**USER TESTING & REPORT**

**TEAM 05 Car-ma**

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The following report shows a table of the demographics of each individual subject with the design that works and problematic of each individual subject respectively based on the observation.

**USER 1**

|  |  |
| --- | --- |
| Gender | Male |
| Age | 23 |
| Occupation | Graduate Student |

What parts of your design worked?

This particular user is satisfied with the simplicity of the designs and buttons that are easy to follow and navigate. The rendering of the mobile app is satisfactory considering the template and features are responsive either with iPad or iPhone. They also mentioned the fact that the app Carma supports the use of electric car which also emphasize the eco-green or environmental theme of this project which he liked. As with the mapping and payment, he is happy with the fact that paypal is an additional option as a method of payment. The map is easy to follow as it is relatively the same with other car-sharing application such as Uber and Grab.

What parts of the design were problematic?

The agreement on the app usage is not listed yet in the app, maybe considering this is a mock up the user agreement is not featured yet. The app navigation is kind of alarming that the user is forced to upload a picture after a ride is finished. Besides the format of the photo / image is not specified properly in the form. I just think that a report button would be more appropriate to allow freedom for the user to upload photos or not.

**USER 2**

|  |  |
| --- | --- |
| Gender | Female |
| Age | 23 |
| Occupation | Graduate Student |

What parts of your design worked?

This user was also satisfied with the simple design of the application. It was easy to follow and the information that was needed from them (the user) was stated clearly. In addition, the user is particularly impressed with how specific the pick up and drop off schedule is, the specific location of the vehicle, its features and also the battery level of the car.

What parts of the design were problematic?

One of the things that the user said was problematic or could be fixed, is that instead of typing the pick up and drop off manually, we could have a date & time picker.

**USER 3**

|  |  |
| --- | --- |
| Gender | Female |
| Age | 20 |
| Occupation | Undergraduate Student |

What parts of your design worked?

In terms of design wise, it was very informative in a balanced way. There is not too much information squeezed in one area and not too little information either for the user to understand the flow of the app. She also mentioned that the color theme is not too contrasting and it’s a good choice by the HCI point of view. In conclusion, the theme of design and the background is going into the correct direction.

What parts of the design were problematic?

One of the features that this user find not necessary was giving a reason when they choose to cancel the reservation of the car. This user mentioned that some people would not bother writing the reason and just skip this part of the process. Another feature that is lacking is a back navigation button on every page. When the user wanted to go back and see the reservation of the cars and the locations, they do not have the chance to or was not able to do it.

**USER 4**

|  |  |
| --- | --- |
| Gender | Male |
| Age | 23 |
| Occupation | Graduate Student |

What parts of your design worked?

In terms of the overall point of view, this user mentioned that the app is pretty straightforward and simple to use. There is not much thought process or a complicated cognitive walkthrough as an evaluation to this application.

What parts of the design were problematic?

It was a hassle trying to put all the license information one by one in the application. The user suggested uploading a photo of their license is an easier way and less time consuming if they are in a hurry.

**USER 5**

|  |  |
| --- | --- |
| Gender | Female |
| Age | 18 |
| Occupation | Undergraduate Student |

What parts of your design worked?

As the user walks over the whole schematic of this app, she said that the application reminds her of zipcar and uber. She said it is a good thing because those are great examples of HCI for the same category or theme. She also mentioned that the GPS reminder is a great feature to have that would be really helpful since people do forget or preferred to turn it off sometimes.

What parts of the design were problematic?

This user also mentioned that the application lacks a back button for the user to go back to the previous page. If he/she changes her mind regarding the car they wanted to rent, they would not be able to go back to the previous page and change the information.

**What changes you are planning to make in your design?**

We think the changes based on the tabulated data gathering among different kinds of user in almost the same kind of environments shows that uploading photo would be a big hindrance to the flow of the application. It also limits the freedom of users to navigate through the app as the page is forced as a static form. Moreover, there is a consistent feedback and notice from the users that the design of the app lacks back navigation or cancel navigation in order to go back 1 step behind for the state of the application, or in simpler terms the level in the process of completing a form and reserving a car for example. Another feature we could change, is adding the date and time picker when the user is choosing their pick-up and drop off time. The driver's license page information will also be changed as we realized it was unnecessary for the user to put in all the information manually and could just upload a photo of their driver's license instead. We plan to ask for their driver's license number and a picture of their license. There is another feature that a user finds problematic, which is the reason for cancellation. Even though some user might skip this process, however, when they take the time and fill out the information, it is beneficial for the admin knowing the reason and maybe could have improve our services and application.