

FINAL USER STUDY SCRIPT

Group 11

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STUDY: QUANTITATIVE RESULTS
TECHNIQUE: THINK-ALoud

ROOM AND EQUIPMENT PREPARATION

It should be a room with enough space for the user to walk without hitting obstacles.

For the equipment it is necessary an android smartphone with gyroscope. A control remote and a VR Box.

It is also necessary the prototype app.

INTRODUCTION TO PARTICIPANT

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. 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.

INFORMED CONSENT

Every given data will be used to improve our prototype and presented in a class from our degree.

PRE-QUESTIONNAIRE

- Gender
- Age
- How often do you use the metro?
- How often do you validate your ticket?
- Have you already used VR?
- How would you feel if you knew you were being monitored with cameras to make sure you validate your ticket?

USER TRAINING

Since in our prototype the users that appear on the station doesn't appear and disappear and they have a path to do (some will buy the ticket, some doesn't) we use the first task as the training

RESEARCH QUESTIONS

- Did the user notice the screens?
- Did the user notice those who have valid or invalid ticket?

TEST TASKS AND ORDERING

Task I

- We'd like you to go and try to catch the metro and tell us everything you do while using this prototype.
 - If the user doesn't buy the ticket, after he reaches the metro: Go back and grab a ticket from the ticket machine and catch the metro again.

TEST TASKS AND ORDERING

Task 2

- Repeat the same as before but this time:
 - How many screens can you identify?
 - Can you identify who has a valid or invalid ticket? How many people from each?

DATA COLLECTION SHEET

Full sheet: <http://web.tecnico.ulisboa.pt/~ist181633/Data%20collection%20sheet>

Results analysis: <http://web.tecnico.ulisboa.pt/~ist181633/Final%20user%20study>

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Thank you!