0. Consent Form

Talking Buses - Usability Evaluation

I state that I wish to participate in a study being conducted by Chris Wait at the University of Edinburgh. The purpose of the study is to evaluate the design and usability of the Talking Buses app - a bustracker app developed for independently mobile blind and visually impaired bus users.

The procedures involve:
- A short pre-evaluation survey to gauge general user information
- A Cooperative Evaluation consisting of an evaluator/tester dialog while completing a short list of tasks using two bustracker apps
- A short post-evaluation survey to gauge user experience

I understand that all information collected in the study is confidential, and that my name will not be identified at any time.

I understand that I am free to withdraw from participation at any time without penalty.

Additionally, I grant permission for the use of video recording equipment during the evaluation:
YES / NO

Print Name: _____

Signature: _____

Dated: _____

1. Pre-Test Survey

Before testing the app, please complete the following short survey.

1. User:

1. Age group	11-20	21-30	31-40	41-50	51-60	61-70	71-80	81-90

2. Gender	Male	Female

3. Vision	No visual impairments	Partially sighted	Blind

Notes:

2. Mobile Usage:

Question	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree	N/A
1. I currently own and use a smartphone						
2. I am comfortable using smartphones, mobile apps, touchscreen devices etc.						
3. I am familiar with smartphone-based accessibility technologies (e.g dictation, zoom)						

4. I use the following mobile OS	iPhone	Android	Blackberry	Windows Phone	Other:_____

Notes:

3. Bus Usage:

Question	Every day	Several days a week	Several days a month	One day a month	Agree	N/A
1. I use the Lothian Bus service in Edinburgh						

2. I currently use a Bustracker app on my smartphone	Yes	No

3. I currently use the following Bustracker app	Official Lothian Buses App	Edinbus	Buses	Scot Talk	Other (Android)

Notes:

2. Cooperative Evaluation - Tasks List

Complete the following three tasks, first using the TalkingBuses app, then using the official Lothian Buses app.

During each task, we'll have a conversation about the following:
- *What do you think you need to do next to complete the task?*
- *Is the app effectively communicating what you should do next?*
- *What do you think the result of certain actions would be?*

Task 1: Find the three names (and directions) of the three closest bus stops

App	Time Taken	Errors
Talking Buses		
Lothian Buses		

Notes:

TB:
LB:

Task 2: Find out when the next [SERVICE] bus leaves from the closest stop

App	Time Taken	Errors
Talking Buses		
Lothian Buses		

Notes:

TB:

LB:

Task 3: Find out the next 3 bus stops this service calls at

App	Time Taken	Errors
Talking Buses		
Lothian Buses		

Notes:

TB:

LB:

3. Post-test

Please answer the following questions about the TalkingBuses app:

Question	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree	N/A
I found the app easy to use						
I could use the app without written instructions						
The language used in the app is clear						
It was easy to navigate between different sections/screens of the app						
The app does everything I'd expect it to						
The app works the way I'd expect it to						
Using the app was an enjoyable experience						
If using the bus service, I would use this app						
I felt confident using the app						

Please answer the following questions about the Lothian Buses app:

Question	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree	N/A
I found the app easy to use						
I could use the app without written instructions						
The language used in the app is clear						
It was easy to navigate between different sections/screens of the app						
The app does everything I'd expect it to						
The app works the way I'd expect it to						
Using the app was an enjoyable experience						
If using the bus service, I would use this app						
I felt confident using the app						

Other comments:

TB:

LB: