Bicycle Maintenance App Development Survey (Copy)

17, 1 May 2023

Feedback from testing the prototype app, 'PumpIt'

* Required

1. Do you consent to participating in this survey? Please note that no personal information will be requested, such as your name, email or other identifiable information. You may resign at any point until you submit this form, as answers are collected anonymously and I will no longer be able to separate your answers from the rest of the data.

   Please enter Yes or No *

   [   ]

2. Please rate the ease of use and functionality of the following use case.

   1 = terrible / unable or unsure how to complete the task
   10 = perfect / I was satisfied by the way I was able to complete the task

   Use case: Create an account

1	2	3	4	5	6	7	8	9	10

3. Please rate the design of the following use case.

   1 = terrible / I hated the design
   10 = perfect / I love the design

   Use case: Create an account

1	2	3	4	5	6	7	8	9	10

4. Please rate the ease of use and functionality of the following use case.

   1 = terrible / unable to complete the task
   10 = perfect / I was satisfied by the way I was able to complete the task

   Use case: Log in

1	2	3	4	5	6	7	8	9	10

5. Please rate the design of the following use case.

    1 = terrible / I hated the design
    10 = perfect / I love the design

    Use case: Log in

1	2	3	4	5	6	7	8	9	10

6. Please rate the ease of use and functionality of the following use case.

    1 = terrible / unable to complete the task
    10 = perfect / I was satisfied by the way I was able to complete the task

    Use case: Start/Stop a journey

1	2	3	4	5	6	7	8	9	10

7. Please rate the design of the following use case.

    1 = terrible / I hated the design
    10 = perfect / I love the design

    Use case: Start/Stop a Journey

1	2	3	4	5	6	7	8	9	10

8. Please rate the ease of use and functionality of the following use case.

    1 = terrible / unable to complete the task
    10 = perfect / I was satisfied by the way I was able to complete the task

    Use case: Create/Edit/Delete a journey record

1	2	3	4	5	6	7	8	9	10

9. Please rate the design of the following use case.

    1 = terrible / I hated the design
    10 = perfect / I love the design

    Use case: Create/Edit/Delete a journey record

1	2	3	4	5	6	7	8	9	10

10. Please rate the ease of use and functionality of the following use case.

    1 = terrible / unable to complete the task
    10 = perfect / I was satisfied by the way I was able to complete the task

    Use case: Check if maintenance meter is full

1	2	3	4	5	6	7	8	9	10

11. Please rate the design of the following use case.

   1 = terrible / I hated the design
   10 = perfect / I love the design

   Use case: Check if maintenance meter is full

1	2	3	4	5	6	7	8	9	10

12. Please rate the ease of use and functionality of the following use case.

   1 = terrible / unable to complete the task
   10 = perfect / I was satisfied by the way I was able to complete the task

   Use case: Clear/Reset maintenance meter

1	2	3	4	5	6	7	8	9	10

13. Please rate the design of the following use case.

   1 = terrible / I hated the design
   10 = perfect / I love the design

   Use case: Clear/Reset maintenance meter

1	2	3	4	5	6	7	8	9	10

14. Please rate the ease of use and functionality of the following use case.

    1 = terrible / unable to complete the task
    10 = perfect / I was satisfied by the way I was able to complete the task

    Use case: Add/Edit/Remove parts to a bicycle's profile

1	2	3	4	5	6	7	8	9	10

15. Please rate the design of the following use case.

    1 = terrible / I hated the design
    10 = perfect / I love the design

    Use case: Add/Edit/Remove parts from a bicycle's profile

1	2	3	4	5	6	7	8	9	10

16. Please rate the ease of use and functionality of the following use case.

    1 = terrible / unable to complete the task
    10 = perfect / I was satisfied by the way I was able to complete the task

    Use case: Maintenance Checklist

1	2	3	4	5	6	7	8	9	10

17. Please rate the design of the following use case.

1 = terrible / I hated the design
10 = perfect / I love the design

Use case: Maintenance Checklist

1	2	3	4	5	6	7	8	9	10

18. Please rate the ease of use and functionality of the following use case.

1 = terrible / unable to complete the task
10 = perfect / I was satisfied by the way I was able to complete the task

Use case: Add notes to maintenance records

1	2	3	4	5	6	7	8	9	10

19. Please rate the design of the following use case.

1 = terrible / I hated the design
10 = perfect / I love the design

Use case: Add notes to maintenance records

1	2	3	4	5	6	7	8	9	10

20. Please rate the ease of use and functionality of the following use case.

    1 = terrible / unable to complete the task
    10 = perfect / I was satisfied by the way I was able to complete the task

    Use case: Add/Edit/Delete forum posts

1	2	3	4	5	6	7	8	9	10

21. Please rate the design of the following use case.

    1 = terrible / I hated the design
    10 = perfect / I love the design

    Use case: Add/Edit/Delete forum posts

1	2	3	4	5	6	7	8	9	10

22. How would you rate the overall ease of use?
    1 = terrible
    10 = perfect

1	2	3	4	5	6	7	8	9	10

23. Were any of the use cases poorly designed? (e.g. the number of clicks, the UI layout, ease of use),

    If Yes, please identify the use case(s) and explain the problems you faced:

24. If Yes to the above, would the inconvenience(s) stop you from using the feature(s)?

    Please identify the feature(s) and explain why you might not use them:

25. Overall, how would you rate the number of clicks to achieve tasks?
    1 = terrible / too many clicks
    10 = perfect / tasks were fairly quick and easy

1	2	3	4	5	6	7	8	9	10

26. Overall, how would you rate the User Interface design aesthetically?
    1 = terrible
    10 = perfect

1	2	3	4	5	6	7	8	9	10

27. Explain your rating for the design

28. Please add any other comments about the usability and design of the app (optional)

29. Are you likely to use this app for the purpose of tracking your bicycle maintenance?

○ Yes

○ No

○ Maybe

30. Please rank the features based on which ones you are likely to use the most.
1 = Most used
10 = Least used

> Maintenance Tracker Reset (in response to a notification)

> Journey tracker (GPS screen)

> Journey History Records

> Maintenance History Records

> Maintenance Checklist

> User Forum

> Bicycle profile (with parts records)

> Maintenance Tracker Reset (manual decision, no prompt from the app)

31. Are there any beneficial features missing that you would add to this app?
If Yes, please describe:

32. Are there any features you wouldn't use at all?
If Yes, please describe:

33. Would this app be helpful for reminding you to do your bicycle maintenance?

○ Yes

○ No

34. Given a notification prompting you that your maintenance is due, are you likely to:

○ Do maintenance before the notification (before the maintenance meter is full)

○ Do maintenance Immediately

○ Dismiss the notification and leave maintenance for later

○ Dismiss and ignore the notification

○ Do maintenance later but leave the notification active until you do it

○ Other

35. When are you most likely to reset the maintenance meter?

○ Pre-emptively - dismiss it knowing that I will do the maintenance later

○ Immediately after doing maintenance

○ Later on, after I've already done my maintenance

○ Just before doing my maintenance

○ Next time I use the app, but after I've already done my maintenance

○ I forget to reset it

○ Other

36. Are you likely to benefit from receiving multiple notifications that maintenance is due at different time intervals (such as every hour or every day)?

○ Yes

○ No

○ Maybe

37. Are you likely to benefit from receiving maintenance reminder notifications before or after you click "PumpIt!" to denote your maintenance is complete? (when the tracking meter is full)

　○　Before

　○　After

　○　Both

38. Elaborate on your answers to Q.36 and Q.37

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