FINAL USER STUDY

Group 11

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USER STUDY

- 15 tests
- Quantitative Results with help of Think-Aloud method

USER TESTS

1st) We gave an introduction to the users for them to know what the project is about and what they will be doing and did a pre-questionnaire before any test.

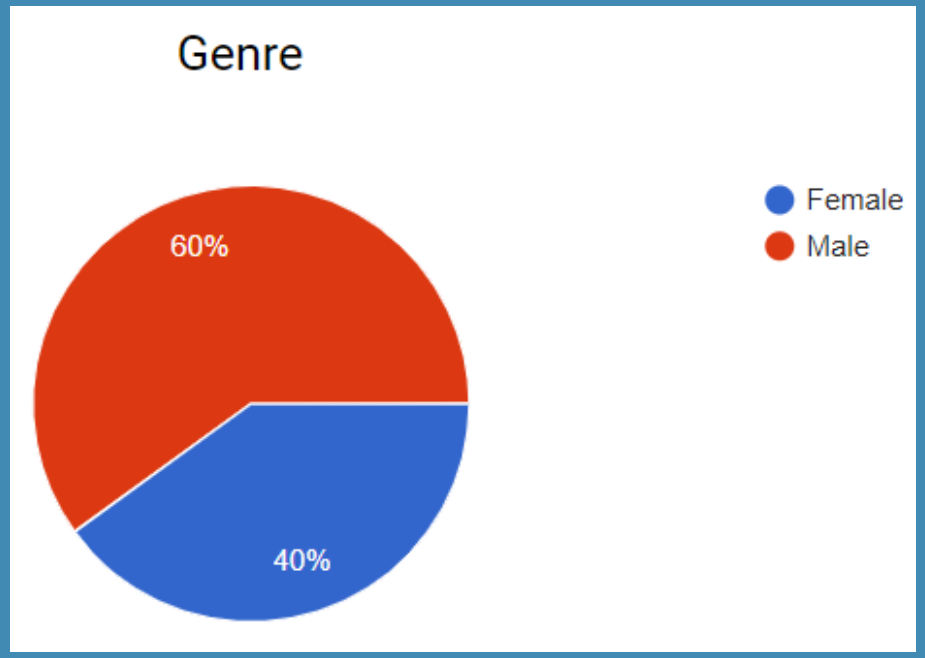
2nd) We gave them a task: We'd like you to go and try to catch the metro and tell us everything you do while using this prototype.

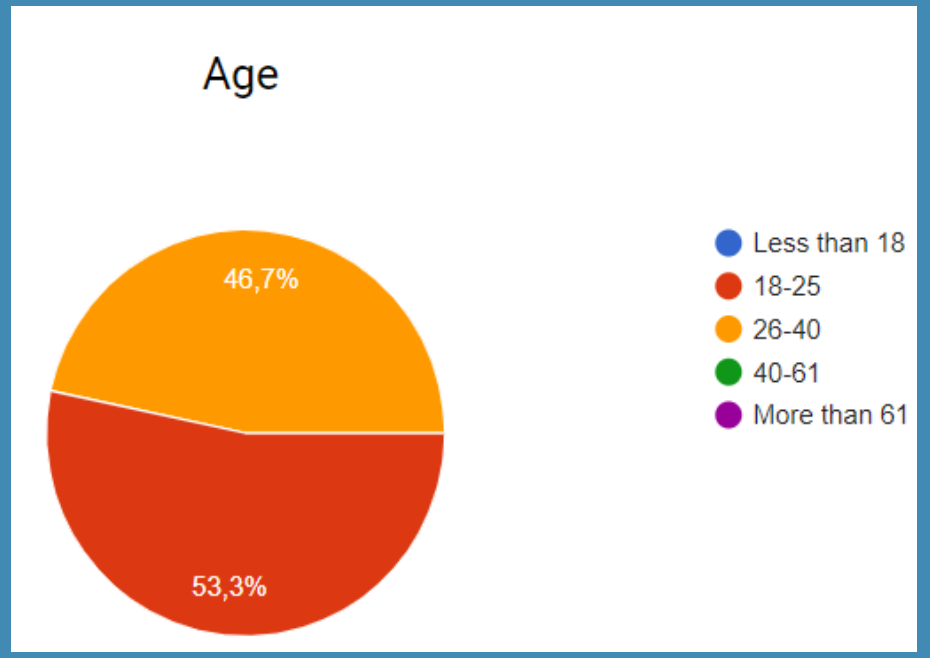
- If the user doesn't buy the ticket, after he reaches the metro: Go back and grab a ticket from the ticket machine and catch the metro again.

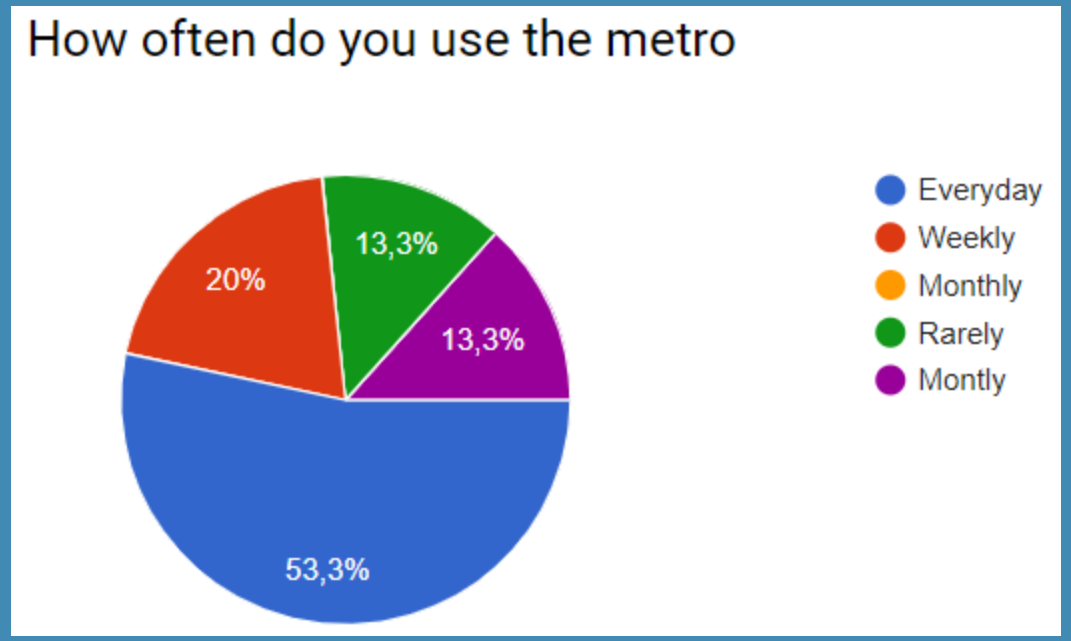
3rd) Repeat the same as before but this time:

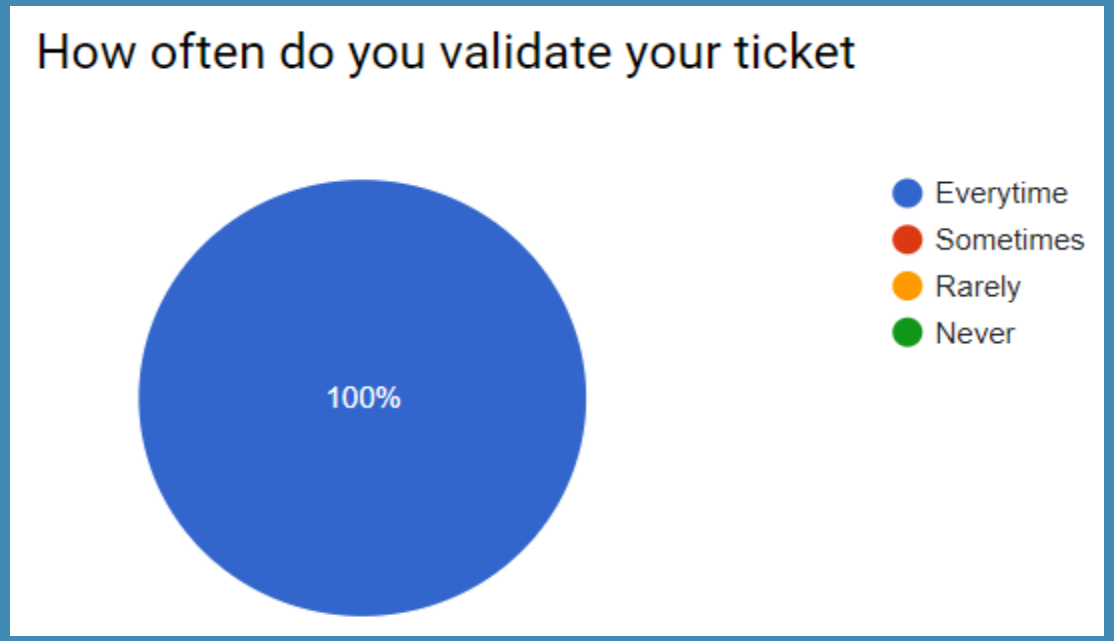
- How many screens can you identify?
- Can you identify who has a valid or invalid ticket? How many people from each?

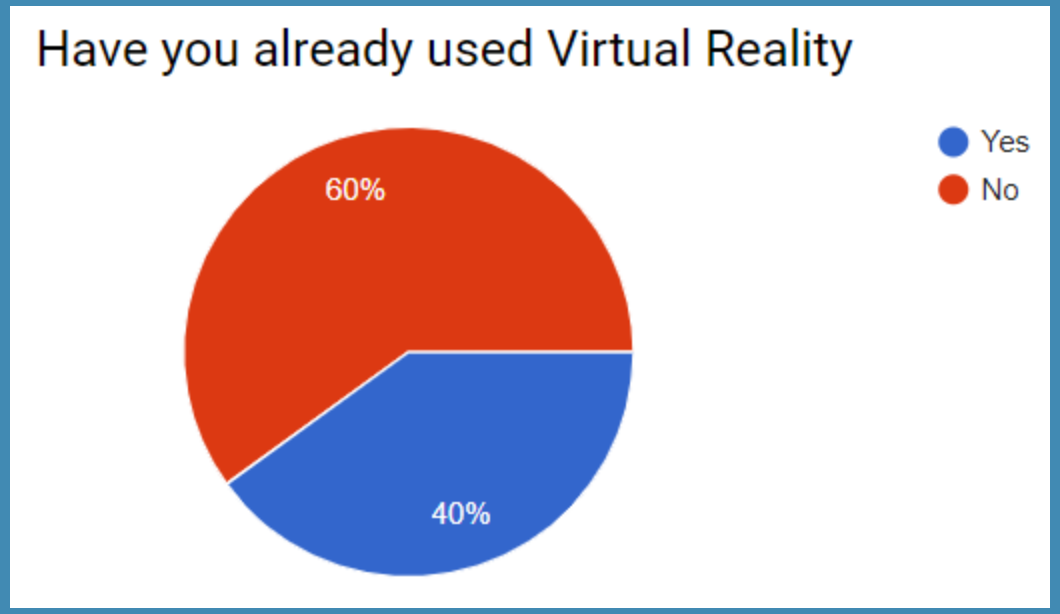
DESCRIBING THE PARTICIPANTS

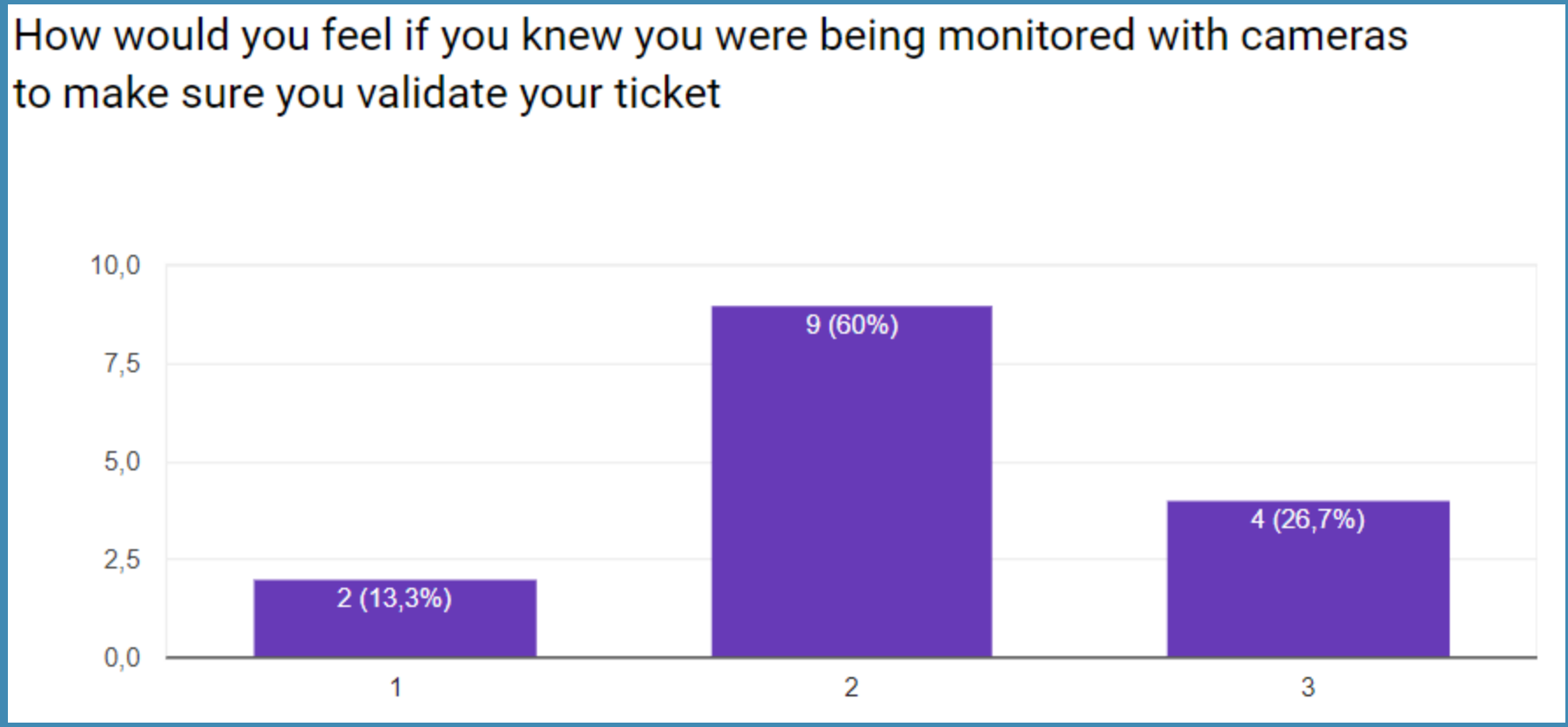





How often do you use the metro
13,3%
20%
13,3%
53,3%
Everyday
Weekly
Monthly
Rarely
Montly


How often do you validate your ticket
100%
Everytime
Sometimes
Rarely
Never

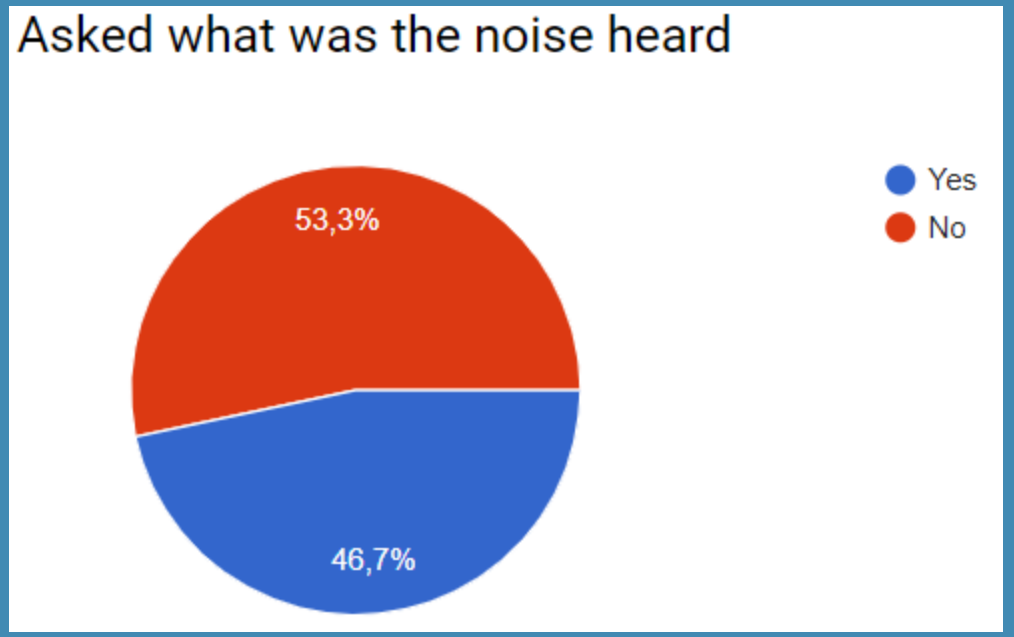

Have you already used Virtual Reality
60%
40%
Yes
No

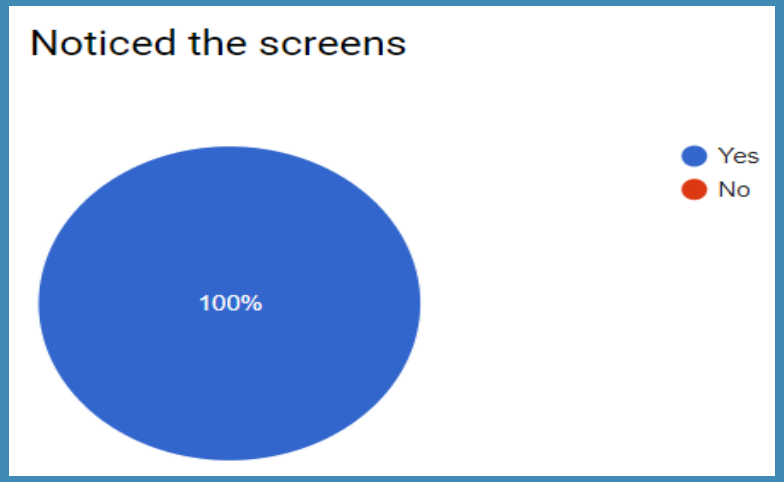

How would you feel if you knew you were being monitored with cameras to make sure you validate your ticket
10,0
7,5
5,0
2,5
0,0
2 (13,3%)
9 (60%)
4 (26,7%)
1
2
3

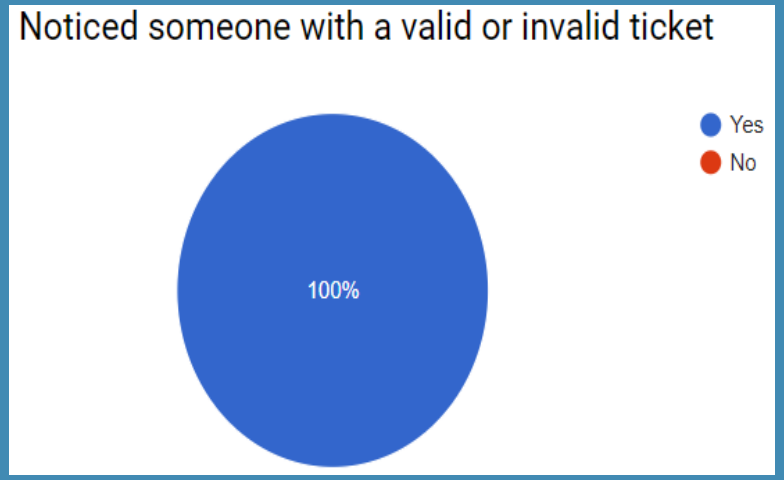
Bad Ok Fine

ANALYSIS OF RESULTS

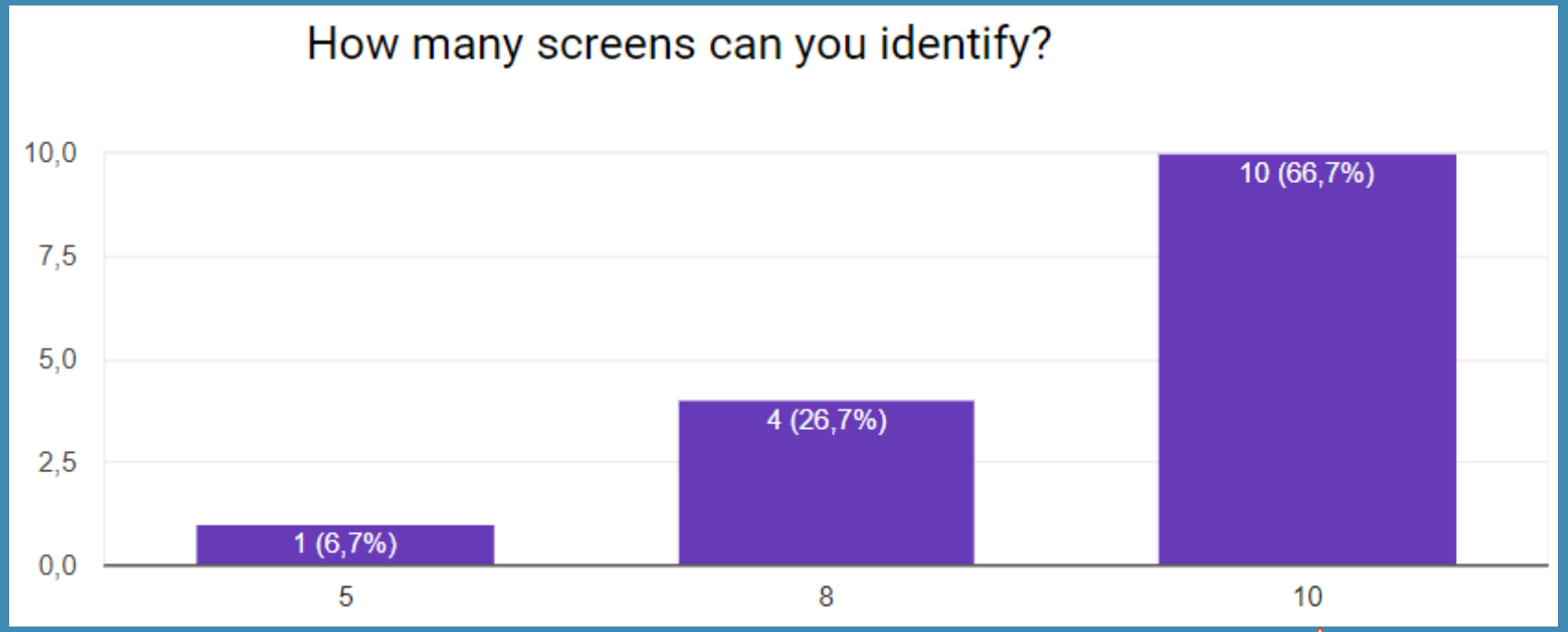
TASK 1


Asked what was the noise heard
53,3%
46,7%
Yes
No

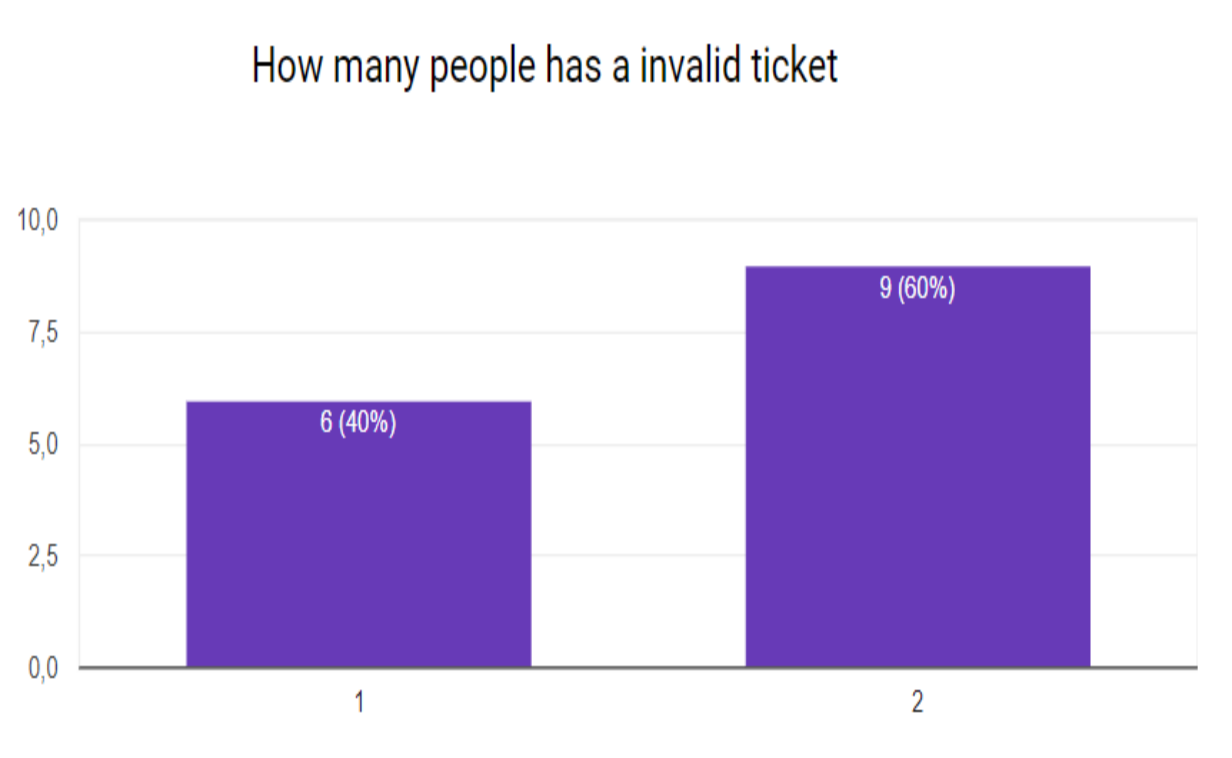

Noticed the screens
100%
Yes
No


Noticed someone with a valid or invalid ticket
100%
Yes
No

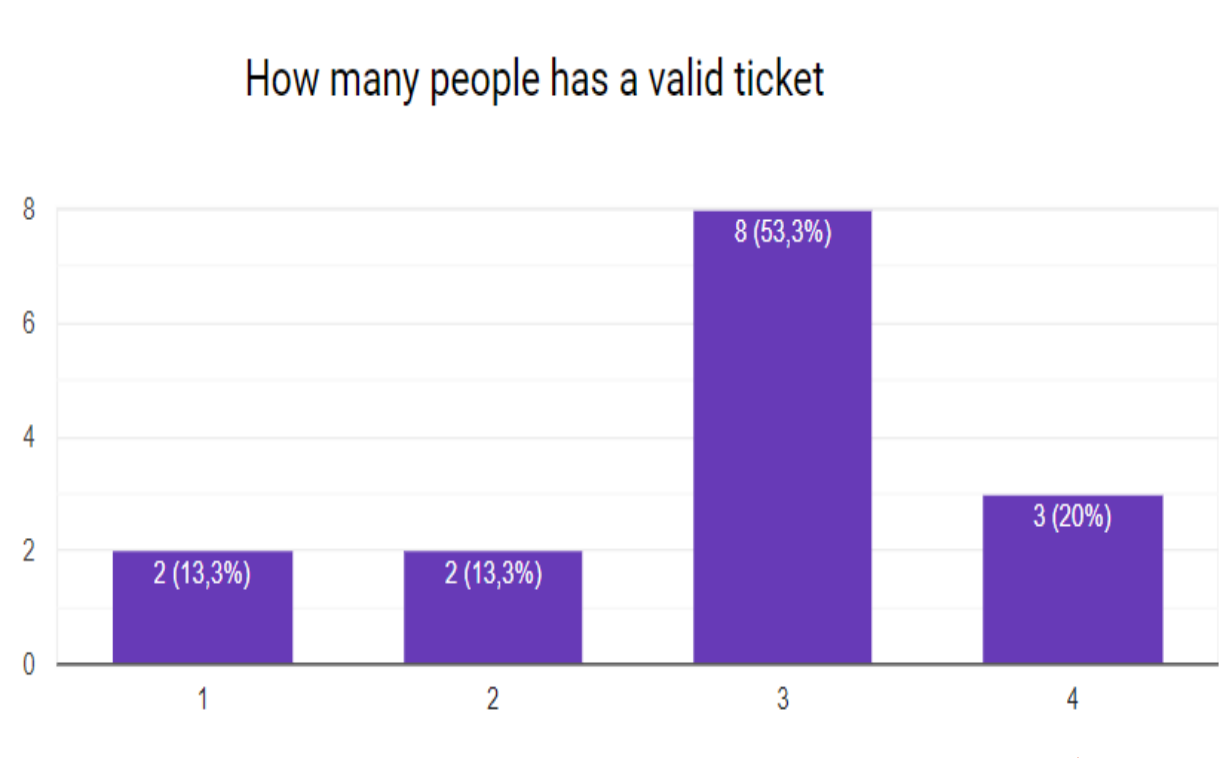
TASK 2



Correct answer



Correct answer



Correct answer

IMPLICATIONS FOR FURTHER REFINEMENTS

Improvements for our solution:

Add alternatives to beep sound when people doesn't validate their ticket.

Remove monitors that aren't being seen.

Improvements for our prototype:

Users around the metro should be different so can be easier to distinguish.

Add people always entering and exiting the station.

Easily reset scene

FINAL USER STUDY

Thank you!

Questions?