three mUXateers

Usability Test
March 4th, 2018

OVERVIEW

Thank you for volunteering to be part of our study. Today, we'll be exploring the Google Maps desktop interface to learn more about ways to improve the user interface and experience. We will outline three tasks and ask you to complete these tasks.

There are several key points to keep in mind throughout the test:

- Please speak aloud as you navigate through the tasks. We are interested in learning about your feelings during the task-completion process.
- Keep in mind that we are testing the User Interface, **NOT THE USER.** Do not be concerned with whether you are doing things right or wrong, the purpose of this test is to discover ways in which we could make these experiences easier.
- Your feedback is extremely valuable. We encourage you to be critical of the interface/experience, especially in moments you may experience difficulty completing the task.
- We encourage you to ask questions. While we may not be able to answer your questions, it is helpful for us to understand the reason behind the question being asked.
- If at any point you feel as though you do not want to continue with the test, you are free to leave.

PRE-TEST QUESTIONNAIRE

We will ask a few demographic questions so that we can get a sense of if specific challenges persist across demographic groups.

SCENARIOS

Scenario 1:

- You want to attend a Rutgers University basketball game at the RAC. Along the way, you will need to get gas and would like to stop at a 4-star restaurant at 4 P.M.
    - Enter 26 Scarlet Dr, Parlin, NJ as your starting address.
    - Pull up directions to the RAC - Rutgers Athletic Center
    - Turn on Live Traffic while viewing your route options
    - Select the most direct route
    - Add a gas station along your route to your trip
        - Tell us about what you found while looking for a gas station
    - Search for Mexican restaurants
        - Add a mexican restaurant to your trip that is rated at least 4-stars

Scenario 2:

- From the RAC, you have to attend class.
    - From the RAC, find a Fac/Staff parking lot near College Ave Student Center
    - Find the route with the shortest time if you left on a Monday at 4:30pm.

Scenario 3:

- You have made it to the College Ave campus.
    - Get walking directions to a pizza place
    - Determine how long it will take you to walk from the pizza place you selected to Scott Hall

POST TEST QUESTIONNAIRE

Thank you for participating in our test. Before you leave, we ask that you complete the following questionnaire so we can finalize our test data.

1. I think that I would like to use this system frequently.

①	②	③	④	⑤
Strongly Agree	Agree	Neither	Disagree	Strongly Disagree

2. I found the system to be simple.

①	②	③	④	⑤
Strongly Agree	Agree	Neither	Disagree	Strongly Disagree

3. I thought the system was easy to use.

①	②	③	④	⑤
Strongly Agree	Agree	Neither	Disagree	Strongly Disagree

4. I think that I could use this system without the support of technical person.

①	②	③	④	⑤
Strongly Agree	Agree	Neither	Disagree	Strongly Disagree

5. I found the various functions in the system were well integrated.

①	②	③	④	⑤
Strongly Agree	Agree	Neither	Disagree	Strongly Disagree

6. I thought there was a lot of consistency in the system.

①	②	③	④	⑤
Strongly Agree	Agree	Neither	Disagree	Strongly Disagree

7. I would imagine that most people would learn to use this system very quickly.

①	②	③	④	⑤
Strongly Agree	Agree	Neither	Disagree	Strongly Disagree

8. I found the system very intuitive.

①	②	③	④	⑤
Strongly Agree	Agree	Neither	Disagree	Strongly Disagree

9. I felt very confident using the system.

①	②	③	④	⑤
Strongly Agree	Agree	Neither	Disagree	Strongly Disagree

10. I could use the system without needing to learn anything new.

①	②	③	④	⑤
Strongly Agree	Agree	Neither	Disagree	Strongly Disagree

11. What did you like about the experience?

12. What do you think we should change about the testing process?

13. Do you have anything specific you would want to change about Google Maps?

14. Do you have any other comments?

Thank you for participating in our test!