

Round 3 (wireframes)

- *Think Aloud protocol*
- *Observations*
- *Semi-structured interview*
- *Usability testing*
- *Heuristic evaluations*
- *Usability tasks*

BEFORE THEY CLICK ON THE INTERACTIONS ASK WHAT THEY EXPECT TO SEE

1. Before questions
2. Usability tasks (think aloud)
3. Explore the website (think aloud)
4. Interview questions
5. Usability scale

P1

Think aloud protocol

User goal/ task	Interface part/ location	Verbal Protocol
Get started	Home page	I hate the home page it doesn't tell me anything about the website or what I'm about to do on this website
Sign Up		Why would I want to sign up I don't want to put my email and get gibberish stuff in my box
Choose to create a scenario		When I look at this I would have no idea that I could hover over it and have no idea what I'm about to do at all
Understand my statements page		Cool I understand that
Evaluate persona page with possible scenario components	Persona	There's too much going on here it hurts my eyes. What are these boxes? Images? Cool I understand this, it's Simple and understand but

		don't think this is necessary
		I would tick the text boxes and I'm assuming next button would appear I do not like that I have to click on images to go to the next page that's terrible that's bad
		I like that I can scroll like the carousel of images
Find a scenario that happened in newtown		I click explore and places and newtown I understand that cool
		Put a house thing or a logo
Create a scenario		I have to press next I like dress up games and stuff I want to put more things I have no idea what these arrows are I have no idea what those are for that's bad There needs to be topics Categories first not suggestions Preview that's pretty cool
Search for scenario with tag alcohol		To do something, I don't always want to have to go back to home page and log in page that's stupid Explore should be a key element I wouldn't know how to do tags if I wasn't familiar with it
View learning outcomes		I had no idea where to find the learning outcomes or what that even means
Save a scenario		I don't remember seeing any save the process or anything

Observations

User goal/ task	Interface part/ location	Physical behaviour
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Start the experience		Is confused with what this website is about and what is expected of her when interacting with the interface

Before Questions

Explain our system

1. What would you expect to be able to do with this system?
 - a. Have no idea, no clue I want to be surprised
2. How would you expect it to look?
 - a. Simple and easy to understand not lots of test

Semi-structured Interview questions

Were you confused at any point while using the system? When? Why?

- a. Only at the beginning because I had no idea what this was about, see it's just weird you go from create to this

Do you feel as though this system is designed for you? Why?

- b. No, it's designed to meet people with different technology abilities, it's designed for young adults

What would make you want to use this system frequently?

- c. If I could link it with my friends, maybe with my profile I could have a feed with my friend where we can share scenarios or check scenarios before we go out somewhere or maybe copy and paste it and talk about it on different platforms like facebook or instagram

How likely or unlikely would you be to recommend the finished system to a friend?

- d. I would definitely recommend people's experience in this part (view/learn) not the create part, especially with the idea of posting anonymously people would be more inclined to do it because it would be like a platform where people can share and deal with situations together
- e. I like that you can add a comment part
- f. Add copy, link and share features

How would you describe this system to a friend using your own words?

- g. I found a website that can help people to anonymously share their experiences with MPS and people communicate and express how they feel and then feel better about the situation because there are other people who experience similar situations

What would be the first thing you'd want to do on this system?

- h. Read the scenarios, I don't care about creating a scenarios
- i. exploring the scenarios first and having the ability to create scenarios afterwards
- j. Home page is terrible pls redesign, the rest of the pages are great but this page is terrible

If you had a magic wand, what would you change about the system?

- k. The home page, it's terrible, it's not making me feel safe what are you jinxing me?
- l. it doesn't seem like a community or something that can express my feelings
- m. Or like little avatars, pop ups that point out things to you

Does anything seem out of place or unnecessary?

- n. Persona was strange, too much
- o. I don't like that saved scenarios are in my profile. I don't want to go to my profile to get to saved scenarios, it takes too long to go there

How do you feel when using the prototype?

- p. Feel good, it's not boring at all, you put a lot of effort into it, except for the home page

Are any features missing? What?

- q. I think you have everything, but fix up the home page with log in thing
- r. You have an option to remain anonymous I just want the home page to go straight to explore
- s. When I want to have an ability to create a scenario, I can click on create and only then it takes me through the log in process, I see the log in and I'm just bored

How does the system measure up to your expectations?

- t. Good, but the create and view thing - have both features on the nav bar
- u. More information about the view/learn - my statements (inform personalisation):
View and learn - why does it take me here - I had no idea it was personalizing my experience - needs a prompt to tell me it's going to be personalized - I would've chosen other options - to be able to change my personalized experience - the ability to clear and change your personalised choices

How likely or unlikely would you be to use this system once it's finished?

- v. Before I said I'd use it only once but maybe the scenarios would fascinate me enough for me to come back and keep reading/viewing other scenarios. I would like to get a notification when popular scenarios come up because I would enjoy reading those. SO i would reuse this for that purpose I would use more of the view and learn than create, I hope I don't have to create every week because that would be very sad.
- w. Should be a help feature and access to help services

Usability scale

Participant number ____

(1-5 scale) - strongly disagree - strongly agree

1. I think that I would like to use this system frequently.
1 - once or twice because once is enough
 2. I found the system unnecessarily complex.
1 - no, simple to understand once you get the hang of it (for someone who use technology frequently) but because this is targeted towards young adults they won't have a problem with it
 3. I thought the system was easy to use.
5 - simple to understand once you get the hang of it (for someone who use technology frequently)
 4. I think that I would need the support of a technical person to be able to use this system.
2 - have a little avatar/helper/guide if you don't know what to do or if you're on the page too long and prompts you to do something
 5. I found the various functions in this system were well integrated.
5 - everything is categorised correctly
 6. I thought there was too much inconsistency in this system.
3 - everything was fairly consistent except the search bar in the create section
 7. I would imagine that most people would learn to use this system very quickly.
5 - Yes, its interface is straightforward to use once you click on everything
 8. I found the system very cumbersome to use.
3 - There is a lot going on, it's not a boring thing, a little bit overwhelming in some places with the persona thing (don't think that was unnecessary, there was too much going on that page, make it a separate page)
 9. I felt very confident using the system.
4 -
 10. I needed to learn a lot of things before I could get going with the system
5 - when i first got on to it, I didn't understand what is going on with it and when I look at the home page it doesnt say anything. I didn't even know I was going to create and view scenarios
- I would be more interested if there are forums of people's experience because I be more inclined to read those

- I like the skip sign in. If you skip the sign in part, you shouldn't be offered a create part, just view and learn part
- Add a help feature for the whole website

Heuristic evaluation

Usability issue	Heuristics that are violated	Explain how the specific issue violates with the heuristics	Impact on user and task	Suggest interface design improvement
	<ol style="list-style-type: none"> 1. Match system to the real world 2. Consistency and standards 3. Visibility of system status and feedback 4. Error prevention 5. User sense of control and freedom 6. Aesthetic/minimal design 7. Recognition not recall 8. Help users with errors and recovery 9. Flexibility 			

	y/ efficiency of use 10. Help and documentation			

Usability tasks

Task	Success 0 = Not completed 1 = Completed with difficulty or help 2 = Easily completed	Time to complete	Number of errors	Notes/ observations
#1 Sign up	2	2 seconds		
#2 View a scenario	1			<p>Have no idea what to hover over</p> <p>Too much going on add color Takes a while to read</p> <p>Persona is not necessary</p> <p>Like breadcrumbs</p> <p>Not like that you</p>

				have to click a vector
#3 Find a scenario that occurred in Newtown	2			Easy to understand
#4 Change my password	2			
#5 Navigate back to the home page	2			
#6 Create a scenario	2			Indicate arrows
#7 Search for a scenario with the tag "alcohol"	2			No way to go back without having to go home W
#8 Save a scenario	0			Don't remember
#9 View learning outcome status	0			Had no idea where to find
#10 Resume creating an unfinished scenario	2			

P2

Think aloud protocol

User goal/ task	Interface part/ location	Verbal Protocol
Sign Up		I type my email and password. Done
View a scenario		Trying to view a scenario but it's not leading me so I'm gonna tick boxes and

		<p>then your persona appears so I'm assuming this is generated for me. And these are the examples of what I can get into. Now looks like buttons so I'm assuming I can click on them. It wasn't clear that I could click on the images as well while the text boxes on the right look like buttons. I'm assuming I'm gonna click on one of these images.</p>
Create a scenario		<p>When hovering around, I see that I can add the scenes. So I assume I drag and drop it. And what if I wanna get rid of it, do I just drag it somewhere else or is there a bin? I think a bin would make more sense. Otherwise where would I drag it to?</p>
Add people		<p>I couldn't see my options in the first place I dk what I'm leading next to. I don't know that I'm going to objects to people to backgrounds I just think I'm gonna go to the next phase instead. Because I wasn't told there was the 4 options but otherwise I would just click on the arrow because it's the only way out of here</p>
Find a scenario at Kings Cross		<p>This is a bit abstract I guess saying location would be better here because that makes more sense.</p>
View learning outcomes		<p>I'm assuming it would be in my account. I was confused in terms of scenario created or something I didn't notice anything about learning outcomes in the first place</p>

Observations

User goal/ task	Interface part/ location	Physical behaviour
View scenario		Was confused when the buttons didn't work
Create a scenario		Struggled to find a way to go from object to people
Find a scenario at Kings Cross		Navigated to the home page to find a scenario that occurred at Kings Cross
View learning outcomes		Had no idea what learning outcomes was.

Before Questions

Explain our system

3. What would you expect to be able to do with this system?
 - a. I'm interested, it seems to be a preventative action
4. How would you expect it to look?
 - a. Informative getting me to do something

Semi-structured Interview questions

1. Were you confused at any point while using the system? When? Why?
Yes, When the buttons didn't lead me to where I wanted it to go or where it didn't respond when I clicked on certain areas, that was confusing
2. Do you feel as though this system is designed for you? Why?
Yes, I feel like it's very user based and it's about me - it's very user friendly
3. What would make you want to use this system frequently?
That depends if I want to go out. I guess my personal desire to go out and be safe. I don't think I would use it but I would probably send my friends the link be like hey this is what I found so sharing def sharing
4. How likely or unlikely would you be to recommend the finished system to a friend?

Very likely, I have a couple of friends who live very far away and they want to go out and stuff it's just when they go out there's no one with them so it's kind of like I'm always on the fence. I don't want you to do that but I want you to have the freedom to do that. If I knew she was using the website and knew about safety and dangers, I'll feel a bit more reassured.

5. How would you describe this system to a friend using your own words?
This is a website where you can learn about girls safety and security in general, learn about red flags you can look out for when you go out or in any dangerous situations in general
6. What would be the first thing you'd want to do on this system?
I would view/learn more, curiosity will lead more people to viewing things before they start creating things. It's a self-learning thing you get on you view something, you think that's how you learn and maybe then you create. Liked how the screen is split up for create and view and that I straight up had 2 options
7. If you had a magic wand, what would you change about the system?
Not sure, maybe bring intrigue into it, fun factor in it cause the website is pretty serious and catered to people who have experienced it. Factor that makes it more relatable to people outside of the situation who haven't experienced much. To me personally, not so much not that relatable because right now it's serving people who might find themselves in situations
8. Does anything seem out of place or unnecessary?
No
9. How do you feel when using the prototype?
Was confusing as to what was clickable and what not. Just buttons and images, a bit more guidance.
10. Are any features missing? What?
I didn't see a feature to share i think that would be a nice feature otherwise i think it's got everything
11. How does the system measure up to your expectations?
Before I expected to learn something and lead to something and at the end I think it did achieved that impression. Not too confused and not too surprised.
12. How likely or unlikely would you be to use this system once it's finished?
Kind of unlikely, because the way I do things. I'm just not an outgoing person in general I'm pretty careful and pretty confrontative. Would most likely use for friends.

Usability scale

Participant number 2

(1-5 scale) - strongly disagree - strongly agree

11. I think that I would like to use this system frequently.

3 - I don't think I would use it as frequently but I would use it every now and then because I don't go out that much personally so it's not of much use to me but I will recommend to friends who I know do go out

12. I found the system unnecessarily complex.

4 - I guess its is a little complicated, options and it's a little confronting because I have a lot to go through. It would be easier if you show options of background, object, people all laid out for me. I liked having a home section that I could go back to

13. I thought the system was easy to use. Like where you have a background here I can't see that there's also people and also objects that there are 4 options

1 - It's complicated in terms of layout but I think it's pretty easy to use

14. I think that I would need the support of a technical person to be able to use this system.

1 - God no, I think it's very self sufficient

15. I found the various functions in this system were well integrated.

5 - In terms of flow? I think it was pretty Simple and straightforward, it's not confusing in terms of what would flow onto next. I don't know what it's going to lead on to but it's not a negative feeling. It created curiosity I like it, it's a positive thing

16. I thought there was too much inconsistency in this system.

4 - No, I dont think its inconsistent it very straightforward but the buttons as images is not clear and confusing. It's not clear to me that I have to click on an image to proceed. It just looks like the text in boxes are buttons

17. I would imagine that most people would learn to use this system very quickly.

5 - Absolutely, It's not like something too new that I wouldn't know how to do it. Even if I had no help whatsoever I would manage

18. I found the system very cumbersome to use.

1 - it flows pretty easily. Good navigation makes it easier to find or navigate where I want to go. The fact that there's a home button, profile, explore. I have these options if I do get lost I know how to get back to the beginning

19. I felt very confident using the system.

4 - Most of the time. My main issue was the buttons and some things didn't really lead me to the next page. Basically images as buttons and some features of view/learn or create aren't linked

20. I needed to learn a lot of things before I could get going with the system

4 - I don't know if I have to learn things in terms of functionality but I have to have experience in order to use it. I need context and experience

Heuristic evaluation

Usability issue	Heuristics that are violated	Explain how the specific issue	Impact on user and task	Suggest interface design
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		violates with the heuristics		improvement
	11. Match system to the real world 12. Consiste ncy and standards 13. Visibility of system status and feedbac k 14. Error preventi on 15. User sense of control and freedom 16. Aestheti c/ minimal design 17. Recognit ion not recall 18. Help users with errors and recovery 19. Flexibilit y/ efficienc y of use 20. Help and docume ntation			

Usability tasks

Task	Success 0 = Not completed 1 = Completed with difficulty or help 2 = Easily completed	Time to complete	Number of errors	Notes/ observations
#1 Sign up	2			
#2 View a scenario	2	1		Clicking is not working so confused Fix the positioning
#3 Find a scenario that occurred in Newtown	1	3		Locations would make more sense instead of places. Headings are too small, emphasize more.
#4 Change my password	2	1	0	
#5 Navigate back to the home page	2	1		
#6 Create a scenario	1	2	3	
#7 Search for a	2	1	0	

scenario with the tag "alcohol"				
#8 Save a scenario	2	1	0	
#9 View learning outcome status	1	2	3	Did not know what learning outcome was
#10 Resume creating an unfinished scenario	2	1	0	

P3

Think aloud protocol

User goal/ task	Interface part/ location	Verbal Protocol
Sign up	My profile on nav bar	Also if I haven't signed up yet, I don't want to see my profile.
View a scenario	Your Statements	<p>Straight away when interacting in brackets with an MPS, I think it should be the other way around.</p> <p>Change order of abbreviation for MPS</p> <p>I like that you have breadcrumbs</p>
View a scenario	Your Persona	<p>Overwhelming persona page. Maybe something that gives me the information slower, cause there's like a lot.</p> <p>Are these buttons? I would think these are buttons that would lead to go to pages of each one but I don't know how to get to the next page.</p>

		Give more visual and a swipe through of what passive poly is. Maybe less words.
Change my password	My Profile - Profile settings	Change the 'didn't request help' to email confirmation for security purposes.
Navigate back to home	Home logo button	<p>I like that there were 2 ways to get back to the home page.</p> <p>I think it really depends on what I'm doing cause this page is like log in, instead of choosing to view or create a button or something on the nav so it can navigate me to that page immediately.</p>
View a scenario	Viewing other people scenarios	Maybe make it more like a journey instead of an ambiguous click whatever and guess what you're thinking. I wish there were more like prompts to tell me where I need to go, so the user can know cause they're following a process.
Navigate to create a scenario		<p>I don't know, maybe go to my profile?</p> <p>Or maybe this one? Oh no wait I'm logging in.</p> <p>Have like creating your own scenario in the navigation bar instead of just explore.</p>
Creating a scenario	Choosing objects	<p>Objects could be categorised, maybe there's like a sort by and see what is already there.</p> <p>Like you don't want to take ages to find stuff.</p>

Create a scenario	From choosing objects to people	<p>Maybe there could be tabs that they could go back and forth.</p> <p>I would submit? Oh am I supposed to use the arrows to go to the next one?</p>
Create a scenario	Choose create/learn	I couldn't find where to create a scenario
Change your password	Profile Settings - change my password	<p>I have a little feedback for 'didn't request this help' This would make sense to someone else who is changing your password, so maybe if there's like an email confirmation.</p> <p>Instead of your password has been changed/updated, you go to your email to confirm or something. To verify that it's you who is actually changing the password. I think that might be better.</p>
View learning outcome status		<p>Um I kind of know but I also don't know.</p> <p>I think it would be interesting if you have info about where you get the learning outcomes from and why this outcome is efficient to know? Like why escaping situations subtly, why not aggressively?</p>

Observations

User goal/ task	Interface part/ location	Physical behaviour
Navigate to create a scenario		Had a difficult time navigating to the desired page, was very unsure and suggested going to my

		profile to create a scenario.
Create a scenario	From choosing objects to people	I would submit?
View a scenario	Your statements	Took notice and use the breadcrumbs. To navigate to previous pages.
View a scenario	Your Persona	Assumed the text boxes are buttons that will lead to each of their own respective pages. Confused and unsure of what to click to navigate to the next page.
View learning outcome status	My profile - learning outcomes	The user knows the location of the learning outcomes but is unsure of what a learning outcome status is.

Before Questions

Explain our system

5. What would you expect to be able to do with this system?
It has something to do with safety but I am not aware of the nature of the content.
6. How would you expect it to look?
I guess like a learning activity.

Semi-structured Interview questions

1. Were you confused at any point while using the system? When? Why?

Sometimes, because not enough error prevention. Need to have more breadcrumbs (guidance). I really like that you guys included the guidance or like the little tip things, that was really good. More of that, I would say.

2. Do you feel as though this system is designed for you? Why?

Yeah, I probably wouldn't explore other people's scenario, but I would create to help someone else. Because things like group therapies, I see this as an extension of that. Instead of going to meetings and stuff, people can get help and support from other people's experiences when they're alone or at home. Like an extension of that kind of help.

3. What would make you want to use this system frequently?

I don't know, I think if I were young and less experienced, I would need to use it more frequently. I remember you guys were saying the incentives that notify me if I help someone with my scenario was really good and would encourage me to use it more because I would feel rewarded because I helped someone.

4. How likely or unlikely would you be to recommend the finished system to a friend?

Recommend to someone who I thought would put themselves in bad situations, I would be likely to recommend it to them. Because obviously, when you say stuff some people don't listen but when it shows that lots of people have experienced it as well, maybe that's a better way of helping someone out without being 'don't do that' cause no one listens to people when someone say 'don't do that'.

5. How would you describe this system to a friend using your own words?

A platform where you can share your stories and also learn from other people's experiences.

6. What would be the first thing you'd want to do on this system?

I would create something, if I was younger and I didn't know, I would look at other people's scenarios to see what I can look out for.

7. If you had a magic wand, what would you change about the system?

More like a journey and less of you have to explore and discover. I feel like you don't want to spend heaps of time thinking about it. You want to be able to quickly put something together. I feel if there's prompts and stuff, it makes it more user-friendly.

8. Does anything seem out of place or unnecessary?

I don't anything was unnecessary or out of place.

9. How do you feel when using the prototype?

If I'm creating, I would feel different to when I'm viewing or learning because when I create, I feel more empowered to when I'm learning is that I would feel sad for that person and I would feel like I'm glad to know this and I know that it sucks for you but I'm glad that you made the scenario to help me.

10. Are any features missing? What?

No, I don't think so. Maybe just more information and more guidance for the learning outcomes.

11. How does the system measure up to your expectations?

You guys did a really good job! Like I'm very impressed. Because I wouldn't know what incentive to create this platform or for people to use it.

12. How likely or unlikely would you be to use this system once it's finished?

Looking pretty good, so I'll use it.

Usability scale

Participant number 3

(1-5 scale) - strongly disagree - strongly agree

21. I think that I would like to use this system frequently.

4 - as a learner (for comfort - knowing that other people experience it too) but a 1 for a creator

22. I found the system unnecessarily complex.

3 - I don't think it was complex, but I want more tips on how to interact with it

23. I thought the system was easy to use.

3 - Not difficult to use, I want more tips

24. I think that I would need the support of a technical person to be able to use this system.

2 - I know how to use computers

25. I found the various functions in this system were well integrated.
- 4 - Need more tips
26. I thought there was too much inconsistency in this system.
- 1 - I think it was very consistent
27. I would imagine that most people would learn to use this system very quickly.
- 3 - cause need more tips
28. I found the system very cumbersome to use.
- 4 - You're not 100% sure what to expect, need disclaimers or trigger warnings.
29. I felt very confident using the system.
- 4 - I knew how to navigate it and use computers.
30. I needed to learn a lot of things before I could get going with the system
- 2 - I don't think you need to learn a lot, I think it would be good if it tells you what you're supposed to be doing. Add more info or prompts of what I need to create and prompts before you choose when creating and viewing/learning like heads up as to what is expected of you to do

Heuristic evaluation

Usability issue	Heuristics that are violated	Explain how the specific issue violates with the heuristics	Impact on user and task	Suggest interface design improvement
	21. Match system to the real world 22. Consistency and standards 23. Visibility of system status and feedback 24. Error prevention 25. User sense of control and freedom 26. Aesthetics			

	c/ minimal design 27. Recognit ion not recall 28. Help users with errors and recovery 29. Flexibilit y/ efficienc y of use 30. Help and docume ntation			

Usability tasks

Task	Success 0 = Not completed 1 = Completed with difficulty or help 2 = Easily completed	Time to complete	Number of errors	Notes/ observatio ns
#1 Sign up	2	1 minute	0	Easy
#2 View a	1	6 minutes	1, Confusion between	Likes

scenario			buttons vs image to click on	<p>breadcrumbs MPS- change order of abbreviation</p> <p>Overwhelming persona page Smth to five info slower Persona - careful about grouping people (consider everyone has different experiences) Swipe through, more visuals as what passive poly is</p>
#3 Find a scenario that occurred in King Cross	2	1 minute	0	
#4 Change my password	2	1 minute	0	<p>Didn't request help? - change to email confirmation</p> <p>Go to email to</p>

				confirm
#5 Navigate back to the home page	2	1 minute	0	Liked that there were 2 ways to get home
#6 Create a scenario	1	7-8 minutes	1, couldn't find where to go to create a scenario 2, can't submit on create	How to navigate back to create from Have to go really far Create tab on navigation Objects could be categorize d Sort by Categories within objects Pop-ups with warnings Opening page - elaborate on what you're doing so users know what this is (now she doesn't know what this is)
#7 Search for a scenario with the tag "alcohol"	2	1 minute	0	

#8 Save a scenario	2	1 minute	0	Make the journey less ambiguous (not just click whatever)
#9 View learning outcome status	2	2 minute	0	Info about where you got the learning outcomes from Why these learning outcomes?
#10 Resume creating an unfinished scenario	2	1 minute	0	

P4

Think aloud protocol

User goal/ task	Interface part/ location	Verbal Protocol
View a Scenario	View/Learn - Your statements page	A lot of information and don't know where to start. So much going on to take it in at once mostly what to look at once
View a scenario	Your persona page	Need better information hierarchy. Too many texts (the persona section throws me off) A lot of information, just to

		take it at once. The design of the text makes it look like a button.
Create a scenario	Choose create/learn	I don't like that it takes me back to the beginning.
Create a scenario	Scenario Components	Need more prompts such as 'Choose all that apply' or indications on how many factors you can choose.
Create a scenario	Working Space	I want the objects divided into categories, showing everything.
Share scenario	Thank you page	Leave Website is unnecessary
Save a scenario	Saved page	After saving leave website' to be unnecessary

Observations

User goal/ task	Interface part/ location	Physical behaviour
View a scenario	View/Learn - Your statements	
View a scenario	View/Learn - Your persona	Not quite sure what the page is about upon reading Made an error by assuming the text box to be a button to navigate to the next page due to the design
Search the tag 'alcohol'	Explore	Had trouble finding the explore page and expected the explore to be on the same page as 'choose' page.
Create a scenario	Choose create/learn	Suggested to put the section

		on nav bar or a side drop down on the nav bar.
Create a Scenario	Working Space	<p>I want to start with one scene rather than add a scene when starting my scenario.</p> <p>Thought submit was a button to go from objects to people</p> <p>Ignore the arrows to navigate through the next content. Only realised the existence of the arrows by mistake.</p>

Before Questions

Explain our system

7. What would you expect to be able to do with this system?
To help me with safety
8. How would you expect it to look?
Activities/information/tools to stay safe

Semi-structured Interview questions

1. Were you confused at any point while using the system? When? Why?
Yes, no idea what was going on at the beginning. Too many words on the my persona, a lot to read and no information hierarchy on what to start. Want to be more like a quiz layout.
2. Do you feel as though this system is designed for you? Why?
I don't know if I would say the system is designed for me, I feel like a child with these activities, I feel like as a young adult I feel less inclined to do activities as a form of learning. Unless it has some aspects of comedy or some other thing that I find enticing. I feel like I'm in school and being told to do this activity.
3. What would make you want to use this system frequently?

More like a game, or there some aspect of comedy, less school-like (e.g. game with friends) would be good.

4. How likely or unlikely would you be to recommend the finished system to a friend?

I would definitely recommend the view and learn reading elements to friends, especially the fact that you can read other people's stories is really good thing cause I would read them. Whereas the create I would be too lazy to do create and I wouldn't share my experiences unless my situation would help someone else.

5. How would you describe this system to a friend using your own words?
An informative learning tool on how to stay safe and not necessarily as a woman but in general, yeah you can create but you can also read on other people's experiences.

6. What would be the first thing you'd want to do on this system?
View and learn cause I'm lazy.

7. If you had a magic wand, what would you change about the system?
More like a game less than like an activity. Cause activites makes me thinks of school. Bringing elements of humor would be good for this to lighten the mood. There were some element that was easy to use and very self-explanatory but there were some text heavy elements that lack in information hierarchy.

8. Does anything seem out of place or unnecessary?
'Leave website' cause if I wanted to leave the website I can just close the website

9. How do you feel when using the prototype?
I feel like I'm in school and as an activity.

10. Are any features missing? What?
A page that directs you to other useful tools like third party safety applications that can help you if you're experiencing that situation.

11. How does the system measure up to your expectations?
It's pretty on par of what I thought it would be like an interactive learning experience. It's more like a preventative thing which I know that was it aims to do but I wish there was a link that would help me if I'm experiencing that situation.

12. How likely or unlikely would you be to use this system once it's finished?

I would likely use it for information to my friends so they can see other stories and draw something from them but I would probably not use the interactive parts of it (create). Even though I like the idea, I think that these specific interactive parts, I wouldn't use.

Usability scale

Participant number 4

(1-5 scale) - strongly disagree - strongly agree

31. I think that I would like to use this system frequently.

2 - I think it's not something that you would use frequently cause its like an information resource, read once maybe show a friend but I would not go back to it again and again

32. I found the system unnecessarily complex.

1 - except for your persona page

33. I thought the system was easy to use.

5 - self-explanatory except persona

34. I think that I would need the support of a technical person to be able to use this system.

1 - self-explanatory

35. I found the various functions in this system were well integrated.

3 - the navigation was semi-difficult, there was a point where I can't go to a page I want and can't navigate easily throughout the website

36. I thought there was too much inconsistency in this system.

1 - except for your persona

37. I would imagine that most people would learn to use this system very quickly.

5 - everything is easy to use when it comes down to it, it's just sometimes the navigation seems difficult and the information hierarchy can be confusing. But apart from that, it was very easy to figure out.

38. I found the system very cumbersome to use.

2 - It wasn't difficult to use but it limited my navigation option and some pages give me information overload - a lot going on

39. I felt very confident using the system.

4 - It wasn't difficult to use but it limited my navigation option and some pages give me information overload - a lot going on

40. I needed to learn a lot of things before I could get going with the system

3 - In terms navigation was something I have to learn, I didn't know that I could just press something and I can just go there because there's an explore section and then there's a view/learn section and create section. There is just too much going on.

Heuristic evaluation

Usability issue	Heuristics that are violated	Explain how the specific issue violates with the heuristics	Impact on user and task	Suggest interface design improvement
	31. Match system to the real world 32. Consistency and standards 33. Visibility of system status and feedback 34. Error prevention 35. User sense of control and freedom 36. Aesthetic/minimal design 37. Recognition not recall 38. Help users with errors and recovery 39. Flexibility/efficiency of use 40. Help and docume			

	ntation			

Usability tasks

Task	Success 0 = Not completed 1 = Completed with difficulty or help 2 = Easily completed	Time to complete	Number of errors	Notes/ observations
#1 Sign up (1)	2	1 minute	0	Very self-explanatory
#2 View a scenario (2)	1	5-8 minutes	1 - my persona page Mistaken the boxed words as a button to navigate to the next page	<p>Your statement page - A lot of information and don't know where to start. So much going on to take it in at once mostly what to look at once</p> <p>Your persona page - a lot of information, just to take in at once</p> <p>Wants better information hierarchy in persona and</p>

				<p>statement page.</p> <p>Not quite sure what the page is about upon reading</p> <p>Too many texts (the persona section throws me off)</p> <p>Both text and images can be clickable The words design in a box makes it look like a button.</p>
#3 Find a scenario that occurred in Kings cross (4)	2	2 minutes	0	Have trouble in finding the explore page and expected the explore to be on the same page as choose page.
#4 Change my password (7)	2	1 minute	0	Easy
#5 Navigate back to the home page	2	1 min	0	Easy but doesn't like that it navigates back to the beginning of the website.
#6 Create a scenario (6)	1	6-8 min	<p>2</p> <p>Thought submit was a button to go from objects to people</p> <p>Didn't see the arrows only by mistake</p>	Don't like that it takes me back to the beginning, suggested to put the section on nav bar or a side drop down on the nav bar.

				<p>Factors page - Need more prompts such as Choose all that apply or indications on how many you factors you can choose.</p> <p>Working space - want to start with one scene rather than add a scene when starting.</p> <p>Objects divided into categories, showing everything.</p> <p>Leave website is unnecessary</p>
#7 Search for a scenario with the tag "alcohol" (5)	2	2 minutes	0	
#8 Save a scenario (3)	2	1 minute	0	Note after saving, found the 'leave website' to be unnecessary
#9 View learning outcome status (8)	2	1 minute		Want to take learning types into consideration
#10 Resume creating an unfinished scenario (9)	2	1 minute	0	Straightforward and clear

P5

Think aloud protocol

User goal/ task	Interface part/ location	Verbal Protocol
Starting the experience	Home page	I would probably expect an introduction to what this website is actually about The text comes up when you hover and I guess when you press text to start
View a scenario (ticking off her behaviour with a MPS)		What does MPS mean? Without the dots because it seems like there;s something else there + larger text
Analyzing the persona and possible scenario components page		They've created a persona for me. There's more description and information on situations that I might face due to all the things I pressed earlier Next I would press an image
Analyzing the other people's scenarios page		This is what the other person experienced in a different situation. Oh no, I'm confused because I think this is the other page as well. Because it's the same size so you could make the heading images different size and make it the focus of the page
Post a comment	View page	There's a tutorial, I see some kind of image and a section to communicate with people
Find a scenario		I would go to a search place..hmmm oh explore. It wasn't hard to find, I'm just used to the word search but explore works as well. Maybe add a sign search - icon

Create a scenario		So I just do anything? So I added a scene and an object. I feel like I need to add people but I don't know where to get people from. Maybe a plus sign?
Review submitted scenario		Review scenario would be what I just created. And then you can edit or continue
		So you describe, title it, add some hashtags to it, and a name if you want to. I reckon remove the optional option so people are more likely to add them. With location, so a scenario is easier to find. Like don't make it required but not optional either. So some will be required and have a star and optional ones won't have it
Change password		Make it shorter, just have the password has been changed or something like confirm with your email

Observations

User goal/ task	Interface part/ location	Physical behaviour
Starting the experience		Didn't know she could hover over the image for text to appear
Sign Up		Completed with ease no problems whatsoever
View scenario		It was intentional for her to press the image to continue
		Confused as what's the difference between the scenario components and other people's scenario pages are

Save a scenario		Didn't know where to press to get to the save option
Find a scenario that happened in Kings Cross		Tried to find a scenario in the previous section (other people's scenarios) rather than explore section. Took her a while to figure out it was in explore
Add people		Doesn't know how to get to people and how to add them to a scene. Couldn't find how to proceed to the next section. Arrows weren't clear enough
		People section - didn't fully understand how the filtering works

Before Questions

Explain our system

9. What would you expect to be able to do with this system?

Learn experiences on safety.

10. How would you expect it to look?

Give me the option to create a story or view. Or an introduction of what the website will be about.

Semi-structured Interview questions

1. Were you confused at any point while using the system? When? Why?
I was confused when I was trying to find people when adding into the scene because I didn't know where to find people or change the options, besides that I don't think I was confused with anything else.
2. Do you feel as though this system is designed for you? Why?
It gives you options to create your own thing, if you could add an extra option. Maybe like a two way thing, someone is creating things with you somewhere else in the world, online collaboration where other people can input on it too.
3. What would make you want to use this system frequently?

Want more social aspect (link to other people) even though this isn't about that, this is more about your own situations so

4. How likely or unlikely would you be to recommend the finished system to a friend?

Pretty likely because it's actually a useful tool and makes people more aware of how to deal with situations. I especially like the location thing, which makes you more aware in what locations people feel uncomfortable because people who will generally use this would be people who feel uncomfortable. so people can actually be aware of the location/places that have the situations.

5. How would you describe this system to a friend using your own words?
It's a website that allows you to create your own scenarios and Explore ways to deal with uncomfortable situations and also view/learn about other people's situations just learn about how to deal with it.

6. What would be the first thing you'd want to do on this system?
It's good as it is. I would probably view first because it's easier to get more familiar with what you're meant to be doing and to get an idea of what other people have done.

7. If you had a magic wand, what would you change about the system?
I don't think I would change anything.

8. Does anything seem out of place or unnecessary?
No, everything is pretty well chosen and showed.

9. How do you feel when using the prototype?
Pretty comfortable I'm not struggling to understand anything. Easy to use and pretty creative and healthy for your brain.

10. Are any features missing? What?
Add a Link and share on social media > shareable features. Email to your friends, invite your friends

11. How does the system measure up to your expectations?
It reached them and exceeded them. Compared to when I did the paper ones, it's different when it's actually in front of you

12. How likely or unlikely would you be to use this system once it's finished?

I'd be likely to use it, I'd like to see the locations of where people feel uncomfortable or what areas to avoid and if I go there, to prepare myself on how to act or behave or what to say if I was approached by people.

Also you should add specific locations, specific bars and clubs. City is large and different bars/clubs have different vibes that I would want to know

Usability scale

Participant number 5

(1-5 scale) - strongly disagree - strongly agree

41. I think that I would like to use this system frequently.

3 - I wouldn't want to be in uncomfortable situations like this often, if I was, I would use this.

42. I found the system unnecessarily complex.

1 - simple to use, all the buttons and everything is easy to understand

43. I thought the system was easy to use.

5 - simple to use, all the buttons and everything is easy to understand

44. I think that I would need the support of a technical person to be able to use this system.

1 - pretty self-explanatory

45. I found the various functions in this system were well integrated.

5 - very well integrated

46. I thought there was too much inconsistency in this system.

1 - pretty consistent, everything makes sense and flowing

47. I would imagine that most people would learn to use this system very quickly.

5 - I think people will use quickly, not too much to get through and everything is self-explanatory

48. I found the system very cumbersome to use.

1 - just a good amount, it doesn't take too long to navigate.

49. I felt very confident using the system.

5 - nothing here that I don't feel comfortable about, and everything flows and make sense

50. I needed to learn a lot of things before I could get going with the system

1 - I don't think there's anything you need to learn, you learn as you go. Which doesn't take too long.

Heuristic evaluation

Usability issue	Heuristics that are violated	Explain how the specific issue violates with the heuristics	Impact on user and task	Suggest interface design improvement
	41. Match			

	<p>system to the real world</p> <p>42. Consistency and standards</p> <p>43. Visibility of system status and feedback</p> <p>44. Error prevention</p> <p>45. User sense of control and freedom</p> <p>46. Aesthetic/minimal design</p> <p>47. Recognition not recall</p> <p>48. Help users with errors and recovery</p> <p>49. Flexibility/efficiency of use</p> <p>50. Help and documentation</p>			

Usability tasks

Task	Success 0 = Not completed 1 = Completed with difficulty or help 2 = Easily completed	Time to complete	Number of errors	Notes/ observations
#1 Sign up	2	1 minute	0	Easy
#2 View a scenario	2	5-6 minutes	0	<p>The dots in your statements makes it confusing and it means something else and want the text to be larger.</p> <p>Was able to navigate to the next page by clicking on the image on your persona.</p> <p>Still confused with the difference between the heading and experiences. Suggested to make it more distinct to one another.</p>
#3 Find a scenario that	1	3 - 4 minutes	Takes a while to find 'explore'	Use a search icon

occured in Newtown				
#4 Change my password	2	1 minute	0	The password has been changed / to confirm check your email
#5 Navigate back to the home page	2	1 minute	0	
#6 Create a scenario	1	6-7 minutes	2 Confused the added scene button. Did not use arrows	Don't know how to get to 'people' and confused the added scene button to navigate to people. Arrows were not clear enough Remove the optional word in create. Another way to inform the user if what needs to be input in is not required.
#7 Search for a scenario with the tag "alcohol"	2	1 minute	0	
#8 Rate and save a scenario (3)	2	1 minute	0	
#9 View learning outcome status	2	1 minute	0	
#10 Resume creating an unfinished scenario	2	1 minute	0	

P6

Think aloud protocol

User goal/ task	Interface part/ location	Verbal Protocol
Navigating from your persona to people's experiences	Your persona	At first I thought it was a button, I guess it's because of the box.
View a scenario	Breadcrumbs	Yeah, I think breadcrumbs is such a common design so I'm very familiar with it.
Navigating through people's experiences	People's experiences	<p>I knew there were two things that I can click on, it was either this (text-box) if that didn't work, I would click on the image. It wasn't too bad.</p> <p>I'm just thinking maybe give this a heading and the heading goes up here as well so people know that it relates but that's just one way.</p>
Find a scenario in Kings Cross	Explore	<p>Let's just pretend I was back in view and learn.</p> <p>It wasn't too bad, I think when I figured it out that it wasn't at the page that I was before (view and learn) and it was in Explore. The tabs were really clear.</p> <p>I guess I just forgot about the explore option, I thought that scenarios was just in one section for some reason. And when I see it wasn't there, I looked around</p> <p>Because there were a few</p>

		buttons that I could click so I knew it had to be Explore.
Find the tag alcohol	Explore	<p>My first impression was that it was going to be up here and when I saw the word 'intoxicated', I thought it was close enough. I thought this was the most common search or most seen.</p> <p>In terms of searching, it's pretty straight forward, it auto-fill so it makes it easier.</p>
Create a scenario	Scenario components	<p>It looks like I can click on one different characteristic.</p> <p>Oh yeah, I guess I didn't even try. It just reminds me of you know those feedback devices, use an emoticon of how you feel and you can only click one.</p> <p>Wait how I do I know I can click two? Cause sometimes I would just click one and I would just click next.</p>
Create a Scenario	Your working space	I don't know how to get to people. I tried search first and then I realised this (arrows) at the bottom. But I thought that was to show more objects.
View learning status	Learning outcomes	I guess it's like the outcomes of what I wanted to do when I first clicked it and it's just how many scenarios I did.

Observations

User goal/ task	Interface part/ location	Physical behaviour
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View a scenario	Breadcrumbs	<p>Was able to identify the pages that she was on from the breadcrumbs.</p> <p>User clicked on the breadcrumbs to easily return and navigate through the pages.</p>
Navigating from your persona to people's experiences	Your persona	Confuse text description as a button
Persona and people's experiences	Your persona and people's experiences	Did not know that my persona page and people's experiences were connected
Find a scenario in Kings Cross		<p>Assumed that finding the scenario was in View and Learn.</p> <p>The user was struggling and it took some time to find the explore page.</p> <p>Was confused about the scenarios because the user forgot about the explore feature.</p>
Create a Scenario	Choose scenario components	<p>Had the impression that you can only choose one component when seeing the page for the first time.</p> <p>Was surprised when told that the user can choose more than once scenario component.</p>
Create a Scenario	Your working space	<p>Was able to understand the steps of creating a scenario but forgot about adding the 'people' feature.</p> <p>Felt stuck when attempting to navigate to people.</p>

Before Questions

Explain our system

11. What would you expect to be able to do with this system?

Learn how to handle situations

12. How would you expect it to look?

Lots of visual aids, limited text, informal, bright colours to make it lively

Semi-structured Interview questions

1. Were you confused at any point while using the system? When? Why?

The scenario after you personalised it like what was clickable and when I click it, I didn't know how the two pages connected. Finding people in create was confusing, and I thought I can only click one of the factors before creating my scenario. Everything else was straightforward.

2. Do you feel as though this system is designed for you? Why?

Yeah, I'm inputting information tailored to me and in my profile, I had my scenarios, my saved scenarios.

3. What would make you want to use this system frequently?

Community interaction if there's new content to review and if I have creative freedom and want to make really nice aesthetic stuff and nice storytelling (provide tools)

4. How likely or unlikely would you be to recommend the finished system to a friend?

It'll be likely, when you want to help your friend out if they're being naive and you don't want to call them out completely (like a subtle tool/suggestion to help your friends)

5. How would you describe this system to a friend using your own words?

A website where you can learn through scenarios about safety with MPS through other people's experience or through teaching from your own experience.

6. What would be the first thing you'd want to do on this system?

Probably learn and view, it doesn't have much commitment to it cause creating takes a decent amount of time. And just seeing what's out there first especially for me cause 'oh they say this is good for me' so I wanna see that first. I like having two options, it gives me the choice to do what I want and there's no pressure like you have to create now or view now.

7. If you had a magic wand, what would you change about the system
The create page, how I find objects and people. I don't know how to go about that one, if there's a way to work out what is available to me. I think if you didn't tell me about people, I would've forgotten. I guess just laying it out there and how to get there.
8. Does anything seem out of place or unnecessary?
I was confused with the learning outcomes, I think it's just the wording actually cause I thought it reminds of like hey there's a rubric (academic) and when I click on the learning outcomes, I think I have to remember that it was based on what I click.
9. How do you feel when using the prototype?
I feel good. A few things I just have to play around with just to get used to it but it's pretty straightforward.
10. Are any features missing? What?
I'm wondering if I'm in create page and I wanted to get a quick view of something, my own one. Cause I know explore was just top rating ones, I was wondering if there's a way to quickly get to personalised scenarios for me, let's say I'm right into a scenario and I just wanna see something, just in case.
11. How does the system measure up to your expectations?
It's really good.
12. How likely or unlikely would you be to use this system once it's finished?
In general I don't look at new websites frequently but definitely would try it out and test it out. I'm trying to think like a reason to return.

Usability scale

Participant number 6

(1-5 scale) - strongly disagree - strongly agree

51. I think that I would like to use this system frequently.

3.5 - it has to be integrated into my routine, for me any learning stuff I don't revisit again and revisit once in a while. Which I think it's

okay cause you learn the you refresh.

52. I found the system unnecessarily complex.

4 - it was pretty straightforward, there were instances where I didn't know where to click and how the pages connect.

53. I thought the system was easy to use.

5 - definitely easy to use, everything was clearly labeled and easy to return or go back if you did something wrong.

54. I think that I would need the support of a technical person to be able to use this system.

1 - intuitive to click through and trial and error would help me discover it

55. I found the various functions in this system were well integrated.

4 - everything I needed to click through was all there except for navigating back to create/view

56. I thought there was too much inconsistency in this system.

1 - no inconsistency only what is clickable (my persona page - images as buttons for next page)

57. I would imagine that most people would learn to use this system very quickly.

4 - the hovering to give function of what things mean and working out what's clickable

58. I found the system very cumbersome to use.

1 - clear pathways, straight forward, once you know what the steps and you don't have to press lots of things to get to where you wanna go.

59. I felt very confident using the system.

4 - creating scenarios was confusing (getting people)

60. I needed to learn a lot of things before I could get going with the system

1 - when you put it in front of me and gave me a task, I can start straight away. You didn't really need to explain to me once it's in front of me.

Heuristic evaluation

Usability issue	Heuristics that are violated	Explain how the specific issue violates with the heuristics	Impact on user and task	Suggest interface design improvement
	51. Match system to the real world 52. Consistent			

Usability tasks

Task	Success 0 = Not completed 1 = Completed with difficulty or help 2 = Easily completed	Time to complete	Number of errors	Notes/ observations
#1 Sign up	2	1 minutes	0	
#2 View a scenario	2	5-6 minutes	1 My persona - the box text was assumed to be buttons to navigate to the next page	<p>Was able to identify the pages that she was on from the breadcrumbs.</p> <p>Click on the breadcrumbs to return and navigate through pages</p> <p>Confuse text description - too similar to previous text and button</p> <p>Did not know that my persona and people's experiences were connected</p> <p>Consistency with the heading so it relates</p>
#3 Find a scenario that occurred in Newtown	1	3 minutes	1 it took a while to find explore.	Tabs were really clear so it was easy to find.

				Forgot about explore option and thought that scenarios was in one section
#4 Change my password	2	1	0	Very straightforward
#5 Navigate back to the home page	2	1 minute	0	
#6 Create a scenario	1	5 - 6 minutes	2	<p>Had the impression that you can only choose one factor upon first look.</p> <p>Suggested for indicators to how many factors you can choose and description below each factor.</p> <p>Have trouble navigating to 'people', used search to find people or more objects.</p>
#7 Search for a scenario with the tag "alcohol"	2	1 minute	0	<p>Thought that the word intoxicated will be on the trending/main list and the word 'intoxicated' was too similar to the 'alcohol'</p> <p>Likes how it</p>

				auto-fills and suggested the searches.
#8 Rate and save a scenario (3)	2	1 minute	0	
#9 View learning outcome status	2	1 minute	0	
#10 Resume creating an unfinished scenario	2	1 minute	0	

P7

Think aloud protocol

User goal/ task	Interface part/ location	Verbal Protocol

Observations

User goal/ task	Interface part/ location	Physical behaviour

Before Questions

Explain our system

13. What would you expect to be able to do with this system?

Something to do with my safety

14. How would you expect it to look?

Semi-structured Interview questions

13. Were you confused at any point while using the system? When? Why?

The scenario after you personalised it, what was clickable and when I click it and I didn't know how the two pages connected. Finding people in create was confusing, and I thought I can only click one in choosing factors.

14. Do you feel as though this system is designed for you? Why?

Yeah, I'm putting information that is based on my input and the scenarios all catered...

15. What would make you want to use this system frequently?

Community interaction, if I have creative freedom (provide tools)

16. How likely or unlikely would you be to recommend the finished system to a friend?

It'll be likely, help your friend out if they're being naive (like a subtle tool/suggestion to help your friends)

17. How would you describe this system to a friend using your own words?

A website where you can learn through scenarios about safety of MPS through other people's experience or through teaching from your experience.

18. What would be the first thing you'd want to do on this system?

Probably learn and view first, it has less commitment and create takes a decent amount of time. I like having two options, it gives me the choice and no pressure. (flexibility)

19. If you had a magic wand, what would you change about the system?

The create page, how I find objects and people. Not really clear on how to navigate or what I need to put. Laying it out there and how to get there.

20. Does anything seem out of place or unnecessary?

I was confused with the learning outcomes, just the wording (feel like an academic thing)

21. How do you feel when using the prototype?

I feel good. I just have to play around with it to get used to it and it's pretty straightforward.

22. Are any features missing? What?

log out
forum

23. How does the system measure up to your expectations?

It's really good.

24. How likely or unlikely would you be to use this system once it's finished?

Likely, I would try it out but I have no incentives to return.

Usability scale

Participant number ____

(1-5 scale) - strongly disagree - strongly agree

61. I think that I would like to use this system frequently.

3.5 - it has to be integrated into my routine, for me any re
I found the system unnecessarily complex.

62. I thought the system was easy to use.

5 - easy to return or go back

63. I think that I would need the support of a technical person to be able to use this system.

1 - intuitive to click through and even i didnt know - trial and error

64. I found the various functions in this system were well integrated.

4 - everything I needed to click through was there except for navigating back to create/view

65. I thought there was too much inconsistency in this system.

1 -

66. I would imagine that most people would learn to use this system very quickly.

4 - hovering

67. I found the system very cumbersome to use.

1 - clear pathways, straight forward

68. I felt very confident using the system.

4 - creating = scenarios was confusing

69. I needed to learn a lot of things before I could get going with the system

1 -

Heuristic evaluation

Usability issue	Heuristics that	Explain how the	Impact on user	Suggest
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	are violated	specific issue violates with the heuristics	and task	interface design improvement
	61. Match system to the real world 62. Consiste ncy and standard s 63. Visibility of system status and feedbac k 64. Error preventi on 65. User sense of control and freedom 66. Aestheti c/ minimal design 67. Recognit ion not recall 68. Help users with errors and recovery 69. Flexibilit y/ efficienc y of use 70. Help and docume ntation			

Usability tasks

Task	Success 0 = Not completed 1 = Completed with difficulty or help 2 = Easily completed	Time to complete	Number of errors	Notes/ observations
#1 Sign up	2	1 minutes	0	
#2 View a scenario	1	10	1 The box text were buttons to navigate to next page	Was able to identify the pages that she was on from the breadcrumbs Click on the breadcrumbs to navigate back to previous page Confuse text description - too similar to previous text and button Consistency with the heading so it relates
#3 Find a	2	1	1 it took a while	Tabs were

scenario that occurred in Newtown			to find explore	<p>really clear so it was easy to find.</p> <p>I forgot about explore option and thought that scenarios was in one section</p>
#4 Change my password	2	1	0	Very straightforward
#5 Navigate back to the home page	2	1 minute	0	
#6 Create a scenario	1	10 minutes	2	<p>Had the impression that you can only choose one factor upon first look.</p> <p>Have description below title</p> <p>Have trouble navigating to 'people', used search to find people or more objects</p>
#7 Search for a scenario with the tag "alcohol"	1	1 minute	0	<p>It was gonna be up here, and intoxicated was too similar to the word 'alcohol'</p> <p>I like how it auto-fill what I'm searching</p>
#8 Rate and save a scenario	2	1 minute	0	

(3)				
#9 View learning outcome status	1	1 minute	0	
#10 Resume creating an unfinished scenario	2	1 minute	0	

P8

Think aloud protocol

User goal/ task	Interface part/ location	Verbal Protocol

Observations

User goal/ task	Interface part/ location	Physical behaviour

Before Questions

Explain our system

15. What would you expect to be able to do with this system?

Something to do with my safety

16. How would you expect it to look?

Semi-structured Interview questions

25. Were you confused at any point while using the system? When? Why?

The scenario after you personalised it, what was clickable and when I click it and I didn't know how the two pages connected. Finding people in create was confusing, and I thought I can only click one in choosing factors.

26. Do you feel as though this system is designed for you? Why?

Yeah, I'm putting information that is based on my input and the scenarios all catered...

27. What would make you want to use this system frequently?

Community interaction, if I have creative freedom (provide tools)

28. How likely or unlikely would you be to recommend the finished system to a friend?

It'll be likely, help your friend out if they're being naive (like a subtle tool/suggestion to help your friends)

29. How would you describe this system to a friend using your own words?

A website where you can learn through scenarios about safety of MPS through other people's experience or through teaching from your experience.

30. What would be the first thing you'd want to do on this system?

Probably learn and view first, it has less commitment and create takes a decent amount of time. I like having two options, it gives me the choice and no pressure. (flexibility)

31. If you had a magic wand, what would you change about the system?

The create page, how I find objects and people. Not really clear on how to navigate or what I need to put. Laying it out there and how to get there.

32. Does anything seem out of place or unnecessary?

I was confused with the learning outcomes, just the wording (feel like an academic thing)

33. How do you feel when using the prototype?

I feel good. I just have to play around with it to get used to it and it's pretty straightforward.

34. Are any features missing? What?

Way to quickly get to personalised view/learn (pathway)

35. How does the system measure up to your expectations?

It's really good.

36. How likely or unlikely would you be to use this system once it's finished?

Likely, I would try it out but I have no incentives to return.

Usability scale

Participant number ____

(1-5 scale) - strongly disagree - strongly agree

70. I think that I would like to use this system frequently.

3.5 - it has to be integrated into my routine, for me any re
I found the system unnecessarily complex.

71. I thought the system was easy to use.

5 - easy to return or go back

72. I think that I would need the support of a technical person to be able to use this system.

1 - intuitive to click through and even i didnt know - trial and error

73. I found the various functions in this system were well integrated.

4 - everything I needed to click through was there except for navigating back to create/view

74. I thought there was too much inconsistency in this system.

1 -

75. I would imagine that most people would learn to use this system very quickly.

4 - hovering

76. I found the system very cumbersome to use.

1 - clear pathways, straight forward

77. I felt very confident using the system.

4 - creating = scenarios was confusing

78. I needed to learn a lot of things before I could get going with the system

1 -

Heuristic evaluation

Usability issue	Heuristics that are violated	Explain how the specific issue violates with the heuristics	Impact on user and task	Suggest interface design improvement
	71. Match system			

	<p>to the real world</p> <p>72. Consistency and standards</p> <p>73. Visibility of system status and feedback</p> <p>74. Error prevention</p> <p>75. User sense of control and freedom</p> <p>76. Aesthetic/minimal design</p> <p>77. Recognition not recall</p> <p>78. Help users with errors and recovery</p> <p>79. Flexibility/efficiency of use</p> <p>80. Help and documentation</p>			

Usability tasks

Task	Success 0 = Not completed 1 = Completed with difficulty or help 2 = Easily completed	Time to complete	Number of errors	Notes/ observations
#1 Sign up	2	1 minutes	0	
#2 View a scenario	2	5-6	1 The box text were buttons to navigate to next page	Was able to identify the pages that she was on from the breadcrumbs Click on the breadcrumbs to navigate back to previous page Confuse text description - too similar to previous text and button Consistency with the heading so it relates
#3 Find a scenario that occurred in Newtown	1	3 minutes	1 it took a while to find explore	Tabs were really clear so it was easy to find. I forgot about

				explore option and thought that scenarios was in one section
#4 Change my password	2	1	0	Very straightforward
#5 Navigate back to the home page	2	1 minute	0	
#6 Create a scenario	1	5 - 6 minutes	2	<p>Had the impression that you can only choose one factor upon first look.</p> <p>Have description below title</p> <p>Have trouble navigating to 'people', used search to find people or more objects</p>
#7 Search for a scenario with the tag "alcohol"	2	1 minute	0	<p>It was gonna be up here, and intoxicated was too similar to the word 'alcohol'</p> <p>I like how it auto-fill what I'm searching</p>
#8 Rate and save a scenario (3)	2	1 minute	0	
#9 View learning outcome status	2	1 minute	0	

#10 Resume creating an unfinished scenario	2	1 minute	0	
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