16 Issues

| Problem found during low-fi prototype testing (what? and where? in the app) | Found by the following test user(s) | Found during testing or interview? | Severity of the problem (e.g. on 0-4 scale) | How would you fix this problem in the prototype? |
| --- | --- | --- | --- | --- |
| Side menu does not work | P1, P2, P3 | During the testing | 3 | Add the missing side menu option to the final prototype |
| Map does not move and has no additional functionalities | P1, P2 | During the testing | 2 | Would have to add more features on the map itself e.g a way to click on bus stops to see what bus is going to be at that |
| Too much information on map | P1 | During the testing | 1 | Remove unnecessary information on the map |
| No save location functionality | P1 | During the testing | 3 | Add the functionality to the menu or journey option |
| Doesn’t show easily that you can set a route with multiple buses | P1 | During the testing | 3 | Add that functionality in the journey menu |
| Back button is difficult to find | P2, P3 | During the testing | 3 | Add the back button (with an arrow icon) to the prototype |
| Home button is not explicit | P2, P3 | During the testing | 4 | Add a house icon to the home button |
| Finding bus details was hard to parse | P2, P3 | During the testing | 4 | Make information more reduced so it is easier to read |
| Confirm button isn’t obvious what it does | P2 | During the testing | 4 | A window showing the message “The notifications for your stops during the journey have been confirmed” should pop up |
| Not obvious you need to scroll down in the journey plan | P3 | During the testing | 3 | Make a “Scroll” instruction pop up when the journey plan interface appears |
| There is no option to buy tickets | P2 | During the testing | 2 | Add the functionality to buy tickets on the general menu or add the option to buy them when planning a journey |
| Quiz was too simple | P2 | During the testing | 1 | Can add more quiz questions |
| Not very customizable | P1 | During the testing | 1 | Can add a settings option in the side menu where it lets the user customise the app e.g change colours of the app |
| Doesn’t show whether the bus is full or not - to know whether you can actually get on the bus | P3 | During the testing | 3 | Add that information along with the noise level and accessibility information |
| Doesn’t know show next empty bus stop | P3 | During the testing | 2 | Add information about the next best bus journey |

# Summary

Our prototype went brilliantly, in particular navigating to the different areas of the app was easy, most actions needed were intuitive and performed well, however there were issues with how explicit some of the functionality and information within the app is. We managed to provide an app that allows users to avoid busy and noisy bus journeys whilst also providing fun, interactive and productive journeys. This will inevitably lead to people having more motivation to take the bus instead of driving everywhere. If we were to carry on with this app development we would make sure to remove all of the issues found in our testing to further add to the success we have had. We could try to make journeys more interactive through collaborative experiences, make journeys more productive through adding a to-do list area and to make the user more motivated to take the bus and give them rewards such as new games, specific quizzes or app themes.