Formative User Study

Lisbon's Subway

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User Study Conducted

Question to answer

- What are the users main challenges?

- What do the users like the most?

- What is the easiest task to perform?

- Does the design match the users?

- What is the mental model used?

Methodologies used

Wizard of Oz

Think Aloud

User Tests

Task 1: Unlock the Metro's gate

Task 2: Check arrival time for the Metro in the station of Alameda for the subway train going to Cais do Sodré

Task 3: Check the travel time between the station of Alameda and Campo Pequeno

Results Analysis

Feedback

Task 1	Task 2	Task 3
Most users were not able to complete the task due to the icon not being clear or standout enough for what it means.	Some users said they would prefer the time display in hours of day instead of minutes until arrival; others prefer minutes; others prefer mixed (as it is).	Half of the users said the destination search bar is difficult to find.
	User not able to switch between Metro's lines	

Design Implications

Changes

- Change the icons so that users can discern better what each icon means and make it easier for them to find each of the most important functionalities;
- Change the way a user can switch between Metro's Lines;
- All time display should be in hours of day instead of minutes until arrival;
- Checking travel time between stations should be more simplistic and easier to understand.