

# TastyTravel User Testing

2020 CA326

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# Summary of Key Findings

- Confusion in initial usage of the key features caused us to revamp the about page text to be clearer and have less 'technical jargon'.
- Found that some of the headings in the settings page didn't make sense.
- Accuracy of results from the algorithm did not work as well for rural areas.
- Some users found that locations gave back null coordinates randomly.
- The isochrones were made optional because the opinion on their usage was very split.
- The app can be used easily internationally and is not restricted to Ireland.

# Who We Tested With

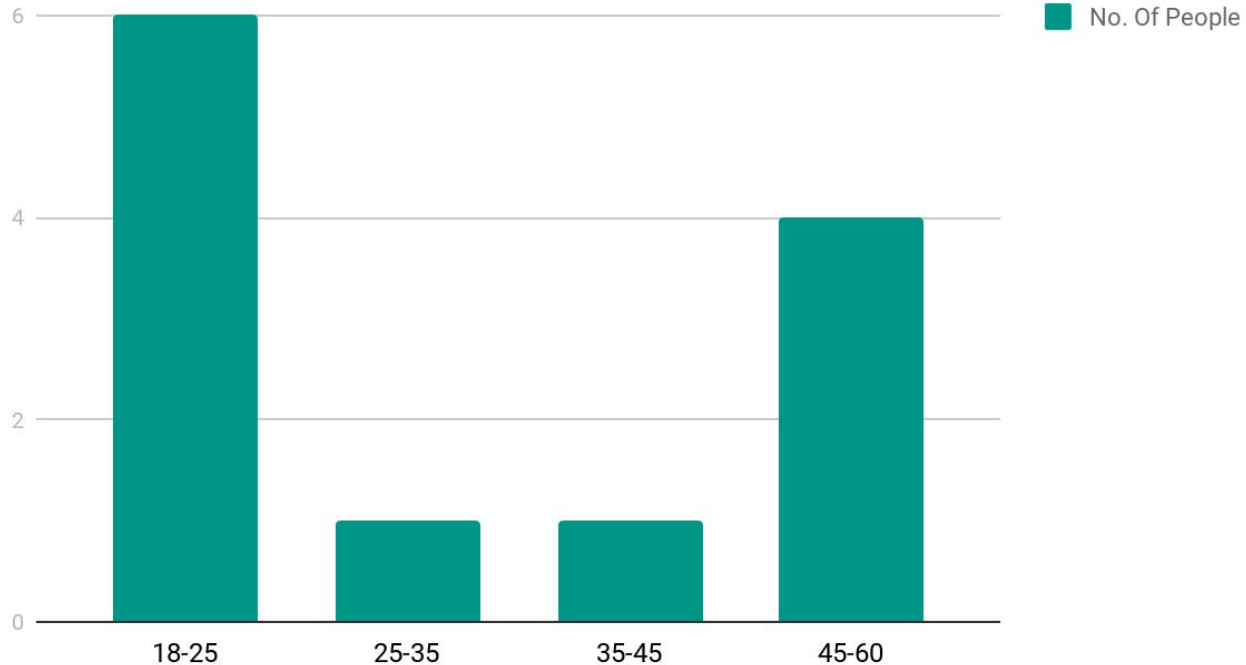
We collected feedback from in-person tests with people we know by using the installed app on our phones.

We gathered feedback from 12 users of different experience levels of technology. The most beneficial responses came from users who were less technologically adept.

Our sample comes from friends and family who were willing to test our app and be reviewed during it.

# Who We Tested With

Ages Of The Users Tested



# What The Objectives Given Were

Each user was tasked with trying to complete the following:

1. Create an account.
2. Search for a meeting place with any combination of the parameters.
3. Save two results.
4. Look at the results on the map.
5. Change the appearance of the app.
6. Search for another meeting place with different parameters.

# Results

# Bugs

- The location *Ballybay Wetlands* caused the coordinates to return null. This was because of a list iteration error where the first item in a list was never considered, instead jumping to the second item in the list. It was caught and fixed.
- When a Card View containing a result place was favourited, every 8th Card View would also be favourited. This was because of the recyclerView resetting the scroll position. A SparsedBooleanArray fixed this.
- A user entered a location into the text box and then changed their mind. They inputted a new place into the same text box but when they searched the result kept the first location inputted. The bug was fixed.

# Usability Problems

## Search Function

Without being given help, a user was unsure on how to use the search function. They did not understand what was being asked. We had to intervene and show what parameters were needed.

We decided to remake our about page and heavily recommend that user look at this page before using the rest of the app's functionality.



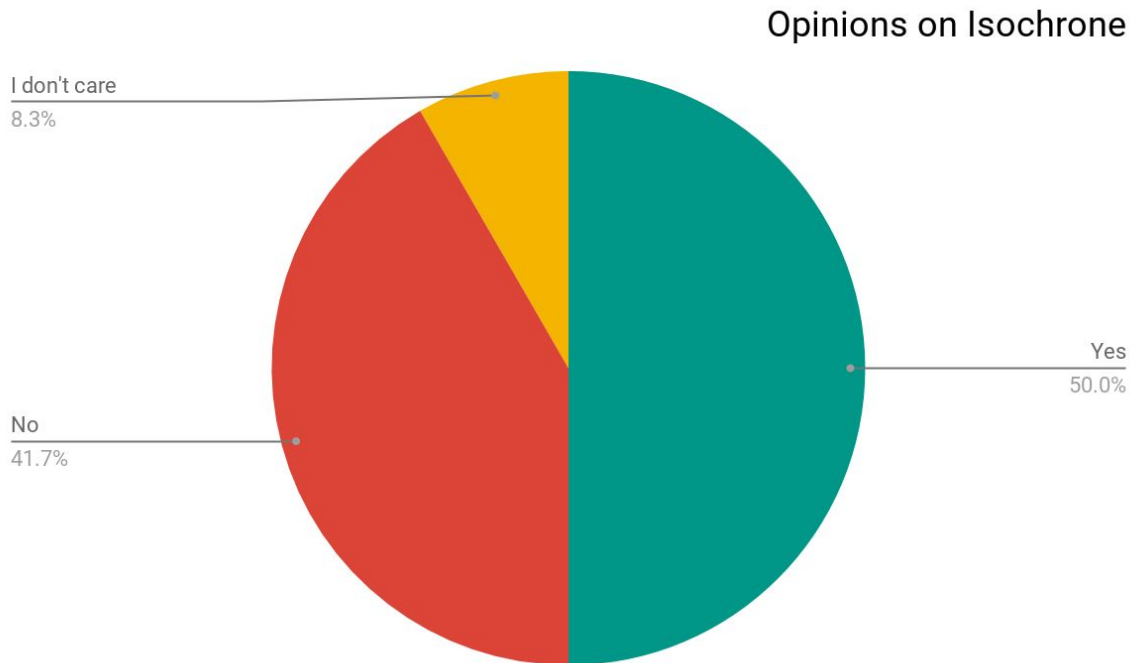
# Usability Problems

## Drawings On The Map

We initially had the isochrones and best meeting place drawn on the map for every user.

After mixed results with the map overlays, we decided to make toggles that would make the drawings optional.

They were off by default and the response to this was positive.



# Usability Problems

Some small changes were made in response to users opinions.

- Naming changes and appearance changes were made.
- The toggle to find the best meeting place was renamed as 'Best Meeting Locality' as the previous naming convention confused some users.

The markers representing all the locations were red only.

- Users did not like this because it was harder to distinguish the locations.
- We changed the search result markers to purple and the optional meeting place marker to blue.

# Usability Problems

## Accuracy Of Results Location.

A user inputted *Clontibret, Co. Monaghan* and *Dundalk* with driving and walking chosen respectively. The best meeting place ended up in *Crossmaglen, Co. Armagh*. This was very inaccurate as that would take the person 3 hours to walk from *Dundalk* to *Crossmaglen*.

We adjusted this by giving a score to the algorithm so that walkers would be favoured, followed by cycling, and finally driving. This meant results were more accurate.

It was still noticed that rural areas did not work as flawless as urban areas. This was due to factors like lack of places of interest and longer distances chosen between points.

# Other Feedback

Users shared their opinion on how they would like to see some features added. These were valid points and we thought that we could focus on them in the future. Among them was;

- The ability to get their current user by clicking a button.
- Use public transport options.
- Change the size of the isochrone. It is set to 10 minutes.

One user was surprised to see that you could click on a search result marker and open the result on Google Maps for directions.

# Interesting Feedback

One user pointed out that our app could be used as an aid to help the user discover amenities around them and organise social events.

- For example pub crawls.
- This can be achieved by entering a location in Prague twice with walking selected and set the meeting place to Bars.
- They could then favourite 12 pubs of their choice and go to the saved places map and find all the pubs saved there.

We never thought about this option and appreciated the different perspective.