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

## User 2:

1. How familiar are you with traveling in New York?
   1. 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?
   1. Train routes for different colors. Options and best route. Wants to see map and different visuals
   2. Privacy
3. What don't you want to see?

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# **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 (Reword)
  + Accessibility toggle should be different color, unclear that its a button
    - Should the nav filters like accessibility be bigger

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### *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 (Reword)