### **Initial Plans for Usability Testing**

In order to prepare for the collection of user feedback, we will start by defining the objectives of the collection, identify the targeted users with user personas, and finally select the method of collecting the user feedback. The objective of the app is to map out routes for UCLA students that are accessible, and our target users are UCLA students who are seeking a tool that can help them navigate accessible routes on campus. In the case that the user feedback is through a survey, we will design a survey that delves into different facets of BruinRoute’s front-end web implementation. This will help us understand user experiences and preferences comprehensively. In our survey, we may ask different types of questions such as open-ended questions that can help direct users into giving feedback that is specific to their experience with the front-end web implementation. In these questions, we would ask questions that would allow users to reflect on the success rate of achieving their goals with BruinRoute and the insights the individual insights they could give in improving BruinRoute. In addition, BruinRoute also has a “Report” page that will allow users to report inaccurate routes, which is equivalent to an in-app feedback form.

On our survey, we may ask users questions such as the following:

1. How many times did BruinRoute succeed in helping you plan accessible routes compared to the times it neglected to do so? How responsive was the app?
2. Thinking about the overall design and layout of BruinRoute, are there any suggestions you have for enhancing the visual aspects or making the interface more intuitive for users?
3. In terms of accessibility features, how well do you think BruinRoute caters to different user needs? Are there specific accessibility features you would like to see added or improved?
4. In your opinion, what are the key strengths of BruinRoute in assisting with accessible route planning? Are there specific features or design elements that you found beneficial?
5. Considering your experiences with BruinRoute, what advice would you give to a friend who also wants to use BruinRoute to have a better experience?
6. Reflecting on your experience with other navigation apps, how does BruinRoute compare in terms of usability and effectiveness for navigating UCLA campus?

After the method of collecting the user feedback is finalized, we will begin usability testing by recruiting participants representative of our target users. After recruiting UCLA students seeking accessible routes on campus, we can focus on developing realistic scenarios for our participants to complete, which address core functionalities of the web application. While our participants are using the app, these experiences can allow users to collect observations they noticed while testing the app. These observations would be based on how users interact with the app to identify usability issues, navigation challenges, as well as positive interactions with certain features. Following the collection of user feedback, we would conduct feedback analysis, which allows us to derive insights and common themes related to the potential usability of the app. To organize these qualitative and quantitative insights, we would report these patterns in a summary of the findings, prioritized recommendations based on user feedback that can be implemented, and a detailed analysis of the feedback based on usability, features and design. Following the analysis of the user feedback, we would conduct follow-up testing after implementing the recommended changes based on the user feedback.