

Interview results

The interview notes where gathered, clustered and analyzed in the Miro board [5] Some interesting summarizing insights and conclusions are shown on this page.

Interview after test asks

Navigation within the interface was experienced as clear. Most time users knew where to click, however, operation and navigation did get easier over time. **Scrolling** within a long racer list took a lot of time, which made operation of the system more difficult.

The interview shows that the little amount of functions creates a **simple and clear** interface. Also the color contrast makes it clear for the user where to click. The volume button and the order of timing (first timing then assigning) was not always understood directly. Furthermore, a long list of racers made assigning harder.

The feedback provided while timing was experienced as **comfortable and supporting**. Users noted that they would prefer to receive more feedback as they **select a racer**. The feedback when finishing timing was experienced as satisfying. However, users would need some more feedback and instructions within the app on how to operate, as some options were not clear directly. For example the hide - eye button was not understood right away. However it was clear to users that they could scroll within the list of racers.

“  
The scrolling took too long. - Elke

“  
That was really clear, it was all clear and not too much information. ... You do not want too many options. You already have a lot to do. - Elke

“  
It was nice. Just clear and not too much information. Just the information that you need. - Danielle

“  
I did not get a notification of feedback when I pressed the number. - Sven

Timing was experienced as **stressful**, as there sometimes were a lot of racers in a race and approaching at the same time.

The welcoming page was experienced as valuable guidance and gave a **personal** touch.

Grid mode was evaluated as most useful for most users. As this allows for **less scrolling** in case of big racer lists and shows a greater overview. On the other hand, the list mode was mentioned to be more appealing and suitable for small-scale races, as it also allows for a more personal touch as names are shown.

Most often **landscape mode** would be preferred, as this is experienced as more intuitive regarding pressing the volume button. Portrait mode would perhaps allow for a more comfortable reach to all racer numbers.

“  
It was difficult sometimes as you had to do a lot of things at the same time. - Irene

“  
That was all clear, yes I think it felt personal to see your own name. - Elke

“  
I like it because it is less scrolling. - Irene

“  
With the volume button I think landscape. - Sophia

Reasoning SUS questionnaire

The product is experienced as **easy to use and understand**, when using it for a while usage gets easier.

The (physical) **buttons needed some learning**, but usage gets easier after a few uses.

The app was reviewed as **consistent and straight forward**.

Stress is experienced as **multiple racers** approach close after each other or at the same time. However **confidence** within this **will grow** over time. Feedback helped the user while operating but could be more direct, for example an extra buzz when pressing a racer.

Overall the application is experienced as easy to use. In stressful situations the ease of use reduces. The interface is clear and clean, and **ease of use improves over time**.

“  
If you practice only once, I think it is easy to understand and use. - Irene

“  
I needed to learn which buttons to use in the application, so I had to learn something but not much. - Sven

“  
The explanation of the app was clear, except for the part that I could press multiple times when multiple participants finished shortly after each other. - Danielle

“  
It is easy to understand how to use it. However, it is difficult and stressfull when a lot of participants are approaching at the same time. - Elke