

General Questions

Begin with general questions about your user that may be relevant as you ask them to complete tasks (i.e if you're testing a volunteer app ask "what information is important for you to know when deciding what cause to volunteer for?")

User 1:

1. How familiar are you with traveling in New York?
 - a. Savvy about traversing New York. Native New Yorkers.
2. What do you want to see in an app like this?
 - a. I Want alerts! For delays and time.
3. What don't you want to see?
 - a. Don't want to see ads.

User 2:

1. How familiar are you with traveling in New York?
 - a. Relatively. Non native new yorker living here for a year now. Use google outside of the everyday route. Go-to app. NYC subway - shows train colors
2. What do you want to see in an app like this?
 - a. Train routes for different colors. Options and best route. Wants to see map and different visuals
 - b. Privacy
3. What don't you want to see?
 - a.

Questions to Ask During Walkthrough:

- Ask your users to complete your core tasks, as they tap on elements/scroll and ask them what they expect to see before showing them the next screen.
 - If that screen is not part of your flow, let them know it is not designed yet, and ask if they can find another way to complete your task.
 - When showing them a new screen, first ask "Walk me through what you are seeing on this page" to learn if they understand what is meant to be communicated on their own.
 - After asking them to complete all tasks, ask them their overall thoughts
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Overall Notes:

- Service Status:
 - Make a list of the trains that have cautions. Make it scrollable if needed. Instead of the Circles with the Letter or Number.

User 1 Notes:

- Starts with typing in To-From

- Clicked on navigation
 - Likes:
 - The map!
 - The metro card feature
 - Noticed the accessibility feature and appreciate it
 - **Enjoys community based alerts**
 - Expectations:
 - To see every route for one train, which is what we're going for
 - Because all the streets can be confusing. Having every train line, when train line is pressed, highlights the single train line
 - Accessibility should be in profile
 - Service status should be listed with the updates, scrollable
 - Dislikes:
 - Can't see toggle on for accessibility switch easily
 - Didn't notice saved routes right away (**maybe that should be above service status?**)
 - Change fonts - bigger and more color
 - Black and white AND primaries? (mondrian)
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User 2 Notes:

- Likes:
 - Likes the notification on alert.
 - Really enjoy the feedback.
 - Makes the user feel appreciated
 - Likes the map
 - Even if not actively commuting, like the updates
 - Saved routes are clear and Likes the Feature!
 - More Saved Routes above Service Status
- Expectations:
 - Thinks alert is for after commuting.
 - Home on the left not the center
 - Important for habituation from other apps
 - Want to see other route options shown in different color
 - Want to see whole map, not just the route that's been selected
 - Wants it to (payment method) work on apple watch
 - Card history needs to be better explained (perhaps just a title)
 - Not sure what to expect from top left menu bar
 - Significant news or disruptions?
 - My profile in profile and community updates in top left menu bar
 - "Refresh" written on refresh button
- Dislikes:
 - Cannot tell which screen they are on
 - Bottom nav bar should indicate what page you're on

- Would like an explanation for the Alert
 - Initial explanation of certain buttons when you first sign up.
- Didn't see selection for type of transport
 - Perhaps have two options on whether or not the user wants to bike/walk/subway/taxi or car... users sometimes change their mind.
- Unclear on community based nav alerts
 - Overcrowded and It's Friday kinda the same, has some concussion there
- Doesn't know what Service Status means (Rework)
- Accessibility toggle should be different color, unclear that its a button
 - Should the nav filters like accessibility be bigger

User 3 Notes:

- Likes:
 - Likes the maps
 - Notifications of delays are really interesting. Would definitely use an app with that feature
 - Straightforward and intuitive
- Expectations:
 - Notifications only for selected routes
 - Wants Long Island Railroad included
 - Needs a marker to notify about new updates on the menu
- Dislikes:
 - Didn't know what to expect in the hamburger menu
 - Difficult to figure which screen is open
 - Didn't notice the refresh button
 - Doesn't know what Service Status means (Rework)