User test No1: Transcript

Okay.

So please remember to think how large do you need text and any information missing?

This is a prototype.

Some features might not be fully functional yet.

Now take a look at this prototype and tell us what you think it is.

What's the first thing you notice?

What can you do with this prototype?

What features or services are offered in this portal?

What is this prototype intended for?

Okay.

So So the first thing I see is the phone and map as the central item on the phone, and then some things at the top, such as take me home, last trip, star route, I would assume that is.

So my first initial thoughts is it's some sort of navigation or, yeah, some sort of navigation service, maybe something like taxis or camps like Uber.

What can you do with this prototype?

Well, at the bottom, I can see a location, which I assume when you click would be, like, different locations that I can save.

There's, like, some sort of building, which I'm not sure what that would represent, and there's a speech bubble probably to check messages and a person, icon, which is probably to view the profile.

I don't know what you can do with this prototype just from first glance, but I would have thought that there's something, for example, navigation or taxi services to be offered, and I've seen the prototypes intended for people navigating.

I mean, from this first glance, I can't really tell exactly what it's for, but some sort of navigation system is, like, a main feature of it.

Imagine you're planning a day out in a city that you're not familiar with.

You want to ensure that all the places is accessible for someone using a wheelchair.

You've heard about this app that provides real time updates and community reviews on accessibility.

Please explore the prototype to find out how it could help plan your day.

Remember that some prototypes and features might not work as expected.

Okay.

So if I'm planning a day out, then I may wanna look at okay.

So this shows locations.

This is alerts.

This is a pro like, settings and profile.

This is saves places, I would assume.

Okay.

So if I was gonna look for a day out, I'll probably go here.

And then this is a search time for Lyft, and this shows places that are accessible by Lyft, I guess.

So maybe I'd click on this, and I'd add that to my journey, and you can plan the journey from it, and it gives information about how far it is.

Or I can start a journey with that.

And then okay.

So it shows it with an AL camera, which is interesting.

I could go take me home, which does the same thing, but automatically inputs the home home route from address.

Next step, step three, platform at Brixton.

Okay.

So it takes into account step three.

So accessibility things, so that's good.

On the top left here, you can select different types of mobility, and it shows different places.

I'm not sure what this is.

If down here is suggested places I don't know what this is in the top part.

I'll just see.

Maybe it's safe places.

It's something along those lines.

You can search, okay, you can search for specific things such as in the example, it's toilets near me to show, and these little icons show what they're, like, specified for.

So I guess here it's wheelchair friendly.

And then for all of these, it shows the comments of, like, other people, features of it, the address, and then you can add it to the journey plan.

I think everything here is very easy.

I mean, I can it shows with these icons clearly all the features of each place.

It has the reviews, and I it gets good.

I imagine you're on your way to a venue, and you'll see real time updates about any accessibility issues that may arise during your journey.

Please find how this feature is representing the prototype.

Please remember me.

Yeah.

Okay.

So let's unmute.

I'm just gonna go to the tape mod.

Okay.

No.

I can't click that one.

Institute of Contemporary Art.

I wanted real time updates.

I'd probably click plan my journey, and then I would start a journey like this.

And then I see that real time update should probably come above and below, such as, yeah, here.

Approaching busy and loud house.

So I presumed that down there before it popped away was the real time update bar.

How intuitive was it to locate the real time update feature in this prototype?

We didn't specifically say that it was the real time updates, but okay.

Well, there's real time alerts here, so maybe this would be places that are saved.

Or let me try to start a journey again so I can see the the real time updates.

Yeah.

So I think it's these at the bottom.

I think that's it's good that it comes up on a map like that, and it's very clear where it is and what it is.

Please try to find a way to view community reviews for a venue you're interested in visiting.

Community reviews.

Okay.

I did see that.

Okay.

So the community reviews were if I went under a place, it shows at the bottom left here what other people have said about it.

So for example, for the Institute of Contemporary Art, it says the staff is so helpful and supportive and really enjoy their sensory map.

I think it's very easy to read.

I mean, it only shows two, and the read more button's a bit small, but I presume presume on the actual thing, you'd be able to click on it.

It would come up with many more, so I think it's very good, and it's exactly what I'd expect it to be under the location page.

Internal link: https://dashboard.userbrain.com/video/300840

Your notes

He expressed satisfaction with the prototype, stating 'everything I've seen has been very well thought out and has all features and information I would deem necessary.' #positive_feedback

00:00

The tester initially noticed the 'phone and map as the central item' and identified features like 'take me home, last trip, star route,' suggesting a navigation service. #user_behavior

00:29

He speculated that the prototype might be 'some sort of navigation service, maybe something like taxis or camps like Uber.' #user_behavior

00:43

Giaan mentioned that he could not determine exactly what the prototype was for at first glance, but he thought 'some sort of navigation system is, like, a main feature of it.' #user_confusion

01:41

He found the feature to plan a journey and add locations to it, noting that it 'gives information about how far it is' and allows starting a journey. #positive_feedback

02:37

The tester appreciated the accessibility features, stating 'it takes into account step three' and 'accessibility things, so that's good.' #positive_feedback

03:09

He was unsure about certain elements, saying 'I'm not sure what this is' and speculating that it might be 'safe places' or something similar. #user_confusion

03:19

Giaan found it 'very easy' to find information about accessible venues, noting that the icons 'clearly show all the features of each place' and include reviews. #positive_feedback

03:59

He found the real-time update feature intuitive, stating 'it's good that it comes up on a map like that, and it's very clear where it is and what it is.' #positive_feedback

05:20

The tester found it 'very easy' to read community reviews, although he noted that the 'read more button's a bit small.' #positive_feedback

05:55