

Usability Test - Round One - Research Lecture

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1. Outline your testing procedure, methodology, and the goal of the usability testing.

To test the functionality of our application and determine if it is clear to use and easily understandable, we used the think-aloud protocol to get our participants to explain their thoughts as they went through our app. We first instructed them to get started, and enter our application. Then they were to next set their route for the day and go through the entire process for that. Afterwards we instructed them to look up the wait time of a specific ride to see if it was something they could easily do. For example, we prompted users to look for the ride psychone in three different ways. By doing so we ensured that information was made accessible to users from different screens. All in all we created a scenario situation for the participants to go through as they tested our app. We also asked our participants if they had any questions or additional feedback when they were finished looking at our entire application, to get more input and insights to help us. The goal of our user tests was to establish if our application was easy to navigate and understand. We wanted to make sure that participants are able to successfully go through our application and provide us with feedback. The feedback that we received pushed us in a good direction to work on our final iteration.

2. Report your findings (i.e., results of your usability testing). This part can be reused for your final report.

First Test - Adam - Amy's Notes

- likes purple
- Set today's route first - scan wristband process
- Success text is too small
- Like the titles on personalized route feature
- 'Can you have a separate route for other members in your group?'
- Asked to find the waittimes for psychone - first scrolled to find the wait-time (success)
- Suggested adding fast pass (on the beginning screen)
- Said the application was easily navigable
- Unsure what you would put on the home page (concerning the notifications feature)
- Next, went to the map to find the psychone → it's not there - to be added
- Then searched to find the psychone wait time - kinda unsure of whether search bar would worked
- Didn't use filters
- Add more shades of purple

Second Test - Sam and Elliot - Amy's Notes

- Starts with setting the route
- Successfully pairs wristband - doesn't add another
- Set preferences

- Find wait times of psyclone - "all rides have wait time?"
 - Initially went through the list to find the wait time
- Like the lost wristband feature incase you lose it
- Try to find the other two ways to find psyclone...
 - Checks on the map first → not yet there, same as other user test
 - Then searched for the psyclone
 - 'Organize rides better by chucking'
 - Finally, filtered through to find the psyclone
- Feedback: Icons should be bigger
- Add low opacity image for wait-time rides
- 'Only for mapping rides or washrooms etc.?'
- Map page - add pitstop instead of just adding ride - so maybe adding like washroom; add washroom symbol to the map
 - Icons for restaurants on static version of the map
 - 'Rides' 'washrooms' 'events' etc. filters on static map
- 'Amusement parks change constantly'
- On the personalized route, make the icons of their route darker and maybe dim out the other ones

Third Test - Michelle - Amy's Notes

- Starts with setting today's route
- Text is too small for the success page → repeated feedback
- Adds another wristband 'hell ya!'
- Preferences page - lower case rather than all capitals - establish a better hierarchy
- Change to what 'rides' you want to go → Spelling Error
 - Add: Choose as many as you want
- First, scrolled to find psyclone
- Suggested filtering by areas - medieval, kid area
- Make filters look like route ride selections - at top of the wait-times
- Two more ways to find psyclone
 - Goes through filters to find psyclone - suggested classifying psyclone as a swing rather than a thrill ride
 - Different classifications - spin, swing, relaxing etc.
 - Suggested filtering by most popular
 - Add favouriting rides on ride pages - favourites instead of preferences
- Map shows where the wristband is not the phone → Maybe make this more clear

Fourth Test - Katie - Amy's Notes

- First clicks to see what they could do on the homepage
- Goes through the navigation buttons first
 - Map - profile is where they are in the park
 - Looked at the wait times page
 - Search for psyclone right away
 - Played with the filters
 - Like that pictures where includes - doesn't know name to image
 - Checked out profile 'preferences is cool'
 - Now setting today's route - small text on success → repeated feedback

- Added another wristband - want feedback on how many wristbands are added
- Suggested adding titles for the different maps
- 'Find psychone' - does it through scrolling this time
- Title to explain what types of notifications are on the the homepage
- Unsure about including map on the homepage

Fifth Test - Ophelia - Deeba Notes

- Immediately goes to set today's route
- Was confused about if she had to actually scan it
- Personalisation page ; could be separated into different pages. It seems like alot of information in one go. It's overwhelming and hard to navigate.
- Include a little blurb about the ride or color code to what type of attraction it is.
- Think of a first time user who doesn't know what the ride is.
- Pressed the add rides button
- Settings page can be better, have more information
- Likes the aspect of lost wristband
- Likes the condense features, probably include more colors

Fifth Test - Ophelia - Naveed Notes

- Button feedback is needed
- Explain why the wristband needs to be scanned
- "Scan the wristband with your camera":
- Too much information on the little notification
- A questionnaire with different screens rather than one big blurb
- Each ride should have different information in order for first-time users
- At a glance after the signup page
- As well as loading pages in between
 - ETA NEEDS to be said as well as wait times
- Wait times need to be mapped as well as icons

Sixth Test - _____ - Amy's Notes

- Immediately recognized that its a map
- Would like to scroll on the homepage
- Took some time to read through the notification message, said the text could be larger
- The options are nice to have
- Clickable map
- Didn't fully understand the clock part
- Used the filter immediately, liked that it was fairly noticeable
- Liked the classification of thrill ride
- Include a button that directs you to the ride
- Liked lost wristband
- Doesn't like the purple as much, says it doesn't scream 'amusement park'
- Like that there's no clutter
- Work on alignment and over cohesive.

Seventh Test - Sabrina - Amy's Notes

- What will the background look like on first page → starting page
- Doesn't know what the notifications on the homepage mean
- Starts to set route
 - 'Do I already have a wristband on?' - - 'back of wristband?'
 - Set personalized route - likes the titles
- 'Should preferences be per wristband (individuals) or groups?'
- Find wait time of psyclone - scrolls and finds the wait times
- Would you need to set the the route again after you already set one
 - Suggested removing set today's route from home screen after a route has been set - maybe change it to say 'generate new route'
- Suggested being able to add rides from the wait times page
- List of where you are going - can be on the map page - like step by step directions on the map → not just a visual map but a worded direction options
- Two more ways to find psyclone...
 - Searched for the psyclone
 - We decided that because the wireframe is not fully prototyped no one expects that the search bar is prototyped
 - Lastly, went through the filters

Eight Test - Charlie - Amy's Notes

- Press that start button right away - scanned wristbands
- Preferences - like the titles
- How to find wait time of the psyclone - scrolls and finds the wait times
- Then played with the filters by wait times - suggested adding filters 'Shortest Wait Time' and 'Longest Wait Time'
- Confused about the definition of a thrill ride
- Used the search feature - said this feature was helpful if you can't find a ride while scrolling
- Wants to see pictures when picking ride preferences → Repeated Feedback
- Suggested adding reviews onto the the ride pages

Ninth Test - Lauren - Amy's Notes

- Checked which rides are busy before setting the route - want to see wait times on the map to pick ride more effectively themselves
- Goes to wait times on the wait time page - want overview of the rides when clicking on them → already our plan - just not prototyped yet
- Suggested being able to add rides to route from the ride page - then shows feedback when ride is successfully added to the route
- Suggested after generating route: 'add destination' instead of 'add ride'
- Find wait time for the psyclone - first scrolls, then searches psyclone, → looks through set route for the third way to find it - finally looks through the filters
- Didn't think the filters were prototyped or else would have pressed on them sooner
- Suggested another way to set route - want it on the homepage and on the map
- Filters in the set route - show longest/shortest wait times
 - Restrictions: Don't want to wait in lines that are ____ long

Tenth Test - Professor Leah Zhang Kennedy - Zoë's Notes

- Presses the button to enter app
- Clicks set today's route
- Scans wristband
- Continues
- Assumes it's currently 10:30
- Customize the route
- "Selects rides to go on"
- Would like to press on the ride options to see a picture to know what it is
- Create customized routes based on personality types - based on user persona - provide profiles - customize profile - the first part is just defaults
- Age restriction
- Generates route
- Interact with the map
- Clicks on the time
- Finds it by scrolling
- Ride selection screen good to have the widget about it
- Shortest wait time at top or even the closest
- Filter by nearby etc.
- How long it takes to walk there may be nice to add
 - Eta.
 - Recommends based on rides you can get to in time
- Likes the tailoring aspect
 - Based on research
- Create customization in the profile
 - Cherry pick everything
 - Or the system picks for you
- Not specific option
- Generate a route based on location
- Start with this and then go to where they can go and create more customization
 - Similar to magazine places where you select categories
- Google Map thing
- Say through **research** that the personas for the person you are would be good for professors
 - They like that
 - Thrill seeker is this type of person
 - The customization will get smarter - machine learning - it will train the system to make more accurate predictions
 - People can learn from this
- Consider: most people not going to the park by themselves
 - Ex. families
 - How to handle this with restrictions
 - Customized based on behaviour
 - Which one does the group want to go in
- Don't scan 5 times
- Set the group's personal route - instead of one person's route
- Dot on the map for people in your group
- Possibly do onboarding on different pages

- Look at onboarding news pages - tunneling information
- Time, do you have any restrictions?, what amusement park person are you, here are rides you would like to customize?
- Different ways of designing a map
 - Look at the tcc map - because it's underground
 - Doesn't have to match the up view
 - Our map doesn't have to be to scale
 - Acts like a guide
- Use existing map and add our info on top
- Nice to have an overview of the park
 - Tap on the rides to learn more
 - Freedom to browse is good
- Prototype needs to presentation ready

Tenth Test - Professor Leah Zhang Kennedy - Deeba Notes

- Brief description for each ride
- Filters are positively related
- Write suggestions

On personas → preferences page personas

- customizable profiles
- Age restriction
- Skipthedishes inspired filters
 - Walk times as well as wait times
 - ETA for each of the onboarding
- The two different rides for different, recommendations and customizable options will have to different
 - Start with the initial options with the specific different onboarding
- Machine learning each of the customization, trained models
- Predication model for each
 - Little icons with the the number of people
- Single users and group profile depending on the the profile
- Magazine application - Tunneling design

Overall Feedback

- Learn more about the Rides, maybe try to color Code certain rides and build off of categories as a pop up to learn more
- Feature of customizable profile (age and height restriction)
- Prioritize via proximity and wait time (use filter)
- Create more detailed customization
- Build off of a freedom to browse
- More buttons and ability to customize

Eleventh Test - Salsa - Naveed's Notes

- The bottom text was not read
 - A little repetitive for the bottom text
 - The notification was a bit wordy and needed to be improved on for less information

- Overwhelming screens and did not give the information needed
- Restrictions should be before everything because it is missed in the initial form
- The You-are-here icon needs to be needed → already have a profile picture indicating this
- Labels on the maps are needed
- at a glance before the actual navigation
- Wait times are not clear
- For the icons - maps are different from navigation

Twelfth Test - Sherry - Naveed's Notes

- The notification is a little wordy
- At a glance, onboarding needs to be set with names as well as members connected
- Better organization needs to be for the onboarding in the initial screen
- Restrictions are more of a guideline instead set in a stone in thing
- Information on each ride in order to make each ride more viable
 - Maybe a long press with a notification to figure out which is which
 - Each route needs to be an at a glance before the notification
 - Tap into the notification to see the directions
- Where you are
- Labels for each
- Landmarks
- Just seeing the time button
- Something at the end of the information screen
- Something adds to route
- SOS button needed for the person ei lost kids → add to lost wristband feature
 - condition maybe a notification when your kids stay away

Usability Test - Round Two - Design Lecture

Test one

- Swipes to go through tutorial
- Going through the tutorials fast - scanning instructions
- Sets route - no wristband - back to homepage
- Checks out the map feature - nav bar - want should be recessed
- Pressed through filters - searches for Psyclone
- Under search bar - filter - restaurants - washrooms - rides (instead of going through two access points)
- Set the route with the wristband - it's just me (didn't add more)
- Selects all the personas
- Prototype error between preferences - FIXED
- Bold - ride you **don't** want* to go on - FIXED
- Add the next two directions on the map ex. go straight for 60 m than take a left
- PRESENTATION: sharable link - everyone plays along

Test Two - Scott

- Swipes through tutorials - empty space
- Try's to swipe to homepage - didn't work - doesn't like the language begin
- Homepage - want to swipe up
- Don't tell them what stage are you at -
- Set's the route - don't have a wristband
- Success - after taking out wristband
- Prefrences - setting time frame - roll decks - Locked vs. open for set time - flip colours - inner shadow - arrow on leave time - don't let continue until time is set
- Selects personas - selects rides - selects don't want to go on
- Don't make route rides clickable
- Timed interaction - wristband noticed you're there - ride complete button
- Rating after the ride - this initiates the next ride route
- Stimulating putting away the phone at rides
- Clicks through filters - filter by ride time
- Swiping on the map - can't swipe through the other maps because map moves around (I have an idea for this - Z)
- Accurate wait times - based on busiest rides -n specific numbers (13, 21)
- HEATMAP could be used for concession stands - washrooms - OR waittimes list like the rides
- Asked about what the notification - promote deals, g=let people - notifications for food after they been at the park for awhile
- Don't need to map out washrooms, concessions for not - "food break?" notification
- Deeba's map - personality of the park in the map illustration - labels on the map - branding of each ride (type set)
- Highlightte the rides on the route - text wise
- Likes that the route is automatcatlly made - but edit route is definitely valuable
- Play around with the colours in the map
- Dot map doesn't make sense

- Number of people at each rides - heatmap feature - seeing them increase/decrease

Test three -

- swipes through tutorials - read through all the tutorial
- Add three wristbands - can you add sounds to wristbands
- Tries to switch times
- Inputting heights - scroll vs. type it out
- Change the buttons around for preferences - research this - more contrast on buttons
- Clicks on the ride on the map - legend under the search - blue and purple colour really similar - labelling on the images (thrill ride, coaster, etc)
- Red / green for wait times (good wait time vs. bad wait time) - or a bar
- MAP: add names to the rides - colour coding with the wait time colours
- Skip people vs. In-detail tutorial reader