

“GoPass” App User Testing Report

Introduction

Go Pass is an Integrated Payment App for public transport. It provides below features

- Payment for users' travel through “GoPass” app
- Buying tickets and paying through Credit Card
- Adding funds to the “GoPass” transit card
- Accessing Travel logs for previous trips

Summary of user test

This app is tested on testers from <https://app.usertesting.com/> using a prototype version of the “GoPass” application using the tester’s smartphone. Testers recorded their video, comments, and navigation choices. The session captured each participant’s navigational choices, task completion rates, comments, and feedback.

Executive Test

Testers from <https://app.usertesting.com/> conducted the test in their suitable premises. The purpose of this test was to assess the usability of the “GoPass” app, interface design, and information flow.

Total 3 testers were involved in the usability test to ensure stable results. Each session lasted around 7-10 minutes. Testers were from different regions like Canada and India.

Tasks for Testers

- Check all the tickets purchased so far
- Buy a pass using “GoPass” card and check tickets
- Try loading funds in “GoPass” transit card using the credit card and net banking
- Buying tickets and paying via credit card
- Accessing travel logs, getting trip details for a particular trip, and rating the journey

Results

- 3/3 of the Participants completed task 1.
- 3/3 of the Participants completed the task2
- 2/3 of the Participants were able to load funds using credit cards and net banking.
- 3/3 Participants were able to complete the task4
- 3/3 participants completed the task5.

What Worked

1. The flow of the application was easy. All testers were able to navigate through the screens and found the task easy.
2. Testers were able to check the tickets purchased so far. All agreed with the information architecture of the tickets with the below details
 - a. Source and Destination
 - b. Date and Time of travel
 - c. Status of ticket “Active” or “Expired”

3. All testers found accessing “GoPass” card, Paying via GoPass, Adding funds in GoPass, and accessing tickets after payment workflow easy.
4. All testers were able to buy tickets and pay via Credit Card for that ticket-workflow easy
5. All testers were able to access the travel logs and able to rate the journey.

What not worked

1. 1/3 tester didn't find the logo interesting. For other two logos were intuitive.
2. 2/3 of testers found the interface basic and lot of scope for improving the interface
3. 1/3 tester was confused about the rating given on the travel log chips. He was confused if it is for the journey or the driver of the transport
4. 1/3 tester found inconsistency about the progress bar in screens AddFundToGoCard and AddFundToGoCardDetails
5. 1/3 tester found inconsistency in the payment success symbol used throughout the app.
6. Few links in the prototype were broken for 1 tester
7. 1/3 tester mentioned he didn't like the fonts used in the app

Suggestions and Recommendation

1. Updating the map in travel log chips to show src and destination rather than showing To and From. This is important to distinguish the journey in nearby places.
2. The design of the application can be improved.
3. 1/3 tester suggested improving fonts.