

USER STUDY

Group I I

70119 - André Rodrigues

81633 - João Henriques

94060 - Luís Loureiro

CRITICAL TASKS

- Use monitors in the Metro station next to the validation zone displaying the customers and their validation status
- Simulate the interaction with Metro validation system

FORMATIVE USER STUDY

- Technique:Think aloud
- Questions we pretend to answer:
 - Were the colored boxes noticed? Did the user understand their meaning?
 - Understand the users difficulties.

FORMATIVE USER STUDY - SCRIPT

We are students from IST and we are developing a project for the Metro of Porto.

The project is a system to identify people who have no ticket or haven't validated it at all.

To show our idea, we developed a prototype using virtual reality.

You're helping us by trying out this prototype in its early stages. We're looking for bugs and feedback from the Metro users. There are no good or bad answers, everything can help us improve our work.

Don't feel bad about your opinion; that's exactly what we're looking for.

FORMATIVE USER STUDY - INTRO

- You are inside a Metro station. There's other customers in the station but they don't move.

Tasks:

We'd like you to go and try to catch the metro and tell us everything you do while using this prototype.

RESULTS

User 1:

Went straight to the ticket machines

Read the warnings

User went downstairs and didn't say anything

He didn't notice what was on the screens or the screens themselves.



User 2:

User tested first the environment and only after that went in the right direction.

He picked up the ticket and found that it had the same

He passed the validation zone and verified that he was identified by cameras with a green box around him and asked if this would indicate if it was valid.



User 3:

Asked if she needed to buy a ticket

Many difficulties to buy the ticket

She does not realize where she is, very confused. Missing indications.

Didn't notice the monitors.

It was only after turning back that she noticed the monitors and the warnings.

Only after a few indications the user noticed that it was green and that meant a valid user.



User 4:

When he saw the "red stairs", he decided to go back and go on the other side.

He identified himself in the monitors.

He noticed the red box and didn't associate with non-validation of the system.

He came back to buy the ticket and had some difficulties in doing so.

He only noticed that he had a ticket after we told him.

When he returned to the validation zone he noticed that it was green.



User 5:

Went to the ticket machines to buy the ticket.

The yellow line looked green(He said he was a little colorblind).

Asked for validators and how he would validate his ticket.

Didn't identify the monitors.

If the screens were more visible he might be able to find them.

