

Usability Script & Questions

Hello! Welcome ____! I'm Michele/Taishi/Yeliz/Jess, thank you for participating in our interview!

This interview will take between 20 to 30 minutes of your time. We are hoping to get more insights about our indoor navigation app for the SeaTac airport in Seattle.

You will notice that we have three “anonymous users” in the background and they are just there to observe.

We would like for you to complete a series of tasks that will help us better understand where we could improve our design.

Please keep in mind that we are not trying to test you and your capabilities, we are only testing the app.

Do you have any questions before we get started?

Background Questions:

1. What is your favorite app to get directions from? Why?

Screenshot Presentation:

https://docs.google.com/presentation/d/1sPhnOc2ExtbdELH-urkf0rJviQUfjUzTduAKXX8c_Vw/edit?usp=sharing

Have a screenshot presentation ready to show on the desktop.

2. Would you use an app that gives you turn by turn directions to locations within an airport that would allow you to add multiple stops ending with your gate (like option B) or would you prefer to enter in one destination at a time (like option A)?
3. Would you like contextual landmarks to help you find your way within the airport (like option A) or would you prefer the distance only (like option B)? The distance will decrease as you get closer to the destination in both scenarios.
4. Would you prefer a map with location labels (like option A) or without location labels (option B)?
5. When you are getting ready to go on a trip do you use a packing list? If so, which one?

Prototype:

<https://xd.adobe.com/view/f22c9bb4-5f2f-40ea-bf8a-f1aacbbb465d-a77f/?fullscreen&hints=off>

Open prototype up. Share screen.

First Prototype Question

1. What is your initial impression of this app?

I am now going to share my screen with you and give you remote access to my mouse to complete some tasks within our indoor navigation application.

Give remote control.

Tasks to complete:

1. This is the home screen of AirportNAV, the airport navigation app that we are working on. Imagine that you have already logged in. You are preparing for an upcoming flight with an infant. Find the packing checklist and add “extra clothes” to it. Please remember to talk through your thought process out loud.
 - a. How useful was the checklist? On a scale of 1 to 5, 1 being useless, 5 being very useful. Why would you rate it that way?
 - b. How difficult or easy was it to add an item to your packing checklist? 1 being not at all difficult, 5 being very difficult. Why would you rate it that way?
2. Now that you have packed your things, you head to the airport. You check-in, pass security, and are about to head to your gate but your infant is crying and hungry. Use AirportNav to find directions to a nursing pod.
 - a. How difficult or easy was it to navigate to the nursing pod? 1 being not at all difficult, 5 being very difficult. Why would you rate it that way?
3. Now, imagine that you have found the nursing pod, nursed your infant, and can continue to your gate. Use AirportNav to find directions to your gate.
 - a. How difficult or easy was it to navigate to your gate? 1 being not at all difficult, 5 being very difficult. Why would you rate it that way?
 - b. How valuable do you think navigation within the airport would be? 1 being useless, 5 being very useful. Why would you rate it that way?

Stop sharing screen.

We are now going to move on to a series of rating scale questions.

Rating scale

1. How valuable would estimated walking times to a destination within the airport be. 1 would be little to no value, 5 being extremely valuable.
 - a. Why would you rate it that way?
2. How valuable would information about restaurants and stores be. 1 would be adding little to no value, 5 being extremely valuable.
 - a. Why would you rate it that way?
3. How valuable would estimated security line times be? 1 would be little to no value, 5 being extremely valuable.
 - a. Why would you rate it that way?

4. How valuable would it be to have a time management function that tells the user how much time is left before their flight? 1 would be little to no value, 5 being extremely valuable.
 - a. Why would you rate it that way?

Thank you for your time and participation. We greatly appreciate your feedback.

How was your experience with this UserTesting Session?

Is there anything else you would like to share with us before I bring this UserTesting session to a close?

Thanks again! Have a great day.

Link to Airtable Notes:

<https://airtable.com/tblcukSTQo7uVjH2x/viwr7cAeqXiyo3h8p?blocks=hide>