Interview Questions
- What content jumped out at you as most accessible?
- What was in a different place than you expected it to be (contact used to being in the footer, not main in the homepage)
- Would you mind trying to find out fare information for me… was that straightforward
- As a CMU student, do we get a discount? How do you know that?
- What are your unprompted thoughts about this design?

>> Think-aloud procedure with recording <<

Interview 1: Jack Gerdsen
- ● Notes
  - ○ Header
  - ○ Scrollable sideways on non-trackpad
  - ○ Liked text content being pushed down more into the lower parts of the page
  - ○ Found cards to work well with his skimming methods
- ● Reflection
  - ○ Some really good ideas about usability and input methods. I'll make the header clickable to go back; Overall the novice/experienced user design seems to work great.

Interview 2:
- ● Notes
  - ○ Clickable icon in top left
  - ○ Bold the hours and days
  - ○ Arrow for scroll is good, learned behavior that they may find useful
  - ○ Found rates/times/etc to be in a great spot.
- ● Reflection
  - ○ I again found that the think aloud procedure works very well with natural usage as opposed to overwhelming them with questions. I found fairly major overlaps in feedback which led me to be able to make consistent changes that don't just serve one user.