

Internal link: <https://dashboard.userbrain.com/video/300844>

Your notes

The tester expressed uncertainty about the prototype's purpose, stating, "I think this looks like some sort of navigation app, but I'm not completely sure who it's intended for." #user_confusion

00:29

He noted that the first thing he noticed were the icons, mentioning, "the toilet sign, the disabled sign, the eye sign here." #user_behavior

01:13

Mostafa was unsure about the app's functionality, saying, "I'm guessing it's a navigation app, but I'm not completely sure what I can do with it." #user_confusion

01:30

He admitted, "I'm not too familiar with this type of product or service," indicating a lack of prior experience with similar apps. #user_behavior

01:39

The tester suggested that the app might be for "any kind of disability," not just wheelchair accessibility. #suggestion

04:15

He expressed confusion about the icons, stating, "I'm not really sure this is just normal toilets or accessible toilets." #user_confusion

04:41

Mostafa found it "pretty easy to find the venues near me," but was unsure about the meaning of the icons. #usability_issue

06:06

He rated the ease of finding accessible venues as a three, explaining, "I'm not completely sure what each item represents in here." #usability_issue

06:47

The tester found the real-time update feature by "just clicking around," indicating it wasn't "really intuitive." #usability_issue

08:04

He noted that the UI was "simple enough that if you spend some time on it, you will be able to find it," referring to the real-time update feature. #positive_feedback

08:29

Mostafa found it "pretty easy" to view community reviews, as they appeared immediately after clicking on a venue. #positive_feedback

09:07

He suggested improving the prototype by adding "labeling to make things clearer," due to initial confusion about the app's purpose. #suggestion

09:27

The tester recommended adding a tutorial for new users, as he felt the app was not "as intuitive just because of lack of labeling." #suggestion

10:45

User Test 2: Transcript

So I'm just gonna take a look at the prototype and tell you the first thing I noticed, what can I do, and what features are provided in the prototype, and who is it intended for?

I'm just gonna take a second to look through it.

So I think I think this looks like some sort of navigation app, but I'm not completely sure who it's intended for.

Yeah.

I'm not I'm not I'm I'm gonna take a guess and say it's for the visually impaired or for deaf people, but I'm not completely sure what what makes it that.

Terms of the first thing I noticed, are the icons on here, like this sign here, the toilet sign, the disabled sign, the eye sign here.

So that that's the first the first thing I noticed.

In terms of what what I can do, I'm guessing it's it's a navigation app, but I'm not completely sure what I can do with it.

I'm not too familiar with this type of product or service.

Yeah.

I'm it it's still a bit unclear to me what what what everything is, but I I believe that I have completed, answered completely answered the questions.

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

You want to ensure that all data you visit are accessible for someone using a wheelchair.

You have heard about this app that provides real time updates and community reviews and accessibility.

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

Remember, this is a prototype, so some some features might not work as expected.

Okay.

So it's it it's enough for the, basically finding out which pages are accessible.

In terms of exploring it, I'm just gonna I'm gonna take a second.

So if I search for maybe toilets, I'm guessing this says that there are this is wheelchair accessible.

It also says, what features the toilet have, the facilities, what what they're looking like.

What if I say planned journey?

What will happen there?

And then guessing this just tells you how to get to it by wheelchair.

Okay.

So I'm guessing this also shows you the way, like, how how you can get to that place.

I'm just trying to figure out what all all of the icons are.

Yeah.

Okay.

This this is for the Lyft icon.

So this has a ramp, a lift, and a viewing platform, induction loop, a large print guide, the bigger defenders.

So I'm guessing this is not only for wheelchair accessibility.

This is for any kind of disability.

And this this basically tells you what each, location or each institute, like, what do they offer, I'm guessing, in terms of their accessibility.

So I'm guessing each of these icons stands for something.

So this is wheelchair accessible.

The toilets, I'm not really sure this is just normal toilets or accessible toilets.

And I'm not too sure what this icon is as well to both the hearing and the the eyesight one.

So in terms of planning my journey, I guess I would probably browse through where I want to go and maybe read reviews or yeah.

I've I've maybe read reviews about the places I want to go in terms of how accessible they are.

Also, maybe real the real time alerts in terms of the places I want to go and how crowded they are and if something is not working.

And I will also probably check if these places offer what I want in terms of accessibility.

Yeah.

I think I think that's probably it.

I mean, I would just explore the app, explore the places I want to go and see if they're accessible.

Again, the the question says, if it's a for wheelchair, but I'm not completely sure what the two other icons, like the eye icon and the ear icon, resemble.

But so far, this is what I understand from it.

I would I would say I will give it a three because, in terms of the venues for me, it was it was pretty easy to find the venues near me.

Like, I think if I press this, it gives you, some of the venues, but I'm not completely sure as to what the icons mean.

So if I click on something like this, for me, it's not completely obvious what each of the icons represent in terms of accessibility.

So, yeah, I think I think that that's the probably the the the main thing for me is that I'm not completely sure what each item represents in here.

So I'm gonna give it a three, just because, I'm not completely sure what, what what accessible information each of the venues have.

Imagine you're on your way to a venue and want to receive real time updates about any accessibility issues that might arise.

Yeah.

I think I've come across this.

So I just click on this, icon here, which I guess has real time updates, But I'm not sure about what, I think I think this is just general updates about anything in general, or, like, maybe about a specified location.

What if I click on I'm guessing if I click on venues and routes, I would be able to filter them by where I'm going, I guess, and see real time updates.

And I'm able also to post a new comment.

Let me try and see something else.

Yeah.

I think that's probably what, I would do in terms of, finding real time updates about some place I'm going to at the moment.

I would also give this a three because I would say it wasn't, re it wasn't really intuitive, but I would just I just clicked around, and that's how I found it.

But in terms of, like, the icon shape, I mean, because none of the icons are, like, they don't have anything on them, so they're not completely obvious what they stand for.

So I wouldn't say it's really intuitive, but the I would say that the UI is simple enough that if you, spend some time on it, you will be able to find it.

Please try to find a way to view community reviews for a venue you are interested in.

Visiting this is a prototype.

Okay.

So I think in terms of that, yeah, that's this was pretty easy as well.

I'm just gonna click on one of the venues I want to go to.

And over here, I can see some reviews.

I can read more.

Yeah.

This is probably what what I'll do to see reviews about a specific venue.

And in terms of how easy it was, I think it was pretty easy because the second I clicked on the venue I wanted to go to, I immediately saw the reviews down below.

So I I I would say that this was very easy.

Is there something you would change or improve in this prototype?

Honestly, I believe, maybe labeling because I I I was a bit confused as to what this app was for in the beginning just because the the lack of labeling with the icons.

I wasn't really sure who this was for, and when I when I started exploring it more, the icons at the bottom, like, the four icons at the bottom, I didn't know what they did just because they weren't labeled.

And, also, the icons on the map, I wasn't really sure what they signified.

So I'm guessing just in terms of making things more clear in terms of what each icon represents and what it does, I think that would be something I would change.

So I'm just gonna hit labeling to make things clearer.

Yeah.

That's it.

Anything else you would like to say about this prototype?

I'm I'm pretty sure everything I wanted to say I said in the previous question.

I don't really think that there is anything extra.

I mean, the only thing is just that I I don't think it was as intuitive just because of lack of labeling.

Maybe maybe add the tutorial in at the beginning to make it a bit easier for new users.

And, yeah, that's it.

I'm just gonna write this down, lack of labeling, and, maybe add a tutorial.

New users.