

RaiderNAV Focus Group Document

Table of Contents

Interview Consent Form	3
Signed Interview Consent Forms.....	4
Focus Group Script.....	10
Welcome	10
Introduction/Background Information	10
Use Case Simulation.....	11
Creating a Schedule	11
View/Edit Schedule	12
Request/Recalculate Route	14
Disable Notifications	14
Final Impressions/Conclusion.....	15
Printable Product Mockups.....	17

Interview Consent Form

I understand that I am participating in a study to determine the demand and usability requirements for a mobile application. I fully understand that my participation in this study is completely voluntary and that I am free to withdraw from the interview at any time without providing a reason. I understand that this interview will be transcribed, and that the transcript for this interview will not identify me by name. I agree that information obtained from me in this interview may be stored and used for the purpose of future research without the need for further consent from me.

I freely and voluntarily consent to participating in this interview.

PARTICIPANT NAME:

PARTICIPANT SIGNATURE:

Date:

Signed Interview Consent Forms

Interview Consent Form

I understand that I am participating in a study to determine the demand and usability requirements for a mobile application. I fully understand that my participation in this study is completely voluntary and that I am free to withdraw from the interview at any time without providing a reason. I understand that this interview will be transcribed, and that the transcript for this interview will not identify me by name. I agree that information obtained from me in this interview may be stored and used for the purpose of future research without the need for further consent from me.

I freely and voluntarily consent to participating in this interview.

PARTICIPANT NAME:

Cameron Englert

PARTICIPANT SIGNATURE:

Cameron Englert

Date:

2/26/18

2

Interview Consent Form

I understand that I am participating in a study to determine the demand and usability requirements for a mobile application. I fully understand that my participation in this study is completely voluntary and that I am free to withdraw from the interview at any time without providing a reason. I understand that this interview will be transcribed, and that the transcript for this interview will not identify me by name. I agree that information obtained from me in this interview may be stored and used for the purpose of future research without the need for further consent from me.

I freely and voluntarily consent to participating in this interview.

PARTICIPANT NAME: Jordan Mack

PARTICIPANT SIGNATURE: 

Date: 2-26-18

-1 3

Interview Consent Form

I understand that I am participating in a study to determine the demand and usability requirements for a mobile application. I fully understand that my participation in this study is completely voluntary and that I am free to withdraw from the interview at any time without providing a reason. I understand that this interview will be transcribed, and that the transcript for this interview will not identify me by name. I agree that information obtained from me in this interview may be stored and used for the purpose of future research without the need for further consent from me.

I freely and voluntarily consent to participating in this interview.

PARTICIPANT NAME:*Stephanie Sato*.....

PARTICIPANT SIGNATURE:.....

Date:*2.26.18*.....

-14

Interview Consent Form

I understand that I am participating in a study to determine the demand and usability requirements for a mobile application. I fully understand that my participation in this study is completely voluntary and that I am free to withdraw from the interview at any time without providing a reason. I understand that this interview will be transcribed, and that the transcript for this interview will not identify me by name. I agree that information obtained from me in this interview may be stored and used for the purpose of future research without the need for further consent from me.

I freely and voluntarily consent to participating in this interview.

PARTICIPANT NAME: Nathan Bangel

PARTICIPANT SIGNATURE: Nathan Bangel

Date: 2-26-18

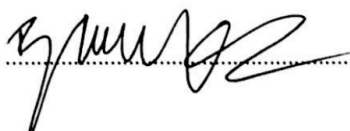
15

Interview Consent Form

I understand that I am participating in a study to determine the demand and usability requirements for a mobile application. I fully understand that my participation in this study is completely voluntary and that I am free to withdraw from the interview at any time without providing a reason. I understand that this interview will be transcribed, and that the transcript for this interview will not identify me by name. I agree that information obtained from me in this interview may be stored and used for the purpose of future research without the need for further consent from me.

I freely and voluntarily consent to participating in this interview.

PARTICIPANT NAME: Bianca Convento

PARTICIPANT SIGNATURE: 

Date: 2/22/18

Focus Group Script

Welcome

“We would first like to take this opportunity to thank everyone for helping us out and participating in this focus group. It is our hope to make this as quick and painless as possible for everyone. Please do not hesitate to speak up at any point during this process. Your input as potential users will help us to create a more useful product for everyone.”

“As our first order of business we need everyone to sign a permission form stating that you agree to participate in this focus group and that we may take notes regarding your impressions and comments to be used to improve our app.”

[Have participants sign permission slips]

“Thank you all very much.”

Introduction/Background Information

“Our inspiration for this project comes from our observations of other students around campus and our own experiences. Texas Tech has a very large campus and, as a result, it is sometimes difficult for both new and returning students to find their way around. This is particularly true when trying to quickly move between classes or attempting to locate a building you are not familiar with.”

“Apps that attempt to address these issues are not currently feasible for Texas Tech students. Google Maps and similar apps provide excellent route generation and generate turn-by-turn directions for the user. However, the app’s ability to do this is predicated on being provided correct physical addresses by the user. Students do not have the time or inclination to locate this information each time it is necessary.”

“Texas Tech provides an alternative option in the form of its own official app. The Texas Tech app provides students with a campus map which allows the user to search for the location of a specific building. Unfortunately, the map is static in nature and will not provide the student with directions nor does it indicate the student’s current position on the map. Furthermore, finding the correct building on the map requires the student to know the building’s name, which may not always be apparent from the building’s prefix, such as is shown on a student’s schedule.”

“Our answer to this problem is RaiderNAV. RaiderNAV is a navigation app specifically tailored to use by Texas Tech students and visitors. The app combines the best features of both traditional navigation apps and a detailed campus map. RaiderNAV will allow the user to input their classes, exactly as they appear on their official schedule, and dynamically generate routing information to each class in the proper sequence. The app will also allow the user to save, delete, and edit multiple schedules. This functionality will allow the user to keep multiple schedules for different days of the week and even from term to term. RaiderNAV will also calculate and display an estimated time of arrival to the next destination to keep students on time. Finally, the app will dynamically remove classes that have already ended from the user’s routing information whenever a route is requested. This behavior ensures proper direction at any given time.”

Use Case Simulation

“Now that we have introduced RaiderNAV, we would like to present some of the mock-ups we created of the app and go through some typical use scenarios in order to gather feedback from you as potential users.”

Creating a Schedule

“The first scenario we are going to simulate is creating a schedule.”

[Home Screen Mockup]

“This will be the Home Screen which will pop up as soon as you enter the app. Let’s assume you don’t have any schedules created yet. Select “Create new schedule” to start.”

[Name Schedule Mockup]

“The first step will be to give a name to your new schedule and then start adding classes. After you’ve typed a name for your schedule you would press “Add Class”.”

[Add Class Mockup]

“Here you will be able to add all the details for your class and add it to your schedule. After entering the pertinent information, you have the option to either add another class or finalize the schedule. Let’s assume you’ve added several classes and now choose to finalize your schedule.”

[Schedule Days Mockup]

“This screen will show a summary of all the classes you’ve added to your current schedule. Let’s pretend these samples are the classes you’ve added for your Monday/Wednesday/Friday schedule. Go ahead and select the correct bubbles.”

[Save Schedule Mockup]

“Easy enough. The last step is to press “Create and Save Schedule” to permanently save your schedule.”

“What are your thoughts on the Create Schedule process? Do you have any suggestions?”

Creating a Schedule – Observations/Feedback

- 1. There was some confusion regarding how schedules would be repeated. I.E. whether classes would automatically be added to appropriate schedules or whether a separate schedule would need to be created for each week day. Participants preferred the first option.**
- 2. The suggestion was made that a date field could be added for a each schedule. That schedule would then persist for the specified dates, such as a single semester, before automatically being removed.**
- 3. Participants asked if they would be required to login each time they wished to use the app. We explained that we had intended to save data only locally and not require a login of any kind. This proposal was very well received. The participants mentioned that they would not even use the Texas Tech because it requires a login each time and will not save login information.**
- 4. Participants expressed a desire to be able to name each schedule themselves. This feature was always planned and is already being implemented.**
- 5. Intervals of ten minutes were agreed upon as the best option for the time selection drop-down menus.**
- 6. The ability to color code individual classes within schedules was proposed as an organizational function. I.E. Color could be set to match a student’s notebook color for that class.**

[View/Edit Schedule](#)

[Home Screen Mockup]

“Excellent. Now let’s move on and try viewing and editing a schedule you already have saved. As expected, we’ll start again from the home screen. Press “View/Edit Schedule to get started.”

[Select Schedule Mockup]

“As you can see, the system now provides you with a complete listing for all of your saved schedules. From here, you have the option to view, edit, or delete any of them. Let’s pretend John needs to make changes to his Monday schedule. Select it.”

[Edit Schedule Mockup]

“This option presents us with a detailed listing of each of John’s classes on the selected schedule. Course names are entered in a text box so that they can be easily customized to the user desires. Locations are, for ease of use, selected from a drop-down menu. If you need to change the location of an existing course, you will see something similar to this.”

[Edit Location Mockup]

“Selecting the time box corresponding to a particular class provides a similar interface.”

[Edit Time Mockup]

“Here, the user is able to individually alter both start and end times, though not necessarily in the provided increments.”

[Save Schedule Mockup]

“Once a user has finished making changes they would intuitively select “Save” to confirm the changes to their schedule.”

“Thoughts? How do you feel about the View/Edit Schedule Functionality?”

View/Edit Schedule - Observations/Feedback

- 1. The suggestion was made that the user should be asked to confirm their decision before deleting a schedule to avoid accidental deletion. This should definitely be implemented.**
- 2. One participant suggested that a professor’s name, office hours, and email could be added for each class. Although this functionality might be desirable, it is not feasible from an implementation standpoint. Since our app doesn’t have access to the TTU databases/system. and relies purely on mapping input from the users to buildings, this information is not readily available. Furthermore, professors change their office hours frequently without notice and may have a preferred email other than their TTU email address.**

Request/Recalculate Route

[Home Screen Mockup]

“Obviously the main objective for RaiderNAV is not just to store schedules, but to use those stored schedules to dynamically generate routing information for the user. Our app makes this quick and easy. Try pressing “View Today’s Classes”.”

[Start Route Mockup]

“It really is that easy. RaiderNAV pulls the correct day of the week, as well as the current time, from the device’s setting for you to generate a route for that day. As soon as the “Start Route” button is pressed, navigation will begin.”

[Recalculate Route Mockup]

“This mockup shows an example of the user’s screen while in route to their next destination. As you can see, the ability to recalculate the route is always available to the user should they veer from the prescribed course.”

“What do think of the navigational portion of RaiderNAV?”

Request/Recalculate Route – Observations/Feedback

- 1. One participant asked if the entire route would be shown during navigation or only one leg (to the next destination) at a time. We hadn’t considered this. Feedback from the group seemed to be that they believed it would be easier to receive only directions to the next destination during navigation (less clutter on the screen), but that the entire route could be shown before navigation began.**
- 2. It was suggested that it might be useful to have the option to display a picture of each building so that a user could feel more confident that they had reached their desired destination. Similar functionality exists in the “street view” feature of Google Maps and could feasibly be added in a future release.**

Disable Notifications

[Home Screen Mockup]

“The last scenario we are going to walk-through is the ability to disable notifications for RaiderNAV. We finally get to utilize that last button on the home menu. Go ahead and press “Settings”.

[Settings Page Mockup]

“Here you will see an option labeled “Disable Reminders”. Silencing RaiderNAV is as easy toggling that button. Any future settings/options will also be implemented here.”

“Hopefully turning off notifications is simple enough. Does anyone have any idea for other necessary options?”

Disable Notifications - Observations/Feedback

1. **None of the participants had any suggestions regarding additional settings or configuration options they would like to see implemented. However, they were very adamant that the ability to silence the phone and disable notifications was absolutely essential. This shouldn't be a problem. The functionality is already built into the Android operating system.**

Final Impressions/Conclusion

“Our final order of business is to get some feedback from you guys. So, a few questions for everyone.

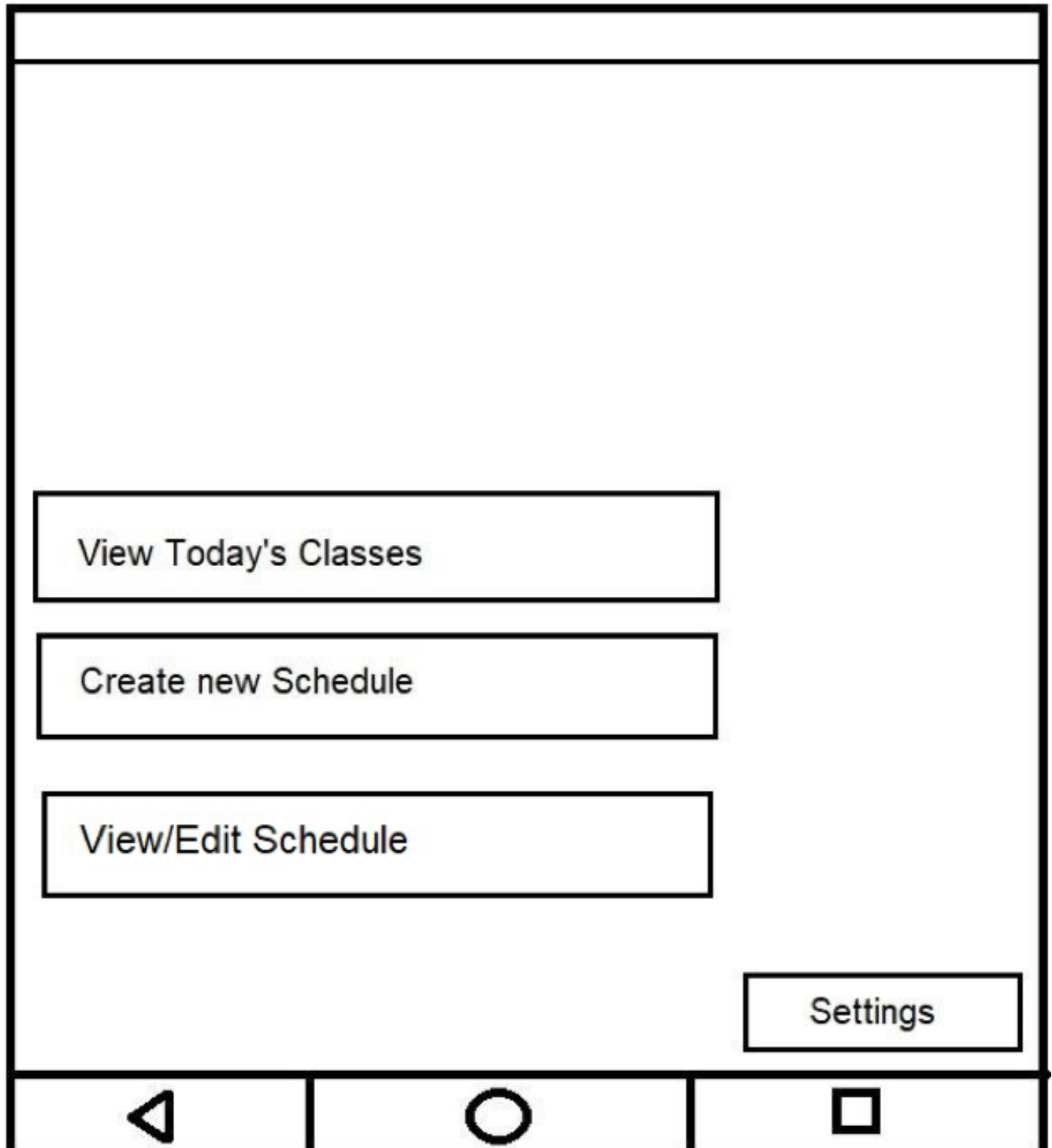
- Do you think the app effectively addresses the problems that necessitated the creation of RaiderNAV?
- What are everyone's thoughts regarding the usability of the app?
- Do you have any suggestions or features you would like to see implemented?
- Any questions?”

Final Impressions

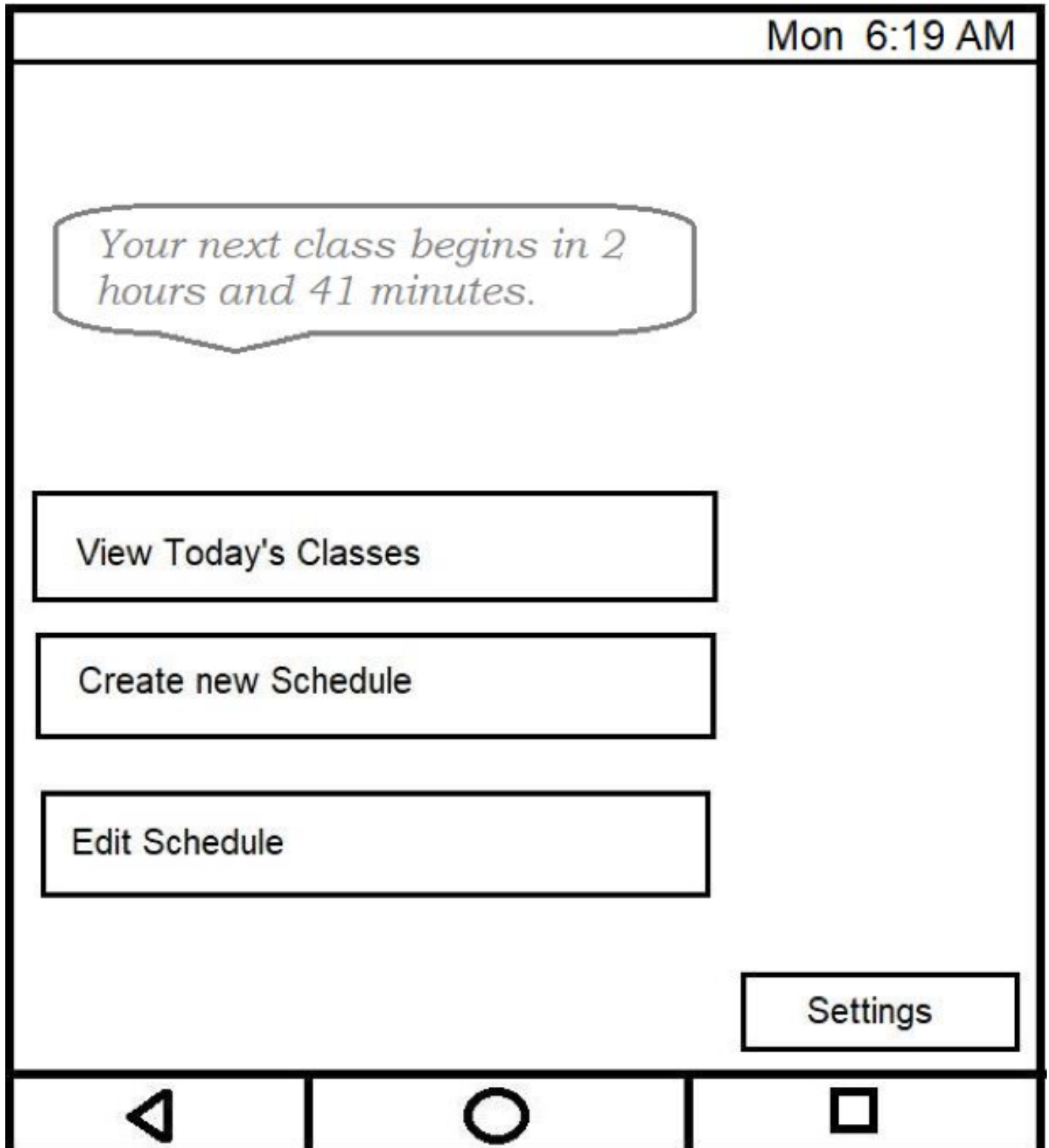
1. **Perhaps the best suggestion we received was to implement an obvious feature we somehow overlooked. It would be beneficial to have a separate option from the home screen which allowed the user to view the entire map of the Texas Tech University campus and search for specific building without creating a schedule. This would allow a user to reference a building they only need to visit once or are simply curious about. It might also be a good idea to include inset pictures of each building upon building selection.**
2. **The question compatibility for smartwatches was raised. This is something that could be implemented if the app is successful, but not something planned at this stage of development since it requires completely separate source code.**
3. **The prospect of including parking information based on time of the day for pay to park locations etc. was also raised. While parking lot locations could be easily added, availability of parking and pay rates depending on a user's status and time of day are not practical to implement at this time.**
4. **Someone asked whether the app would only be available to students. Since the app does not pull any information from the TTU systems, and does not require a login, it will be available to anyone who wants to use it. We also see it as being beneficial to parents and visitors in particular.**

“This concludes our focus group meeting for the RaiderNAV app. Again, thank you all for participating. If you have any questions or concerns, please feel free to reach out to us at any time.”

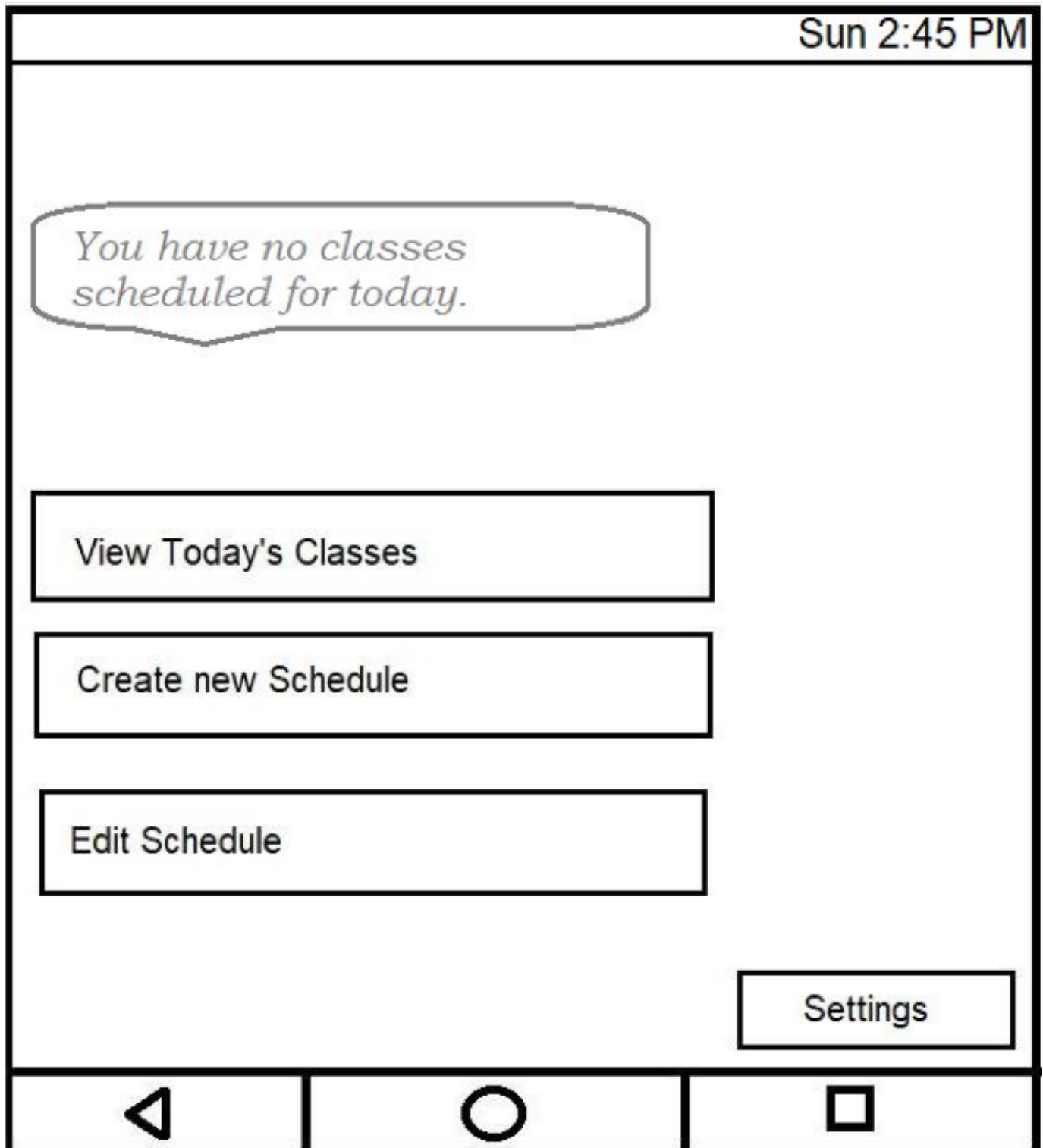
Printable Product Mockups



Home Screen



Home Screen (Classes Scheduled)



Home Screen (No Classes Scheduled)

Give a name to your Schedule

Add a Class

◀

○

◻

Name Schedule

John's Monday Schedule

Enter Course Number

Enter Building Name

Start Time

Finish Time

Add Another Class to this schedule.

I am finished creating this schedule.

Add Class

John's Monday Schedule

Course Name	Location	Time
Math 3350	Mathematics	9am - 9:50am
English 1301	Holden Hall	10am - 10:50am
ECE 2350	Livermore Centre	12:30pm - 1:50pm

Set this schedule for:

Mon	Tue	Wed	Thu	Fri	Sat	Sun
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Create and Save Schedule



Schedule Days

John's Monday Schedule

Course Name	Location	Time
Math 3350	Mathematics	9am - 9:50am
English 1301	Holden Hall	10am - 10:50am
ECE 2350	Livermore Centre	12:30pm - 1:50pm

Set this schedule for:


Mon	Tue	Wed	Thu	Fri	Sat	Sun
<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>


Create and Save Schedule





Save Schedule

View/Edit Schedule

 John's Monday Schedule

 Schedule for Tuesday/Thursday

 Saturday Coffee and Softball



Select Schedule

Edit Schedule

MWF Classes


		Location	Time
✖	English ▼	English ▼	8:00-9:00 ▼
✖	Calculus ▼	Mcom ▼	9:00-10:00 ▼
✖	Chemistry ▼	Biol ▼	1:00-2:00 ▼






Edit Schedule

Edit Schedule

MWF Classes

		Location	Time
✖	English ▼	English ▼	8:00-9:00 ▼
✖	Calculus ▼	Mcom ▼	9:00-10:00 ▼
✖	Che	<div> <div>AGR</div> <div>Biology</div> <div>Biology LH</div> <div>Chem</div> <div>More </div> </div>	1:00-2:00 ▼

Edit Location

Edit Schedule

MWF Classes

		Location	Time
✖	English ▼	English ▼	8:00-9:00 ▼
✖	Calculus ▼	Mcom ▼	9:00-10:00 ▼
✖	Chemistry/ ▼	Biol ▼	1:00-2:00 ▼

Start Time	1:00	End Time	2:00
	2:00		
	3:00		
	4:00		
	5:00		
	↓		

SAVE



Edit Time

Edit Schedule

MWF Classes

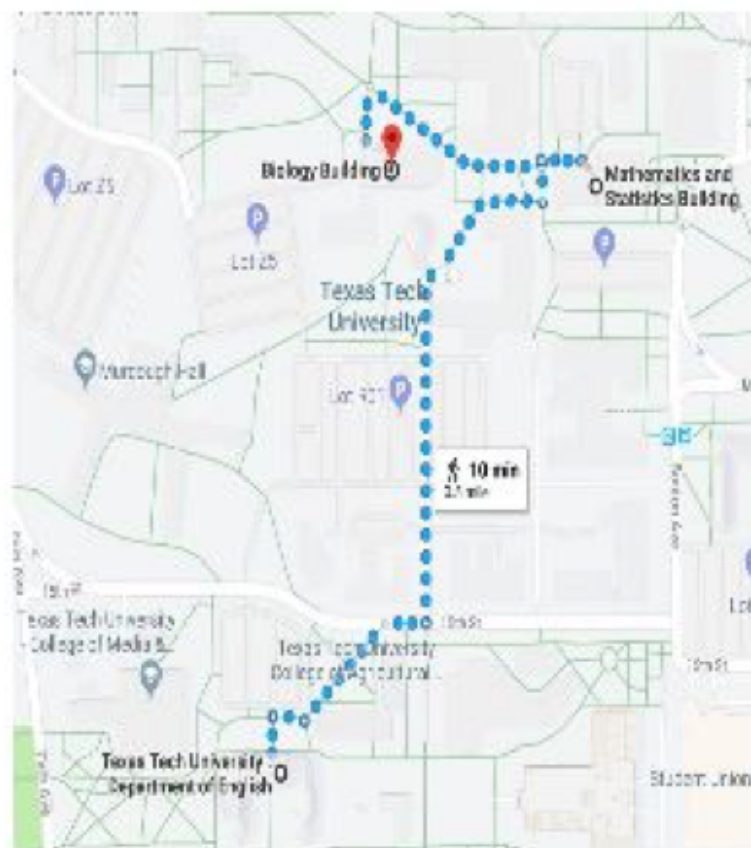
		Location	Time
✖	English ▼	English ▼	8:00-9:00 ▼
✖	Calculus ▼	Mcom ▼	9:00-10:00 ▼
✖	Chemistry ◀	Biol ▼	1:00-2:00 ▼

SAVE



Save Edits

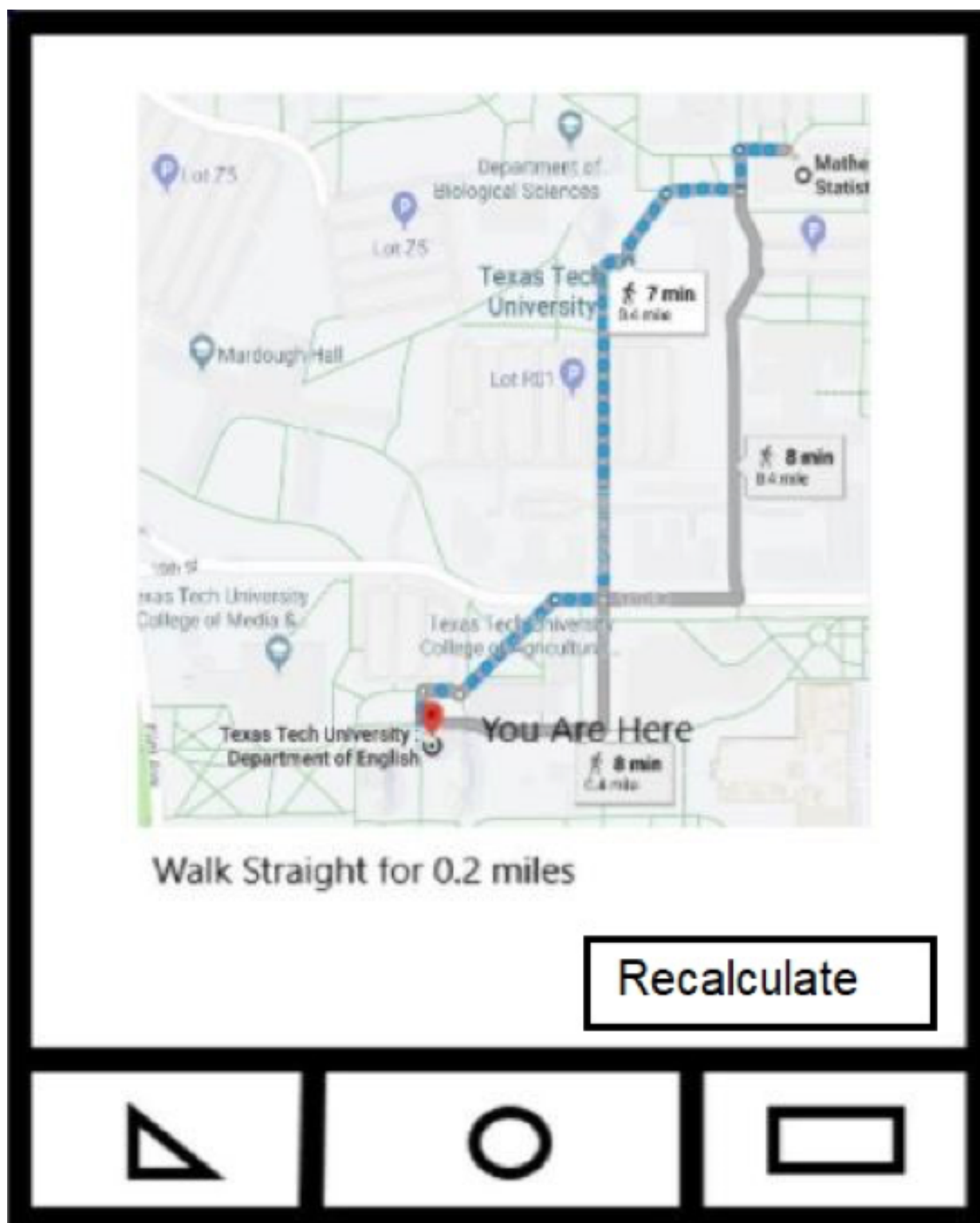
Today's Schedule



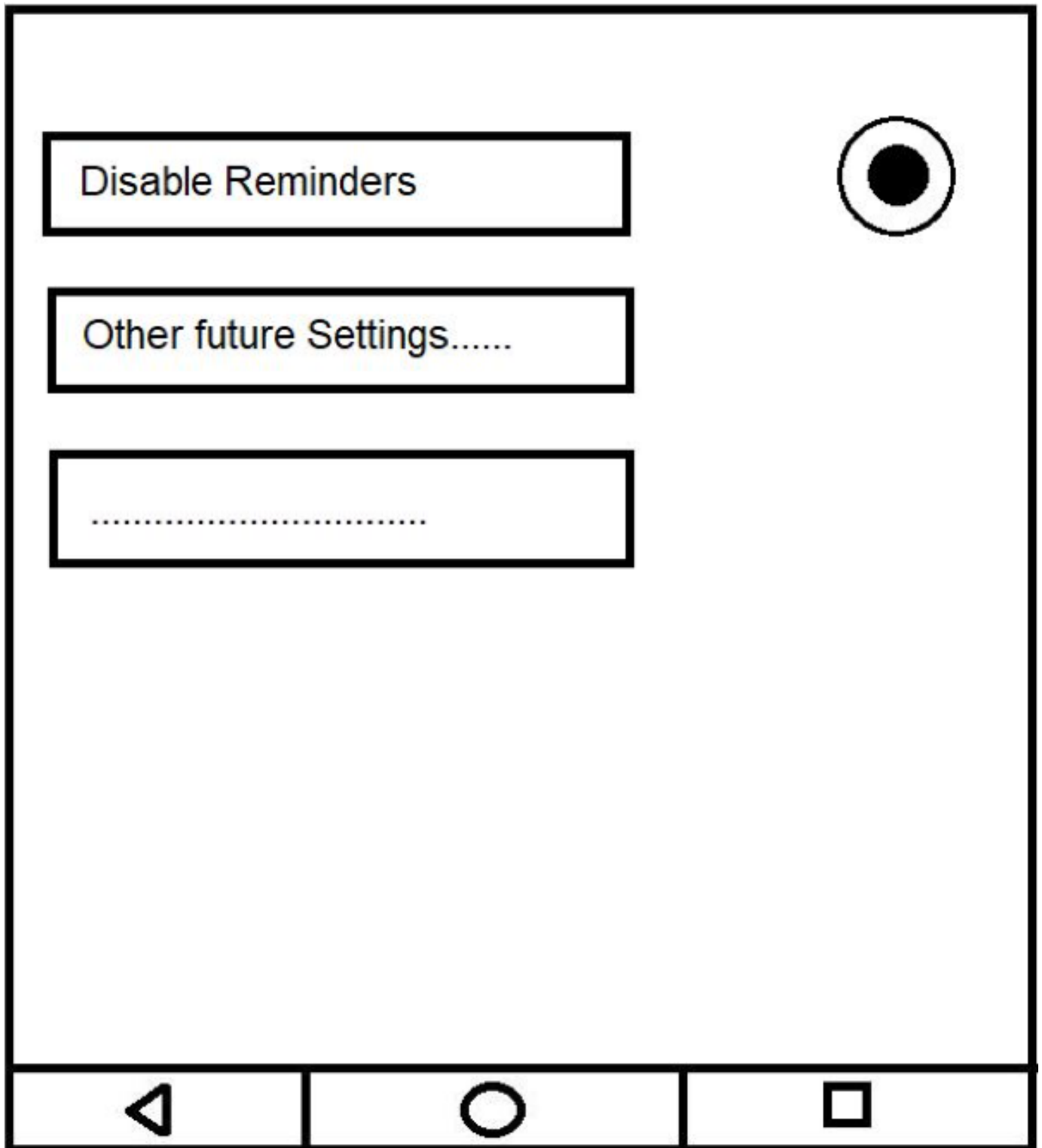
Start Route



Start Route



Recalculate Route



Settings Page