

# Usability Test Plan

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## Product Description

Husky Parking Pal is a Navigation/ GPS system created for students. The mobile application enables users to easily navigate, reserve and locate parking within the University of Washington Bothell's campus. This app impacts the needs of students, staff/facility and visitors to provide a stress-free experience when parking on campus.

**Scenario:** You are a current student who commutes to school during peak busy hours and needs to *find a parking space on UW Bothell Campus*

## Wireframe Link:

[https://docs.google.com/presentation/d/1L7Zz-zRRLu-Mhp\\_9vnot\\_9dH5RV2aOppolpZ4qNIX3w/edit#slide=id.p](https://docs.google.com/presentation/d/1L7Zz-zRRLu-Mhp_9vnot_9dH5RV2aOppolpZ4qNIX3w/edit#slide=id.p)

## Key Evaluation Questions

- Do participants understand the purpose of our application?
- Is our application easy to use?
- Does our application add value and address the need intended?
- What common errors do participants make when using our application?

## Methodology

During a usability test it was asked of a user to think aloud. The participant was provided a task to complete, along with a brief scenario for context. The participant was asked to use the system to accomplish the task, while continuously thinking out loud. Before the test began, pre-test questions were asked to gather information on demographics and experience level. To get further feedback, questions were asked after the task was completed.

## Pre-Test Questions

- What is your experience using a GPS system?
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## Post-Test Question

- Rate the difficulty of Task 1 on a scale of 1-5 ?  
(1= very easy, 5 = very difficult)
- How was your overall experience with the platform?
- Do you have any suggestions of features you would like to see?

## Demographic

Participant 1 is a current student at the University of Washington Bothell. P1 is familiar with all parking locations within the UWB campus. Also, has advanced experience level using GPS systems.

## Findings

**Findings 1:** found the narrowing down/filtering of types of parking spots and parking location useful

**Finding 2:** Filtering fields (i.e. "Where on campus" , "Type of parking spots") as optional and not required is not clearly labeled

**Findings 3:** Having an overview of navigation break down would be useful.(i.e. To .. From .. Travel Time..)

**Finding 4:** Estimate arrival time was not clearly labeled

**Finding 5:** "Cancel" button was clear if the user wanted stop

**Finding 8:** Was not clear if there were alternative routes to choose from

## Recommendations

- Would be useful if the user could set default settings of parking location
- Possibly assist with finding parking spots near to the University of Washington Bothell for student that want to park near to campus but not on campus
- Instead of "Start" button is replace with "Directions" would be more clear