# User-Centred Design

Usability Study Materials 4

Task Descriptions and

Observation Sheet

Faculty of Science, Engineering and Technology

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## Task 1

Please read the following task. When you are ready to start please say “Ready”.

As a passenger, book a ride share of George Beckham from your location to Swinburne at 2:30 pm today.

Note: All fields will be prefilled for you. So just assume that your information has been already entered.

Please rate the difficulty of this task:

Very Hard ⬜ ⬜ ⬜ ⬜ ⬜ Very Easy

Thank you, this is the end of the Task 1.

We shall ask you to start the next task shortly.

## Task 2

Please read the following task. When you are ready to start please say “Ready”.

Review your trip – give a star rating and comments (if any) to the driver at the end of the trip.

Note: Assume that you have reached the destination and you are done with payment for this trip.

Please rate the difficulty of this task:

Very Hard ⬜ ⬜ ⬜ ⬜ ⬜ Very Easy

Thank you, this is the end of the Task 2.

We shall ask you to start the next task shortly.

## Task 3

Please read the following task. When you are ready to start please say “Ready”.

As a passenger, cancel a ride that you booked George Beckham to pick you up a few minutes earlier.

Note: All fields will be prefilled for you. So just assume that your information has been already entered.

Please rate the difficulty of this task:

Very Hard ⬜ ⬜ ⬜ ⬜ ⬜ Very Easy

Thank you, this is the end of the Task 3.

We shall ask you to start the next task shortly.

## Task 4

Please read the following task. When you are ready to start please say “Ready”.

As a driver, post a ride from your current location (e.g. home) to Swinburne University, departing at 2:30pm today.

Note: All fields will be prefilled for you. So just assume that your information has been already entered.

Please rate the difficulty of this task:

Very Hard ⬜ ⬜ ⬜ ⬜ ⬜ Very Easy

Thank you, this is the end of the Task 4.

We shall ask you to start the next task shortly.

## Task 5

Please read the following task. When you are ready to start please say “Ready”.

As a driver, accept a ride to Swinburne that a passenger named David Beckham has requested. You can accept the passenger assuming that you have contacted him.

Note: All fields will be prefilled for you. So just assume that your information has been already entered. Also assume that at the end of the trip, you will receive the payment and a review from the rider.

Please rate the difficulty of this task:

Very Hard ⬜ ⬜ ⬜ ⬜ ⬜ Very Easy

Thank you. This brings us to the end of the tasks.