Questions

1. When finding an event, did you feel you were given enough options to find events? (yes/no)
2. When adding an event to the agenda, was there anywhere where you felt uncertain of how to perform the task? (open ended)
3. Would you consider the push notification on the lockscreen a helpful or nuisance feature? (helpful/not helpful)
4. How well do you think information about an event was displayed you? (scale 1-5)
5. How useful did you find listening to the event details was versus reading it? (details aside: yes/no)
6. How intuitive and enjoyable was using the map interface? (enjoyable/not enjoyable)
7. When adding a review, are there sufficient tools for you to properly convey your thoughts? (yes/no)
8. When navigating throughout the app, was there any major instances where you felt unsure about clicking a page or option? Why? (yes + explanation / no)
9. Is this an app you would like to have when you are traveling? (yes/no)
10. On a scale of 1-5, how enjoyable was the overall experience? (scale 1-5)

Give some context for each task so they understand what each task is for

Interview Format:

Task 1: <https://www.justinmind.com/usernote/tests/41654838/41655092/41655094/index.html>

Task Checklist

1: Tell user to create a travel plan for CN Tower for October 29, 2018

2: Schedule event for 12:00-14:00

3: Submit the travel plan

Things to note during interview:

Outside of these 3 things, if the user asks any questions it is considered app ambiguity.

Clicking things that SHOULD do something but doesn't because we are a prototype can be ignored/explained

User’s speed in performing task (clicking on multiple things to find the right way to complete the task or spending time to look for the submit button)

User Error Rate (clicking past the agenda screen/ user forgetting to submit) / If you as the interviewer has to tell the user that they are not done the task, this is also app ambiguity.

Task 2: <https://www.justinmind.com/usernote/tests/41654838/41670892/41670902/index.html>

Tell user to simply learn more about the attraction they are scheduled to visit.

Task Checklist

1: Click the notification to enter the task

2: Read the text  
3: Listen to the voice  
4: Look at the map

5: Users can tap on “Explore more Details” to view fullscreen map but is not considered an error if they do not

Error Rate:

Users should not go to any other page other than the attraction detail page and the map page

Task 3: <https://www.justinmind.com/usernote/tests/41654838/41670937/41670939/index.html>

Tell user to leave a review and attempt to upload a picture, first try: cancel uploading, 2nd try: actually try to upload

Task Checklist

1: Click the notification to enter the task

2: Give a Star rating and write a review

3: Go to pictures page

4: Tap upload

5: cancel the upload

6: retry upload and actually attempt to upload

Error Rate:

0 star rating is considered “forgetting to rate” unless user specifies they want to give a 0 star rating. Cannot apply to text review, needs to have a written response otherwise considered an error.