

Formative User Study

Lisbon's Subway

Group 02

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A person wearing a red and blue plaid shirt is seated at a wooden desk, gesturing with both hands raised. In front of them is an open laptop displaying a website with blue and white elements. A black smartphone lies on a light-colored notebook on the desk. The background is blurred, showing other people in a meeting or office setting.

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



The image shows a person's hands typing on a laptop keyboard. The laptop screen displays a software interface for accounting or financial analysis. The interface includes a sidebar menu with options like HOME, DEAL, INCOME, CHANGE, REPORTS, BUDGET, and PROFILE. The main area features a horizontal bar chart, a donut chart labeled 'ANALYSIS', and a section titled 'UPDATE' showing two values: +40.25 \$ and -05.75 \$. The desk is cluttered with various items: a calculator, a small potted plant, a pen holder with several pens, a ruler, a pair of glasses, a blue pencil, a cup of coffee, and some papers. The overall scene suggests a professional or academic setting focused on data 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	

A man with glasses and a blue shirt is working at a desk. He is holding a black pen with a yellow tip. In the background, there is a computer monitor and a tablet. The text "Design Implications" is overlaid on the image.

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.