A one-to-one session was conducted with a volunteer to gain informative feedback on the state of the mobile application; specifically to observe how a user might interact with the app’s functionality, and to find areas that can be developed upon. The user was asked to complete a task sheet, whilst I observed how they behaved in the process.

Situation

The user was presented with a mobile that contained the ConnectedRail mobile application installed, alongside with a piece of paper outlining numerous tasks they were required to complete. These tasks were primarily the functional requirements set to all users for the mobile application.

Constructive criticism

Subsequently, the user was asked to provide their thoughts and feelings on the interactivity with the mobile application. It was stated that:

* The login interface is very generic and basic, although beneficial in this case. All the key information is in its usual position, which would eliminate confusion. It has been sized accordingly to the display size of the mobile.
* When booking tickets, the check boxes and drop down menus are in very close proximity to one another. This may cause confusion as there is too much input for the user. By arranging and separating the information more accordingly, it would be far more beneficial.
* The ‘view active tickets’ and ‘view expired tickets’ are very similar; which therefore is beneficial for a usability stand point. However; this can cause some confusion for new users, as they may believe to be on a specific page when are in fact on another.
* Additionally, the ListViews used for displaying a list for active and expired tickets is clean and simplistic; but does not clearly show that they are dedicated buttons which are clickable. They solely appear as a list, as opposed to separate items that can be used for displaying further information on the ticket.
* The sign out button was difficult to locate because it is displayed in ‘expired tickets’ page. It would be far more beneficial to be somewhere the user expects it to be, such as in settings.

Potential improvements

After being given the user’s feedback, there are multiple things that can be changed to benefit the user. Firstly; the objects located on the ‘create bookings’ page could be separated more accordingly to their functionality. This relates to the Gestalt Principle of UI Design: Proximity, as it allows the information displayed to be perceived as separate, which could be implemented in this scenario. Separating the views could help organise everything for a cleaner user interface.

The tickets would need a different display, to show them as a complete object, as opposed to a list. It allows potential for clear buttons to be added and thus informs the user on what is meant to be clickable.

The sign out button would need to be displayed somewhere differently; and also allowing the user to access their account information. An additional button can be added to the navigation bar which directs the user to miscellanies items; for instance: settings, or account information. The sing out procedure would be better suited to be located here.