

Protocol: Parkers Evaluation

Introduction:

Thank you for agreeing to participate in our new app for finding better parking. For the next 30 minutes, we will be looking through the app within the play store/apple store to gain insight into how effective it is and how to further improve its efficiency. This procedure is to identify the use and underlying problems within the app as it is not a test of you.

We will be video recording you undergoing the tasks to have a better understanding of the process of a regular user. This video will be reviewed after the study and will be deleted shortly after. This is to protect both the user's identity and their privacy.

While you use the app, I would like you to "think out loud" and let us know what you are doing and thinking. Any frustrations, delights, confusions, or surprises that have caught your attention. Do you have any questions or concerns before we begin the tasks?

Background:

First, let me ask you a few questions about your difficulties in finding parking at CSU Chico.

1. Think back to when you were in a hurry to get to school. Whether it be that you are running to class, a presentation, or you're late for an exam. Explain your process in finding available parking?
2. How far is the distance that you commute from? Does traffic heavily affect your day to commute to class?
3. Are there any other features you would have liked to have to help you with your search?

Task 1

This task will be video recorded for future reference and review.

Investigate the effectiveness of using CSU parking mobile applications to park efficiently and safely. Identify the time it takes for the user to successfully park. Measure the user satisfaction with the application. Note any interferences to the application. Determine the safety of the application by noting the number of times the user is looking at their phone and off the road.

I want you to imagine that you're heading to campus to start your first class. You want to make it there as fast and safely as possible. Walk us through how you would park using this application. If you successfully arrive at your destination, please provide us some

feedback using the application. If your desired destination has become full, guide us in your thought process on the alert notification.

Note: Only the most important stats should be tracked so the evaluator isn't overwhelmed.

Please note for all tasks: If at any point the user quits the application and note the step at which the user quits.

- **A) Does the user successfully sign in to the application? Y/N**
 - Note any issues with login
- **B) Does the user use the map or the list to select a destination? Map/List**
- **C) Does the user select an open parking lot? Y/N**
- **D) Does the user set the destination? Y/N**
 - Note the time the user sets the destination
- **E) Once the user is in route, note any of the following:**
 - # of reroutes, if any:
 - User ignores reroute: y/n
- **F) Did the user successfully park at their destination? Y/N**
 - Please note time of parking
- **G) Is the user able to find the submit feedback form within the application? Y/N**
- **H) Ask the user how satisfied they are with the application and its usefulness on a scale of 1-5. 1 = not useful, 5 = very useful**
- **Keep track how often they use the pin locations they chose**
- Note any interferences to the application
 - If any interferences occur, describe (ex. Lack of internet connection, application freeze ,etc.)
 - (total time of interference is to be tracked by looking back at the time of the video)
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Task 2

The purpose of this task is to observe how a participant would find a specific kind of parking e.g. parking for motorcycles. The user will then add a pinpoint on their favorite location.

One morning, your car is not working, so you resort to taking your motorcycle to campus. This is your first time taking a motorcycle to campus and you were worried if you would ever find a parking spot before your class starts. Use the application to park in a motorcycle parking spot.

You use the app to check where there are available motorcycle locations and check the crowd meter to determine whether or not there will still be any available when you get there.

- A) Does the user successfully use the filter option to their advantage? Y/N
- B) Did the user mark down their favorite location or did they disregard it?
Y(mark)/N(disregard)
- C) Did the user scroll through the options of different parking locations with motorcycle parkings? Y/N
- D) Identify how effectively the user can maneuver the list of locations.
 - Did the user select or deselect from any filters? Y/N
- How difficult was it to locate and park in motorcycle parking? 1-5, 1=not difficult, 5= Very difficult

Task 3

Set your top 5 favorite parking spots to be saved for future trips. Then, unsave 2 of your favorite spots to end up with only 3 saved favorite parking spots.

- A) Did the user locate the 'pins' in the list? Y/N
- B) Did the user successfully tap the pin to "save" their favorite spots? Y/N
- C) Did the user successfully tap the pin again to "unsave" a parking spot? Y/N

Wrap up

Now that you've used the app for some tasks, we'd like to know your thoughts and impressions of it. Overall, what did you enjoy most about the application?

What did you dislike about it? Was there anything you were confused about?

Are there any additional features that you would like for the application to have?