

## Briefing:

Good morning/afternoon/evening and thank you for taking the time to talk to us. [Introduction to MBTA project if we have not already interviewed them].

We have a *very* rough prototype of our idea. The giant foam and paper iPhone might seem a little strange, but please pretend this is a real iPhone that you can scroll, zoom, and rotate. We're going to ask you to complete a couple of different tasks using this model. I will add or move pieces of paper to represent parts of the software, but ignore my hands.

The purpose of this testing is *not* to test you. There's no wrong answer and no mistakes - if you can't do something, *we* failed as designers to make the interaction clear. Again, we're not testing you, we're testing our interface. On that note, it would really help us if you could "think out loud" and let us know what you're thinking as you navigate the software.

I will function as the facilitator, asking you questions and "updating" the software. This is [name] who will be observing. They'll be taking notes, asking questions, and helping me make sure the software is showing the right things.

You're under no pressure or obligation to complete the test, so if you want to stop or take a break at any point, just say so. We will cut this session off at 1 hour.

## Test objectives:

We wish to answer the following questions about our proposed interface:

Our preliminary interface design is intended to provide information relevant to MBTA travel in progressively more detailed layouts. Are users able to navigate to the level of detail they wish to access without difficulty? Are users able to navigate back up to the top level to choose a different destination? Can they work around common obstacles such as delays using our interface?

Our interface provides a comparative information graphic for route selection. Does it provide sufficient information for route selection? Too much? Does it confuse users?

**Primer: Figure out how to get to Boston Public Library using public transportation using this app. Pretend you are at the district court in Roxbury.**

When do you think you should leave in order to get there using the route you chose?

It's time to leave! To which place do you need to go first in order to get to the BPL? How will you get there and about how long do you think it will take to get there?

Now that you're there, where do you think you should go?

The train you wanted to take left just as you got to the station. Now what?

Where do you go now?

**Primer: Your friend Jenna invited you to a party at her house (1534 This Place, Somerville, MA 02144). You are at your apartment by the Woodland Hills T Stop. You want to use public transportation to get there.**

How would you use this app to figure out where to go?

In your opinion, which of the listed routes is the best route to take? Why?

To use that route, where do you think you should go? When would you need to leave?

How would you use this app to find out more information about that route?

The bus left just as you approached the station. What do you do?

You get an email from Jenna telling you that the party is cancelled. Instead, you decide to go to the Barnes & Noble in Framingham using public transportation. You are still looking at information related to getting to Jenna's house. How would you change your destination in the app to match your new goal?

This is an alternative layout for the route selection screen. Please walk me through how you would use it to choose a route.

Now that you see a route navigation screen, how would you find out where to go in the station?

**Primer: You just got off the train at Harvard square on the way to work, which is at the MIT COOP. The bus you usually take isn't coming. Is it late or did it already leave? Use this app.**

Can you use a different route to get to work? Try to use this app to find out.

Where do you need to go in the station to use this alternative route? Try to find out using this app.

**Primer: You want to get to the Boston Public library to return some books for a friend, but it is going to close soon. Can you do it using public transportation? Use this app.**

You've never been to the nearest station before. Can you get the app to recommend a way to get to the nearest station on foot?

Can you get the app to show you how to get to the appropriate side of the train tracks?

**Primer: You are in Somerville and want to go to New England Aquarium. You don't know how to get there or what should you take to get there. Use this app.**

You missed the bus you were supposed to take, what do you do now?

For future studies:

Primer: You're meeting a friend at Harvard Square at 2:00PM. When do you have to leave to get there on time? Use this app.