

DGM6168: Usability Test Protocol

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1. Objective

The objective of this test is to investigate the usability of Park Live!, a new iPhone parking application, for searching parking spots and reserving it in advance to save time and money within filtered preferences.

2. Introductory Statement

Thank you for coming in today to help us evaluate the usability of Park Live!
Park Live is an iPhone application that allows you to search for parking spots and reserve it for a specific time in advance.

We've asked you to come in to help us understand what works, what doesn't, and how we can improve this application, it's important to remember that we are testing the application, not you. There are no right or wrong answers. You will be given a set of tasks to perform using the application. You may find these easy or hard, but don't get discouraged if you struggle. Our goal is to make the application easy to use for people like you.

We will be recording tonight's session to make it easier to recall and analyze portions of this activity. The tape will not be used for any other purpose. Is this OK? We also have a number of members of the team who are here tonight to observe this session and learn how we can make Park Live! more usable.

Before we begin working with the application, I will ask you a few questions about how you typically go about finding a parking so we may better understand the software, after which I will ask you few follow-up questions. Do you have any questions for me before we start?

3. Pre-Test Questionnaire

Tell me how you normally park in Boston.

What are all the things you have to check before finding a parking spot?

When you find a parking spot on the street, do you like to pay in cash, credit, debit, with your phone or what kind of different payment you would like to have if you can choose anything?

How would you describe yourself as a driver?

Do you use any parking application app on your phone? Which one?

What do you find most frustrating about parking?

4.Tasks

<For each task, list the following:

- Task – a short description of the task. What are you trying to learn?
- Starting State – what screen or page should the participant be looking at when they start this task.
- Successful Completion Criteria – what constitutes successful completion of this task?
- Script – the script for this task as it will be given to the participant.
- Follow-up questions – any follow-up questions that apply specifically to this task.

Your tasks may be documented in a table as below.>

Task	Reserve a Park Live parking spot close to 200 Boylston Street from 3:00 PM - 5:00 PM for November 20th.
Starting State	Home screen
Completion Criteria	Participant sets destination, selects Park Live spot, reserves Park Live spot.
Script	You have finished work early for the day and are heading to class in Boston. You would like to find a spot close to 200 Boylston Street as that is close to your school. You want to reserve a Park Live spot because you don't want to waste any time searching for an open meter or paying too much for a garage.

<p>Follow-Up Questions</p>	<p>Home Screen What do the various symbols on the map mean? Was it clear to enter your destination? Selection Spot Was it clear how the filters work? What does the color coding infer? Your current location Icon, it is clear where your are? More Info/Confirmation Entering your information was the fields clear? What do you expect to happen when you click reserve and confirm?</p>
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<p>Task</p>	<p>Reserve a Garage parking spot in a .5 mile radius close to 200 Boylston Street from 8:00 AM - 5:00 PM for november 20th</p>
<p>Starting State</p>	<p>Home Screen</p>
<p>Completion Criteria</p>	<p>Participant will reserve a parking spot from the nearest Garage from the desire location</p>
<p>Script</p>	<p>Is monday morning and you are heading to 200 Boylston St and you prefer to park your car in a garage nearby because of the safety and you feel more comfortable walking short distances in this cold weather.</p>
<p>Follow-Up Questions</p>	<p>Price and Meter screen Your current location Icon, it is clear where your are? The pop out window with the option of selection the range of price, how can you tell the experience? After you select your garage, what do you expect to happen?</p>

<p>Task</p>	<p>To know how much time left you have in your Garage spot</p>
<p>Starting State</p>	<p>Home Screen</p>
<p>Completion Criteria</p>	<p>Participant can find the My Preferences screen then My Reservations screen and find out how much time left he has available.</p>

Script	You are in a hurry and you don't know if you are going to make it on time to get your car out of the garage before the time is out and you want to know how much time left you have.
Follow-Up Questions	Home Screen <ul style="list-style-type: none">- Where did you though that you were going to find your time left? My reservation Screen <ul style="list-style-type: none">- the information displayed, Was it clear?- Did you expect to find your information here?- Where you would like to find this information?

Exit Questionnaire

How would you describe this application in a couple of sentences?
Is this an interesting service? Is it something you would use again? Why?
Tell me two things you liked about this application.
Tell me two things you disliked about it.