Project: SafeHaven

The purpose of this research is to aid in the development of a personal safety software application.

This is a research project conducted by a student group in the CSCI431 Usability Engineering class at California State University, Chico.

Your participation in this research study is voluntary. You may choose not to participate. If you decide to participate in this usability test you may withdraw at any time. If you decide not to participate in this study or if you withdraw from participating at any time, you will not be penalized.

The procedure will have you answer a couple of questions of background information related to what our software is trying to accomplish. You will then be given tasks to do on the application. We will be monitoring as you navigate the application.

This usability test will have you use our application that is designed to help ensure safety among you, your friends, and your family. This test is not to evaluate yourself but to analyze the current state of our application.

By verbally consenting you are agreeing:
1. You understand what was said to you previously
2. You agree to take part in usability testing

Introduction

Thank you for agreeing to participate. For the next 30 to 40 minutes, we will be looking at a website to gain insight into how you would use our application and how to make it easier to use. Keep in mind though, that this is not a test of you, we are evaluating the website.

We would like you to think aloud as you navigate through the application. Please let me know if there's anything that confuses you or anything that you like and dislike.
Any questions before we start?

Background
First, let me ask you a few questions about your previous experience with communicating and locating your friends when traveling.

Have you ever felt unsafe traveling alone?

Have you ever been worried about someone else traveling alone? If, so what are some ways you ensure their safety?

How likely are you to receive a message or call from somebody once they've reached their destination safely?

On a scale of 1- 5 (not at all - very frequent), how likely are you to travel alone?

Do you use any current application to keep track of people you care about?

If so, what are your likes and dislikes of that application?

Task 1

Imagine you're leaving the bar and want to make sure your friends arrive home. You want to change your group's settings to make sure everyone gets to their location in less than an hour. In his bar group,

Reach Safe Haven: yes O   no O
Reach Safe Haven an hour: yes O   no O
Task Complete: yes O   no O

1-5 (very hard - very easy) How easy was it to complete the task? Any more thoughts?

Task 2

Imagine you are headed to Disneyland with your family. It is your first time there and you want to make sure everybody is safe. Create a group, add your parents as members to the group, Notify when someone leaves the location and if their battery percent is under low, and check maps.

Create Group: yes O   no O
Create Right Notifications yes O   no O
Change group :   yes O   no O
Task Complete: yes O   no O

1-5 (very hard - very easy) How easy was it to complete the task? Any more thoughts?

Task 3

Imagine you're walking home, it is dark and you get a sense that somebody is following you home. Send an emergency signal to your groups.

Tap More Button: yes O   no O
Tap Emergency Button: yes O   no O
Task Complete: yes O   no O

1-5 (very hard - very easy) how easy was it to complete the task? Any more thoughts?

Wrap-up

1. After going through our app what did you think of the layout?

2. What is one thing you dislike most about the app?

3. What did you like most about the app?

4. How would you improve the app(features)?

5. Any other thoughts?