

Tasks:

Task 1: Simple

Joining a virtual queue

Task 2: Simple

enable to receive notifications when a queue from a restaurant decreases in size

Task 3: Advanced

Search for how to get from Sheridan college to a McDonald's, view how long it will take to get there on a bike, view paths in text form.

Testing Script:

Hello, we are students from Sheridan college and we are wondering if we can take some of your time to assist us on an assignment. We have designed an app where the main function is to tell users how long a queue of a restaurant is. There are extra features such as finding directions, seeing trends and viewing the estimated queue time based on the weather.

We have made a prototype of what the screen of each page will roughly look like in the form of images. we will ask you to perform three different tasks and you will navigate through each picture to attempt on completing said task.

Once you have finished a task, we will ask you a couple of questions based on your attempt and overall how you felt. If you have any other problems with the prototype, let us know as it will greatly help us in improving the application.

While one member of our group is managing the interview and tasks another group member will be taking notes based on the problems found.

This will take about 20-30 minutes but if at any point you feel uncomfortable you may leave the session.

During the session, we are unable to help you, but if you do have any questions during the session we can answer it once the session is complete.

We also ask that as you are doing each task, speak what is going on in your mind as it will assist us on removing and adding different things to the interface.

Before we begin, do you have any questions?

!! session begins !!

We will now ask you a couple of questions on how you felt about the prototype.

1. What did you think of the layout of the content where the task is performed
2. Were any parts of the page not clear (i.e buttons, labels, etc)

3. Do you think this task required its own page or it could be included in another page
4. What would you change
5. What would you keep
6. Were you confused regarding any tasks given or anything

Transcript #1

User	Steve Aniston
Facilitator/Note Taker	Anee Patel

Task 1 – Simple

Join a virtual queue of the restaurant of your choice.

Task Feedback:

Tap on 'Join Queue' from the toggle bar at the bottom

Search from search bar at the top

Type 'Subway' and then search

Tap on 'Join Queue' besides the restaurant name

Difficulty rating: 1

Interview:

1. What did you think of the layout of the content where the task is performed?

I liked it. It is easy to understand.

2. Were any parts of the page not clear (i.e. buttons, labels, etc.)

No. Everything is clear and simple

3. Do you think this task required its own page or it could be included in another page?

No, I think joining a virtual queue is an independent feature and so it's perfect the way you did.

4. What would you change?

I would like to add one more feature that will tell me to leave from my current location. So, after I join the queue, it says that 'Queue joined' and displays a message 'You will be notified when you are at the front of the line'. Instead of that, I will add one more page that tells me the time to leave from my current location because when I am already at the front of the line nobody will wait for me till I get there.

5. What would you keep?

I will keep all the things that come before joining the queue.

6. Were you confused regarding any tasks given or anything?

Not at all. The way you designed the pages were pretty clear.

Task 2 – Simple

Enable to receive notifications when a queue from a restaurant is less

Task feedback:

Press 'See wait times' from the bottom bar

Check the checkbox with the text 'Notify when number of lines are less'

I will also consider unchecking the rest of the checkboxes

Difficulty rating: 2

Interview:

1. What did you think of the layout of the content where the task is performed?

It is OK.

2. Were any parts of the page not clear (i.e. buttons, labels, etc.)

No.

3. Do you think this task required its own page or it could be included in another page?

Well, I think it can be included in the 'Virtual Queue' feature because virtual queue is all about the queues and to see wait times with respect to number of people, lines and enabling the notifications can be included in the same page.

4. What would you change?

As I said this feature can be included in the 'Virtual Queue' feature, so I will consider changing that.

5. What would you keep?

I would like to keep the information of people, lines and wait time.

6. Were you confused regarding any tasks given or anything?

A little bit because the task is to enable notifications, so at first I was looking for something that says 'notifications' but I couldn't find it on the home page. So, I had to check every page for that.

Task 3: Advanced

Search for how to get from Sheridan college to a McDonald's, view how long it will take to get there on a bike, view paths in text form.

Task feedback:

Tap 'Directions' from the bottom toggle bar

Type Sheridan's address in 'Enter location' textbox

Type MacDonald's address in 'Enter destination' textbox

Tap 'Continue'

Tap 'bicycle sign' button to see the time

Tap 'three lines sign' to see the directions in text form

Difficulty rating: 4

Interview:

1. What did you think of the layout of the content where the task is performed?

It is very creative.

2. Were any parts of the page not clear (i.e. buttons, labels, etc.)

Yeah, I didn't understand the button with three lines. I was expecting it as a menu button, but it was for something else.

3. Do you think this task required its own page or it could be included in another page?

No, seeing the directions between two places requires a map. So, this is a very different feature from the rest of them. That's why it should have different pages for directions. But, there are two pages in the direction feature one is for entering the addresses and second is for viewing the directions. Instead of that, I will add two textboxes at the top to enter the location and destination addresses and in the middle there will be a map showing the directions. Hence, there will be only one page for viewing the directions.

4. What would you change?

I would change the 'three lines button' for viewing the directions in the text form. Also, the map page doesn't have a back button to go back to re-enter the addresses. So, I will change that if there are two pages for directions. I will also add the addresses of destination and current location in the map so that one can see or check the addresses from the map.

5. What would you keep?

I will keep the buttons that display time for different means of transport.

6. Were you confused regarding any tasks given or anything?

Yes, when I was asked to view the directions in the text form. I was not able to complete this task in the short time as expected.

Overview of App pages:

Virtual Queue: Everything was excellent. It can be made more perfect by adding one feature that allows the user to see the time when he/she can leave from his/her current location.

See wait times: This page was not required as it can be merged in the 'Virtual Queue' feature as it has the information regarding the queue and people in the queue.

Directions: There are two sub pages in this feature. They can be merged into one so that at the top there can be two textboxes for entering the destination and location addresses and in the middle there can be a map showing the route with the addresses displayed in the map.

Weather: Well, this page says about the meals and popular restaurants according to the weather and nothing about the wait time which contradicts the button in the toggle bar as it says 'See wait times.'

Trends: This page doesn't require any changes to be done so far.

Transcript #2

User Frank Green

Facilitator/Note Taker Anee Patel

Task 1 – Simple

Join a virtual queue of the restaurant of your choice.

Task Feedback:

Tap on 'Join Queue' from the options at the bottom

Search from search bar at the top

Type 'Wendy's' and then search

Tap on 'Join Queue' appearing besides Wendy's

Difficulty rating: 1

Interview:

1. What did you think of the layout of the content where the task is performed?

The layout is attractive and easy to understand

2. Were any parts of the page not clear (i.e. buttons, labels, etc.)

No.

3. Do you think this task required its own page or it could be included in another page?

No.

4. What would you change?

I don't think I will change anything. Everything seems perfect to me.

5. What would you keep?

I will keep all the things.

6. Were you confused regarding any tasks given or anything?

No, I was not confused at all. I enjoyed doing the task.

Task 2 – Simple

Enable to receive notifications when a queue from a restaurant is less

Task feedback:

Press 'See wait times' from the bottom bar

Check the checkbox of 'Notify when number of lines are less'

Difficulty rating: 3**Interview:**

1. What did you think of the layout of the content where the task is performed?

It has too many texts.

2. Were any parts of the page not clear (i.e. buttons, labels, etc.)

Yeah, I was confused with the two 'See wait times' buttons. I didn't understand why it is printed twice. Also, I didn't know what the checkboxes were for, I had to read all the text in the checkboxes to see what they do.

3. Do you think this task required its own page or it could be included in another page?

Well, enabling notifications can be included in any page. This is a very simple feature and it should not have a separate page as per my point of view.

4. What would you change?

I would like to change this page to a more user-friendly page by inserting more pictures and icons to deliver information quickly. As the three checkboxes were not clear and have too much text in it, instead of that I will add a 'bell icon' so it will be clearer to the users that these particular things are related to notifications. I will add images instead of texts wherever possible. Moreover, there is no search bar at the top to search for the desired restaurants. So, I will add a search bar at the top. And I would recommend adding the images for the toggle bar too like 'home' image for home.

5. What would you keep?

I would like to keep the information of people, lines and wait time.

6. Were you confused regarding any tasks given or anything?

Yeah, first of all I didn't understand the two 'see wait times' buttons. Secondly, it was quite difficult for me to find the notifications option as there was so much information in text form.

Task 3: Advanced

Search for how to get from Sheridan college to a McDonald's, view how long it will take to get there on a bike, view paths in text form.

Task feedback:

Tap 'Directions' from the bottom toggle bar

Type Sheridan's address in 'Enter location' textbox

Type MacDonald's address in 'Enter destination' textbox

Tap 'Continue'

Tap 'bicycle sign' button to see the time

Tap 'three lines sign' to see the directions in text form

Difficulty rating: 4

Interview:

1. What did you think of the layout of the content where the task is performed?

It is good.

2. Were any parts of the page not clear (i.e. buttons, labels, etc.)

Yeah, I don't know what the 'three lines' button was for.

3. Do you think this task required its own page or it could be included in another page?

I think both the pages can be merged and so there will be few pages and it will be simpler.

4. What would you change?

I would change the 'three lines button' for viewing the directions in the text form. Instead of that I will add a navigation button so that the user can understand it and it will have a start logo which when clicked will display the directions in text form. I will also change the buttons besides the map and replace it at the top of the map for a better design and the map will have more space in the middle.

5. What would you keep?

I would like to keep the Live view button as it is.

6. Were you confused regarding any tasks given or anything?

Yes, I was confused by the three lines button. Also, it's quite embarrassing but when I was asked to see wait time for a bike as there was no bike in the options. So, I was confused about whether bike means scooter or bicycle.

Overview of App pages

Virtual Queue: It is very easy to find things and is straight forward but creative. All the information was precise and met all the requirements.

See wait times: Firstly, I was bewildered by the two 'see wait times' buttons. It has too many texts for delivering the information. Instead, icons can be used that are unambiguous. I would like it if the page has more user-friendly options. I would also like it if the page has more images and common icons that you find in every application, for example the 'bell icon' for notification and 'home icon' for home page.

Directions: Directions have the same text problem. I would consider using more and more pictures wherever possible.

Weather: This page was good. But it only displays the meals and popular places. It is non-interactive. I would like it if there is a search bar for searching whatever user wants. I would also consider if there is a dropdown menu that displays different weather conditions which when clicked shows meals and places accordingly.

Trends: It's perfect.

Transcript #3

User Anthony Tofalo

Facilitator/Note Taker Jonathan Hugo

Task 1 – Simple

Join a virtual queue of the restaurant of your choice.

Task Feedback:

“Im gonna press join queue”

“Then i'm gonna join mcdonald's”

“So im gonna press the join queue button”

Difficulty rating: 1

Interview:

1. What did you think of the layout of the content where the task is performed?

I think the content is laid out appropriately for the average user.

2. Were any parts of the page not clear (i.e. buttons, labels, etc.)

no , all buttons and labels were clear

3. Do you think this task required its own page or it could be included in another page?

No, the task needs its own page.

4. What would you change?

nothing

5. What would you keep?

everything

6. Were you confused regarding any tasks given or anything?

no

Task 2 – Simple

“I'm gonna go to see wait times”

“This wait time is 2 minutes... or maybe it's at *moves to other sub menus*

“Oh! Right here, i'm gonna check mark these options to notify me”

Task feedback:

Press ‘See wait times’ from the bottom bar

Check the checkbox with the text ‘Notify when number of lines are less’

I will also consider unchecking the rest of the checkboxes

Difficulty rating: 2

Interview:

1. What did you think of the layout of the content where the task is performed?

The layout was fine

2. Were any parts of the page not clear (i.e. buttons, labels, etc.)

Text could of been larger, did not notice these options immediately

3. Do you think this task required its own page or it could be included in another page?

Task was fine having its own page

4. What would you change?

Just the visibility of the notification options. A notification subheader could be helpful

5. What would you keep?

The option to be notified of wait times

6. Were you confused regarding any tasks given or anything?

Yes, at first I did not know where to go when navigating the pages, and the notifications not being very visible/ well-labelled was also difficult.

Task 3: Advanced

"I'm going to navigate to directions"

"Im gonna enter location as 'sheridan college'"

"Then i'm gonna enter destination, mcdonald"

"Then i'm gonna press continue"

"And i'm gonna press the bike symbol"

"And press the three lines because i know that's like an options button"

Task feedback:

Tap 'Directions' from the bottom toggle bar

Type Sheridan's address in 'Enter location' textbox

Type MacDonald's address in 'Enter destination' textbox

Tap 'Continue'

Tap 'bicycle sign' button to see the time

Tap 'three lines sign' to see the directions in text form

Difficulty rating: 4

Interview:

1. What did you think of the layout of the content where the task is performed?

The layout was visible and clear.

2. Were any parts of the page not clear (i.e. buttons, labels, etc.)

No. all parts were clear

3. Do you think this task required its own page or it could be included in another page?

No, this task requires its own page.

4. What would you change?

nothing.

5. What would you keep?

Everything

6. Were you confused regarding any tasks given or anything?

No, the task was clear.

Transcript #4

User

Sarah

Facilitator / Note Taker

Kevon Robinson

Task 1 - Easy

Enter a virtual queue

Task Feedback:

Tap on 'Join Queue' from the options at the bottom

Search from search bar at the top

Type 'Burger King' and then search

Tap on 'Join Queue' appearing besides Wendy's

Difficulty Rating: 2**Interview:**

1.

What did you think

of the layout of the content where the task is performed?

It is fairly straightforward

2.

Were any parts of the page not clear (i.e. buttons, labels, etc.)

No, not

really

3. Do you think this task required its own page or it could be included in another page?

The virtual queue is fine where it is

4. What would you

change?

Nothing

much

5.

What would you keep?

Everything

so far.

6. Were you confused regarding any tasks given or anything?

No. Its

fine

Task 2 – Simple

“I'm gonna go to see wait times”

“This wait time is 2 minutes... or maybe it's at *moves to other sub menus*

“Oh! Right here, i'm gonna check mark these options to notify me”

Task feedback:

Press ‘See wait times’ from the bottom bar

Check the checkbox with the text ‘Notify when number of lines are less’

I will also consider unchecking the rest of the checkboxes

Difficulty rating: 2

Interview:

1. What did you think of the layout of the content where the task is performed?

It's alright

2. Were any parts of the page not clear (i.e. buttons, labels, etc.)

Larger text would be nice

3. Do you think this task required its own page or it could be included in another page?

A different page would be appropriate

4. What would you change?

Add a sound when you get a notification

5. What would you keep?

What you have already.

6. Were you confused regarding any tasks given or anything?

Yes, at first I did not know where to go when navigating the pages, and the notifications not being very visible/ well-labelled was also difficult.

Task 3 - Advanced

Search for how to get from Sheridan college to a McDonald's, view how long it will take to get there on a bike, view paths in text form.

Task Feedback:

Tap 'Directions' from the bottom toggle bar

Type Sheridan's address in 'Enter location' textbox

Type MacDonald's address in 'Enter destination' textbox

Tap 'Continue'

Tap 'bicycle sign' button to see the time

Tap 'three lines sign' to see the directions in text form

Task feedback:

Tap 'Directions' from the bottom toggle bar

Type Sheridan's address in 'Enter location' textbox

Type MacDonald's address in 'Enter destination' textbox

Tap 'Continue'

Tap 'bicycle sign' button to see the time

Tap 'three lines sign' to see the directions in text form

Difficulty rating: 4

Interview:

1. What did you think of the layout of the content where the task is performed?

It's easy to use

2. Were any parts of the page not clear (i.e. buttons, labels, etc.)

Everything was easy

3. Do you think this task required its own page or it could be included in another page?

Having it on its own page makes sense

4. What would you change?

Nothing much.

5. What would you keep?

Everything that's there

6. Were you confused regarding any tasks given or anything?

No, the task was clear.

Overview of App pages:

Virtual Queue: this page is laid out very well. Very easy to navigate through and very clear.

See wait times: this page could use a subheader for the notification options. Other than that it is overall clear and well laid out

Directions: the directions page is also done very well. Shows clearly where to enter information like your location and where you'd like to go.

Weather: the weather page is very helpful as on cold days it may not be a good idea to order out from a far place, as your food may come a little cold. The overall layout is done well and key information regarding weather is helpful and present

Trends: the trends page is useful to give users some ideas of what to order and what foods are popular today.

Tasks that worked as planned

The three tasks provided to the users were cleared with success. All users completed their tasks in a timely manner. The first task received the most positive feedback due to its simplicity, the overall layout was good and the task was good to have its own page. For The second task, most users knew immediately to go to the “see wait times page” and most users seemed to like the overall layout of the elements that served the pages purpose (text showing wait time, restaurant names, etc). For The third task, users

seemed to once again, liked the overall layout of most elements and seemed to have understood how to navigate through the “direction” pages

Tasks that did not work as planned

Although all users completed the tasks, that doesn't mean they ran into small obstacles to complete the task. For the first task there were many obstacles but most users felt that such a page had potential for more content. For the second task, although most users managed to find the page, many overlooked the specific checkboxes to actually complete the task which makes us as a group realize the users prefer to quickly find indicators such as images to complete a task rather than long text. The check boxes text was not very visible in terms of size and color as most users simply overlooked it. For the third task most users did not like the button to view the directions in text form as three lines just cause confusion for a majority of users. With such minor problems, will surely change the way we initially designed these pages.

Wireframe improvements

1. Adding a feature that tells you an estimated time on when to leave your current position
2. Changing the notification feature to its own subpage that is a part of the “see wait times” page which can be accessible by pressing a bell icon that is a common icon for notification.
3. A go back button on the 2nd directions menu
 - If that doesn't seem right we may just have the directions menu on one whole page.
4. Change the three lined button into something more clear to tell the user that its purpose is to display the directions in text form. Maybe a button that says “details”

Interface Positive and Negative Feedback

- Virtual Queue:
 - The overall this page received the most positive feedback with basically no negative feedback
 - One user recommended adding a new feature to merely improve it

- See wait times:
 - Notification check boxes were not clear
 - This page could have been merged with the virtual queue page
 - Was clear and laid out properly
- Directions:
 - Too much text
 - The two directions pages can be merged into one
 - The page was overall clear on its functions such as where to enter locations, seeing the time it takes on bike, etc
- Weather:
 - Having the name “see wait times” and having a icon of a cloud and sun caused confusion
 - Pages mentions meals and popular restaurants but nothing about seeing wait time meaning the title is misleading
 - Has potential to be more interactive with things such as a search bar
 - Layout is done well and information regarding weather is useful
- Trends:
 - Useful when a user isn’t sure one where to eat at

Group Statement

What went well:

- All tasks were completed with success
- Users gave feedback on a few minor problems such as the visibility of elements and combining two pages together
- Overall most users seemed to like the way the element were laid out

Tasks/actions from users feedback that surprised group:

- The group was surprised that most users struggled with the 2nd task as the check box to enable notification was in the center of the screen, but it wasn’t very clear in terms of size and color
- We were also surprised by how many people didn’t understand the meaning of the 3 lined button in the directions page as in most apps it is a button used as a navigation bar.

Tasks that took longer than expected:

- The second task surprised us the most as most users finished the longer third task much faster than the second task which seems much more simpler to us.

Errors or confusion from user:

- The only thing that caused confusion was the 3 lined button (Hamburger button)