

User Testing Notes:

Participants:

I had 5 participants, ranging in age from 40-54, 3 male, 2 female.

I used the User Testing feature on Marvel, which records video, sound, and screen taps. When in person, they used their phone with the Marvel app.

When remote, I conducted the test via Zoom, and they downloaded the Marvel App on their phones.

Usability Errors

User #1: Malarie, 47
Time in App: 4 min, 49 secs

Task #1:

User actions/notes/errors:

Completed with no issues

User transcription:

"I see the saved routes button at the bottom left, I'm going to click on that. And let's see, if I select the top one, for example, I would click the share button. And those are my three options"

Task #2

User actions/notes/errors::

Completed, initially pressed the stop button on the Marvel user test, but then pressed the correct buttons once the task was reread.

User transcription:

"Okay, so I'm going to hit record route on the bottom right. And let's see, save it as a new route that is not obvious to me I'm going to try clicking on it. I'm going to press that button. Okay, there. So I'm recording now. And then I'm going to finish this again and finish. And then I'm going to save it. And, oh, I was gonna put a name, but I'm just going to click the same route. Yep".

Task #3

User actions/notes/errors:

- Initially tried to create a new route, but then asked for a re-read of the task and went to the correct "Discover" screen.
- Initially, didn't select the map markers on Discover screen until the task was re-read.
- First tapped on the "Download" icon to drive route
- Tapped on the Title for more details a few times
- Eventually did swipe up, but the prototype swipe didn't work (Prototype error)
- Wasn't able to complete the task

User transcription:

"Okay, so I want to discover a route. So, would it be a saved route? So I'm going to click on Route. Am I creating? Let's read it again. I'm sorry.

Discover. You said discover so I hit discover. And then, I don't know what to do from there. Click on one of these things. Okay, so then it'll tell me about two hours to complete. So I'll pick that one. And then I'm going to begin driving. It's not clear to me how to begin this. I'm kind of stuck. I don't know how to get out of it. I don't know what to do to begin driving. I would think I would click on it to get more information, but that's not doing anything. Right, I was trying to click on some of these other buttons but it doesn't. Those aren't gonna get anywhere. I don't know. It's not clear to me."

Task #4

User actions/notes/errors:

Completed with no issues

User transcription:

"We're going to go to events and create an event, and assign a route and Hood to Hood loop. Add to event that's easy."

User #2 Katrina, 43
Time in App: 7 min, 20 secs

Task #1

User actions/notes/errors:

Initially went to Route details to share, but didn't use the "share" icon top right. She navigated back to Saved Routes and completed it from there

User transcription:

"Okay I see Saved Routes and record route, so I'm going going to pass saved routes. And then I see some reviews and, miles, and different ones. So I'm gonna click on this long one cuz that sounds fun, to loop. And then I'm gonna add, I want to do this with a friend so I'm going to add. Oops, details, too. I want to do this route now or I'm going to do it later.

I mean, go back. So I go to hood to hood loop, and I see a, like a square with an up arrow so I'm gonna tap on that and then I'm going to copy the link and then text it to a friend."

Task #2

User actions/notes/errors:

Completed with no issues

User transcription:

"I'm going to press the Record route, and then press the other record buttons for this app. This app right. Yeah. And then, I'm doing my drive, right, it's recording. And then I press the pause button. And I'm going to press finish. And then I'm going to say, write the details. The name. And then I'm going to keep it not public, because I don't want anyone to know my awesome route. And then I'm gonna press save."

Task #3

User actions/notes/errors:

Completed. Didn't immediately see the waypoint icons on the map. Was tapping the icon again to try and find the "start drive", and also tapped the small detail tab, before discovering the swipe navigation.

User transcription:

"Okay, So I'm gonna go to the Discover button. So I pressed the Discover button. I'm not sure what to do from there is little. There's already location buttons on there. So maybe two hours to complete. So I see that from, from north. If I go to North plains, or what is this the Helvetia run. I'm not sure what to do from there, too. I just tap it and then I don't see a goo. Or maybe I heart it, or route it. No. I save it. I mean, go back to discover, and then that's how we shoud. And then if I press. I don't know how I want to go on that route now. We're saving. And I don't make it go I tapped the location, and then I don't know, there's no start, or do I drive after I tap the location? So the only thing I have, oh, I swiped up, and now I can see drive route"

Task #4

User actions/notes/errors:

Completed. Navigated to "Events" screen than tapped "Back" to Homescreen. She added the event via the "Saved Route" screen.

Okay. So I see events. So I'm gonna go to save routes, and go to Hood to Hood. And then I'm going to add to event. And I'm creating the event right. And I just tapped Create Event. Looking at now Hood to Hood Rally around 315 miles, and then it says, drive to start or begin event, and I can change the dates and things like that.

User #3 Joe, 54
Time in App: 8 min, 19 secs

Task #1

User actions/notes/errors:

Completed with no issues.

User transcription:

"I go to my Saved Routes and I think what I would do is choose this Bald Peak route, and I'd click on the icon on the far right that is like a square with an arrow going up. Alright, so I'm going to copy the link and I'm going to I'm going to text it to somebody"

Task #2

User actions/notes/errors:

Completed with no issues. Accidentally pressed the “stop” button that is part of the Marvel App.

User transcription:

“I’m going to hit record route. Um, you said, navigate the steps, to save it as a new route. Okay. Well, I’m looking here. I have, I guess I’ve recorded this already, from what I’m seeing. It’s a 15 minute route. And then there’s a stop button, which I’m going to push. Oh, that’s for the test. Oh yeah the colored one is for the app. Gotcha, okay. All right, so, scratch that. Alright so, so then I’m guessing it’s, you know, it’s telling me I’m recording it got 9.3 miles so I’m going to pause and then finish. I’m going to name the route. New twisty road. And I don’t know if I want to make this public because I don’t want everybody else out there with their, you know, Harley Davidsons clogging up the road. So save the route.”

Task #3

User actions/notes/errors:

Tapped “Download” button at first in order to drive the route. Then he swiped up to get more info, but the prototype didn’t respond as planned. Prototype error. He then tried to tap on the correct route, but it was set up for a swipe up.

User transcription:

“I’m going to click discover, So I’ve clicked on Discover. And I’m seeing some way-points here. Maybe I’ll choose the one on the far right, I’m gonna click on that. You said How long do I have two hours you said? Yeah, that’s not right. Yeah, the one on the far right isn’t long enough that’s only a half an hour. Forest Park loop is only about 45 minutes. Oh this is good to help. Helvetia run I’m gonna choose that. And I would click the download button, but it’s kind of like, right below that stop test button so I’m not going to bother clicking it, because I think that it’s a great thing. Well, I’m looking at it, I’m thinking, Alright. My instinct is to press that download button. But I’m not going to do that. Um, so maybe I’ll go to route. At the bottom, and then click on Save. Yeah and then I was, I was gonna go to the saved routes, you know, because I would have downloaded it, and it would have been in there. That’s my expectation at least.”

Task #4

User actions/notes/errors:

Completed with no issues.

User transcription:

“Yeah, I’m going to go to events, and I’m going to create an event at the top,

could push on that. And then I’m going to go to very scroll down here a little bit, and I’m going to go to assign a route. And then I’m going to look at my saved route. The hood to hood route, or loop. Click on that. And I’m going to add that to the event by clicking on the Add to Event button. Alright, got it right should have you at your event details screen. Yeah, it is I mean you didn’t tell me to fill in a date or anything like that, so I didn’t bother. And then, you know I have the option to make the event public. I just want a few select people, so I’m not gonna make it public.”

User #4: Chris, 44 Time on Site: 5min 57 secs

Task # 1

User actions/notes/errors:

Completed with no issues

User transcription:

“Okay, cool. Okay. Okay. So I clicked on the top menu bar, and takes me to sharing saved routes. So that was pretty intuitive. And I guess I can share hood to hood. Do you want me to try to share it. Copy Link. And then, Yeah. Okay. I’m back.”

Task # 2

User actions/notes/errors:

Completed, slightly slowed down before hitting Pause button

User transcription:

“Okay. So, I’m recording it. Now I don’t know what to do. I guess, try to pause it. Now, and then finish it. And then it goes into details route name, name your route make it public, etc. Try to name it. Okay. Make it public no doesn’t matter probably right. And that said, just, just save it, will it allow me to name it or that’s not functional yet, I can just save it. Okay, cool, I saved it.”

Task # 3

User actions/notes/errors:

Went immediately to Discover, and navigated to an incorrect drive (He didn’t take the instruction) and swipe up navigation worked, but when he went to try the correct route the swipe didn’t function. Prototype error.

User transcription:

“Okay so I’m clicking on Discover. And I guess those markers look like maybe drives, Forest Park loop. That one looks good I click on it. (He immediately swiped up) I clicked drive it. Oh sorry, my bad. Um, discover, let’s see 30 mile 30

minutes. Helvetia run 95 miles, that one looks good, I click on it. It's not doing anything. I'm trying to click on it might be, let's see I can pull it up. I can give it a heart. I can save it. I can share it. I wonder if it's. Come on dude. I am trying to select that Helvetia run. But I click on it, it's not coming up, so I tried to drag up and that's not doing anything. No. If I go back to another one like Forest Park loop that works. Someone go back to discover. Go back to the Helvetia run again try to click on it doesn't like me. Won't let me save it won't let me send it to you. Yeah, when I clicked, when I clicked on the Forest Park, one that wasn't long enough, it pulled up the option for me to drive it, but the other one did not, so I'm back on the routes screen."

Task # 4

User actions/notes/errors:

Completed, went first to correct "Events Details" screen, but didn't see the "Assign Route" tab, he was looking for the "Saved Routes" button that appears on other screens. He went back to the "Route" Screen and used the "Saved Routes" button to add it to the event.

User transcription:

"Okay, so I'm going to events. I want to create an event, click on it. I'm trying to see if I can pick a saved one to do it, but I'm not from there so I'm going to go back to

the route screen. I'm going to go up to load a saved route. Click on the hood the hood loop. And then I want to add to event. I think looks like I can add to it. And then how do I change it view or change event schedule, I try to click on that, that's not working.

This right here. It's the event detail for him to hit. Yeah. Okay, Okay, cool. That was pretty easy."

User #5: Erik, 40

Time on Site: 6 min, 32 secs

Task # 1

User actions/notes/errors:

Completed with no issues. Navigated back to Home screen via arrows instead of Route in Tab bar.

User transcription:

"All right, I'm gonna click on the Saved routes lower left button first. Okay. I'm at like a route saved route screen, I think. There's a little share icon on each. So, with like the square with the up arrow, so I think that that's like the universal share button, usually on iOS. Okay, so I just went to the first one I get like a copy link. I'll hit the top left arrow. Okay, once more."

Task # 2

User actions/notes/errors:

Completed with no issues. Slowed down but said his first instinct was to hit pause, which was correct.

User transcription:

"Okay, so I'm going to choose the record route button on the bottom right corner. To start, and then it just tells me some statistics on my current route, there's a pause button. What was the second part of the instruction? Yeah, I'm just kind of scanning the interface here, my initial thought is maybe I would have to pause my recording, and then that maybe they would give me the option to save that possibly? So I'll try to do that maybe will hit the pause button, and then I get delete resume or finish. And so let's say I have finished my route, I'm going to hit Finish. And then it looks like it's giving me options to save it now so there's like a save route dialog, or a screen. And so I can name it. Make it public or describe it, so I'm just going to hit like save route at the bottom right corner."

Task # 3

User actions/notes/errors:

User was unable to complete this task. He navigated to the correct route quickly, but didn't immediately recognize that he needed to swipe up for more detail. He did try eventually, but the prototype didn't respond as expected. Prototype failure.

User transcription:

"So immediately I see the second button from the far left is discover on the bottom so I'm going to hit that. And the screen I see a bunch of like, looks like points of interest on a map. And, see, I'm going to just select one of those like points in the map if I see like Helvetica run 95 miles, time is one hour and 58 minutes and looks like. So that sounds awesome. I like Helvetica as a typeface. I go ahead and hit that like I guess nothing really happened there on the flyout menu from the bottom. Maybe I'm going to that like record pause button I think he's kind of in my way but maybe I will try to hit the down arrow with a box on the menu. Now it doesn't really seem to do and maybe I'll hit the up arrow. Okay, so then I get like the Share dialog. I'm gonna go back from that. Let's see. I'm not sure how I can start this drive."

Task # 4

User actions/notes/errors:

Completed with no issues.

User transcription:

Alright. Go to the Events button at the bottom of the screen, second from the right. Click the Create Event button. I don't see one already for hood to hood So I'm going to create an event by hitting the Create Event button at the top center. I have like an event details, creation, view it looks like. Let's see, there's a name. Prior to start begin event, lower on I see select dates and times. Schedule your event, assign a route, add a cover image, description, make public event. So I guess if I've got a saved route, I would think that might be the way to kind of link it to this event so I think I'm going to assign a route, possibly. When I click that button, and I see a hood to hood loop listed as a second item so I'm going to choose that by clicking on it. And it looks like it selected that and populated the event with that. And then, I think. I think that was the last instruction