

Evaluation Plan - TunnelX app

What are you testing?

Project: TunnelX - an application designed to set up personal real time notifications of tunnel closures.

Viewpoint: Local commuters know the routes and that tunnels closures/congestion can effect their trip but lack resources that clearly list tunnel conditions in a timely manner. Users could benefit from a direct, mobile, and real time system that provides tunnel conditions.

Goal of the application: TunnelX will allow provide quick notifications of tunnel conditions around the city. It's intended to replace resources like websites and local televisions news that do not have easy to read and timely tunnel conditions.

What concerns, questions, and goals is the test focusing on?

1. Would you set up tunnel closure alerts or just go directly the current conditions page?
2. Are buttons on the home screen self explanatory?
3. Are any of the links or buttons confusing?
4. Are the schedule links easy to read?
5. What would keep you from using TunnelX?
6. Are there any critical features you would expect in an app like this that you feel are missing?

What tasks will you ask the user to perform that will help answer your questions?

1. Click a button on the home screen that you think will get you the tunnel conditions you are looking.
2. Access the current conditions for the tunnel of your choice
3. Create a tunnel closure alert
4. Check the tunnel closure schedule
5. Go to the home page from one of the schedule pages

Where/when will the test take place? How long will it take?

- Iphone will be provided during test so as to focus testing solely on the app structure. Refinements to ensure consistency across various platforms would follow this test.
- Test will take place in the users car and while at home or work
- Test will take 20-25 minutes
- 3-5 participants similar to potential users discovered in need-finding research

How will your participants share their feedback?

1. Participant will be given a brief overview (5 minutes)
2. Participant will be given a list of tasks to perform with the system and then be asked to perform the tasks without additional assistance but with administrator present (5 minutes)
3. Participant will complete a questionnaire. These will include a the same list of steps they just completed and asked to rate each step on a scale of 1-10 (1 : very difficult/confusing – 10 : easy to perform/understand). (5 minutes)
4. Following the questionnaire there will be a couple additional questions to gather more feedback and hear questions. (5-10 minutes)

Test goals

1. To identify navigation errors - failure to locate functions, failure to follow the app flow, failure to locate info access points
2. To identify layout failures - logically arranged buttons, hierarchy of information
3. Identify information that user expects to see.
4. Get clarification on overall flow of
5. Receive feedback on design elements and tone of the site design