change logo, again
		Logo, again

Results



Change time sizes



Change time format



Change line colors



Highlight bar



Implement travel times



Change icon



Display information that appears in metro

Next Steps



Amount of people in trains



Discounts



Parental Control

A hand-drawn wireframe of a mobile application interface is shown on a notepad. The wireframe includes a header with a logo, a navigation bar with icons, and several content areas with text and images. A hand is holding a pen and pointing at one of the elements in the wireframe. The background is a blurred image of a desk with a pencil and a notepad.

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