



WanderList  
USABILITY REPORT

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## GOALS

Going into our usability study, we had existing concerns about the current state of the WanderList interface. We were uncertain if users would understand the process of searching routes, whether they would understand the information provided, and whether they would understand how to contribute to the community aspect of the application. While we would also wish to test the usability of our navigational compass feature, this was out of the scope of the test. As a result, our tests were restricted to the searching and tagging functionalities of the application.

Our outlined goals include:

- 1 Determine if users understand route tagging conventions of the application
- 2 Determine if users understand how to apply descriptive tags to routes
- 3 Determine if users locate and understand the use of the filtering and searching options
- 4 Determine if users understand what happens to their routes if they save them with tags
- 5 Determine if the tutorials are comprehensive and guide the user through the flow of the interface

## USER TASKS

User tasks were selected in order to test the functionality of the searching and tagging functions of WanderList. Due to the limitations of our prototype, user tasks were limited in scope in order to define interactions to a specific path. These paths were built in order to test specific primary components of WanderList that we feel to be particularly important to its functionality.

The selected user tasks are:

### Task 1

Build a trip that consists of three routes near the Queen Elizabeth Park area. At least one route should have a high level of incline.

### Task 2

Add tagging information to a route segment. Label the route as urban scenery.

## INTENDED OUTCOMES

Task one is focused on the search and route building stages of our app. Users are asked to build a trip based around Queen Elizabeth park to test navigation through the application as well as the functionality of the search and filtering functions that are intended to make searching a cluttered map more efficient. Task two is focused around the tagging portion of our application where users apply information to the routes they tagged along their biking trip. Users are asked to tag a route with information that would be applicable to that section of the route. In this case, we've asked the users to simply tag the selected route segment as urban scenery in order to test if the users understand the different tagging iconography.

Intended outcomes to these tasks are as follows:

### Task 1

- 1) Determine if the user understands that there is tagged information in the different route segments
- 2) Determine if the user understands the different categories of tags and what they mean
- 3) Determine if the user can find the search function to locate an area
- 4) Determines if the user makes use of the filtering options available in the search.
- 5) Determine if the user makes use of the "list" to locate desired routes or uses the map to manually locate routes.
- 6) Determine if the tutorials help guide the user through the process

### Task 2

- 1) Determine if users understand the tagging and icon conventions
- 2) In general, did they understand what tagging is for?

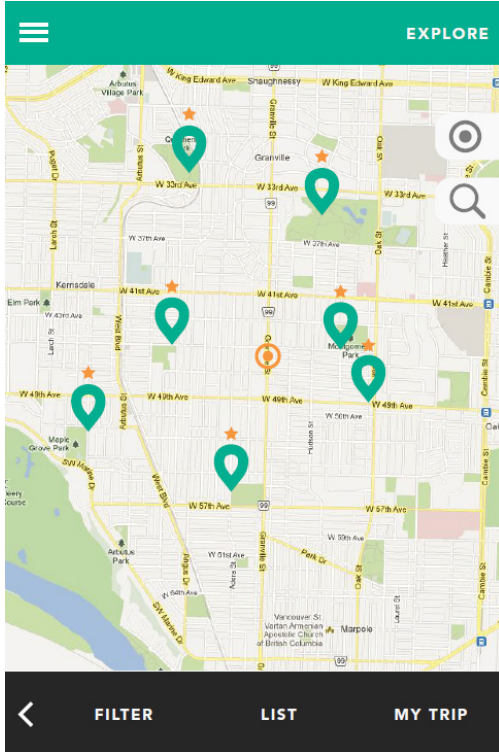
## RESULTS ANALYSIS

During our study, users appeared to have no challenges when it came to identifying routes and the tags that applied to them. There was also little difficulty in identifying which tags were attributed different types of scenic categories. This leads us to believe that the vital layers of information that we're providing to users is generally being understood. The problems with our interface came when users attempted to navigate through functions and make use of the tools provided to them. We identified a number of elements in the interface that required resizing to make more prominent to users, and eliminating or reconfiguring some components that users were not making proper use of.

Some of the key issues identified:

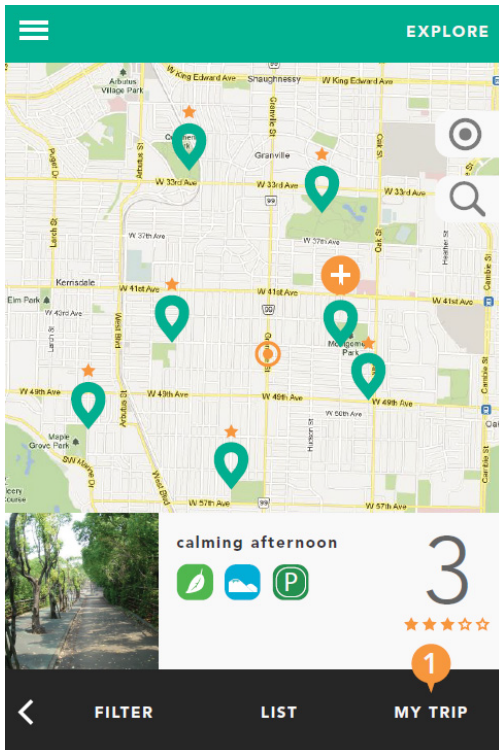
- 1) Users did not understand how to progress through the tutorials
- 2) Users could not clearly see the instructions of the tutorial
- 3) Pinned locations and “popular” markers on the map were too small to see. Users had to get too close in order to see them.
- 4) Users were not making use of the filter option when searching for routes on the map.
- 5) Users attempted to use the title bar text “search” in order to do a location search.
- 6) Users did not understand what information dictated whether a route was popular or not. Star icons were not visually connected to the rating system.
- 7) Users did not know how to pick a route based on rating/popularity because they didn't know what the rating was out of.
- 8) Users did not understand that selecting multiple routes would build a trip for them and attempted to select a single route to ride instead of the entire trip.
- 9) Users did not know when they added routes to their trip or where to go after they had finished collecting routes.
- 10) Text in the route descriptions was too small to read.

## PROPOSED SOLUTIONS



Changes:

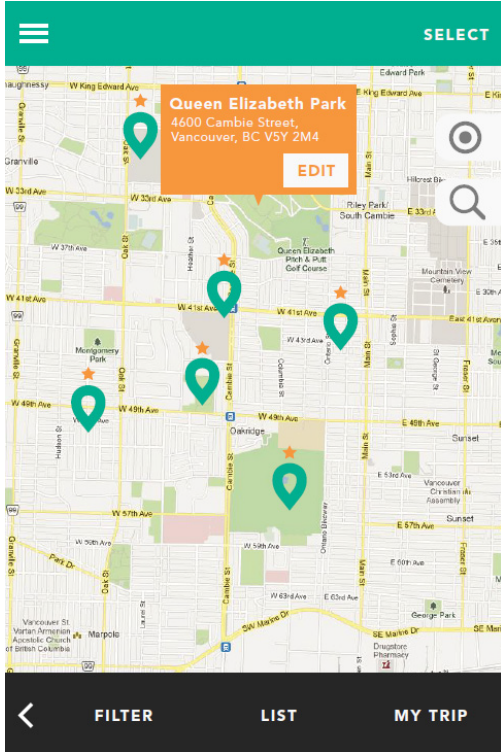
- 1) The “Search” header was replaced with the word “Explore” so users would not be tempted to click on it for the search function.
- 2) The pins that mark the routes are larger so that they are easier to see.
- 3) The filter options are provided on the menu at the bottom instead of the toolbar on the right to promote use while in the map state.



Changes:

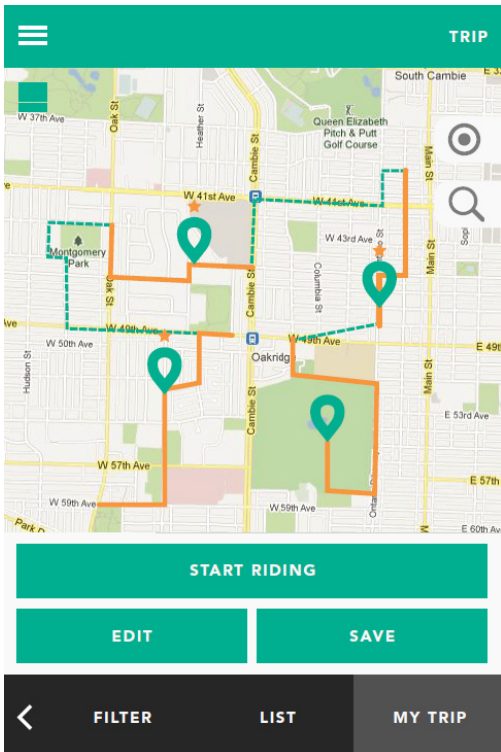
- 1) The rating system now uses stars to dictate that the rating is out of 5 stars and that the popularity is related to the rating so that the association of rating and popularity is given to users.
- 2) The notification over “My Trip” has been made larger so that users are better informed about where their added routes go.
- 3) Text in route descriptions was removed because it was too small to see.

# PROPOSED SOLUTIONS



Changes:

1) When a search is made for a specific location, the map brings up a notification to mark that location instead of adding it as a destination. This is to allow users to search for routes around a specific area instead of using a destination to define the search space.



Changes:

1) The entire trip is shown on the map by default when "My Trip" has been selected to better convey the idea that an entire trip is being created for them. Removing a route from the trip now requires selecting the "Edit" option.

# PROPOSED SOLUTIONS

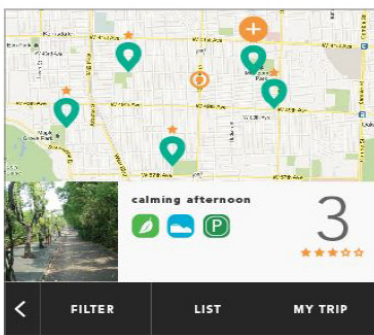


## Getting Started

Thank you for downloading Wanderlist! Swipe through the next few screens or to quickly learn about the key features and important navigational tools to ensure the best Wanderlist experience.

Changes:

1) In the first tutorial screen, users are informed on how to interact with the tutorial and how to get to the next step. They are also given an clear option to skip the tutorial if they wish. This is to reduce confusion about how users are meant to progress through the tutorial.



## Explore and experience new routes

Search for routes and learn about them with the **icon tags**. See results in **List** form and use **Filter** to refine search results. Add the routes to **My Trip** to get final directions for all routes.

Changes:

1) The tutorial has larger text and focuses more clearly on the tools that the user should make use of during their tasks. Key functions are highlighted in different colors to emphasize this. This is meant to enhance visibility and add further clarity to how the user is meant to interact with the application's functions.



## ACHIEVED GOALS

While WanderList had a number of usability issues, a large number of them primarily concerned visibility of informative elements. The primary processes of searching and tagging, as a whole, were understood and achieved by our users.

Some observations were made about the tests and tasks themselves, however. We observed that some users struggled to grasp the idea of what it was they were doing in a grander scale, and we believe that this influenced our results in some manner. Context is of key importance when using WanderList, and if our users lack the mindset of a typical user of our intended context, they may not fully align with what our intended users would want to achieve with this application. This may lead to users becoming lost or confused about what they were meant to do next because they were unsure about what their ultimate goal was meant to be. In future studies, we would like to either give our test users a more detailed scenario of use before they make use of the application, or place users in an actual in-context pre and post cycling scenario instead of a room isolated from the outdoors. We believe this would create more accurate results.

Regardless of these concerns, we gained some key insights into some of the issues that WanderList had. The visibility concerns have been addressed by increasing the sizes of important components, and some issues concerning task flows and interactions were addressed. As a result, WanderList has achieved its usability testing goals by determining the comprehensiveness and ease of use of the interface.

## USABILITY SCORING

User 1	User 2	User 3	User 4
77.5	55	60	82.5

Average Rating: **68.75**

# RAW DATA

User 1

## Exploration/Search

.....  
Task 1: Create a trip based on a destination

Did the user use the "Destination" field to define the map, or manually move the map to find it?

Destination Field  Manual

Did the user use the list menu to search for tagged routes or did they select them from the map?

List  Map

How quickly did the user understand how to add tagged routes to their trip?

Quickly  Satisfactory  Slowly

Did the user add tagged routes from the map view or from the list view?

List  Map

Did the user filter with the right tagging info?

Yes  No

If no, what filters did they use?

None

How quickly did the user identify "My Trip" when they finished selecting tagged routes?

Quickly  Satisfactory  Slowly

Notes:

- Clicked the entire route field to select a tag to add
- Did not understand that the trip is built on several routes and tried to ride a single route by selecting it.
- Clicked record on main screen. "Because it makes the most sense when you say make a new route" -was confused about our choice of words
- Clicked close, closed the tutorial in an attempt to progress through it
- Looking at the tutorial, misunderstood how to go to next tutorial screen
- Clicked the search word. After realizing it's not clickable, user is unclear as to how to find routes to add to his trip.
- Confused as to how to determine level of popularity on routes
- Manually located QE park in one of the routes and added it.

# RAW DATA

User 1

## Add details to a tag

.....

How long did it take the user to understand how to select tagged sections in order to add info?

Quickly  Satisfactory  Slowly

Did the user adjust the size of the tagged route section on the map?

Yes  No

What tags did the user apply to their tagged section?

- Steep hills
- Urban
- High Traffic
- 

Were these tags the ones that the user was asked to apply?

Yes  No

If no, mark the ones that were different.

High Traffic - User forgot that they were looking for certain tags.

How long did the user spend looking for how to add information to tags?

Quickly  Satisfactory  Slowly

Notes:

# RAW DATA

User 2

## Exploration/Search

---

Task 1: Create a trip based on a destination

Did the user use the "Destination" field to define the map, or manually move the map to find it?

Destination Field  Manual  Not Applicable

Did the user use the list menu to search for tagged routes or did they select them from the map?

List  Map

How quickly did the user understand how to add tagged routes to their trip?

Quickly  Satisfactory  Slowly

Did the user add tagged routes from the map view or from the list view?

List  Map

Did the user filter with the right tagging info?

Yes  No

If no, what filters did they use?

None, she selected three filters

How quickly did the user identify "My Trip" when they finished selecting tagged routes?

Quickly  Satisfactory  Slowly

Notes:

The pins are too small

# RAW DATA

User 2

## Add details to a tag

.....

How long did it take the user to understand how to select tagged sections in order to add info?

Quickly  Satisfactory  Slowly

Did the user adjust the size of the tagged route section on the map?

Yes  No

What tags did the user apply to their tagged section?

-Incline

-  
-  
-

Were these tags the ones that the user was asked to apply?

Yes  No

If no, mark the ones that were different.

How long did the user spend looking for how to add information to tags?

Quickly  Satisfactory  Slowly

Notes:

She thought the title on the right hand corner was an option to press on.

# RAW DATA

User 3

## Exploration/Search

.....

Task 1: Create a trip based on a destination

Did the user use the "Destination" field to define the map, or manually move the map to find it?

Destination Field  Manual

Did the user use the list menu to search for tagged routes or did they select them from the map?

List  Map

How quickly did the user understand how to add tagged routes to their trip?

Quickly  Satisfactory  Slowly

Did the user add tagged routes from the map view or from the list view?

List  Map

Did the user filter with the right tagging info?

Yes  No

If no, what filters did they use?

How quickly did the user identify "My Trip" when they finished selecting tagged routes?

Quickly  Satisfactory  Slowly

Notes:

- Took quite some time to look at the map and understand the pins.
- Immediately checked the "My Trip" page, which helped him learn what its for
- Looked for where his location in relation to his search
- Pressed the "search" title on the top right corner to do a search
- Could not decide based on the rating because the scale was not interpreted (3.0 out of what?)

# RAW DATA

User 3

## Add details to a tag

.....

How long did it take the user to understand how to select tagged sections in order to add info?

Quickly  Satisfactory  Slowly

Did the user adjust the size of the tagged route section on the map?

Yes  No

What tags did the user apply to their tagged section?

- Incline

-

-

-

Were these tags the ones that the user was asked to apply?

Yes  No

If no, mark the ones that were different.

How long did the user spend looking for how to add information to tags?

Quickly  Satisfactory  Slowly

# RAW DATA

User 3

## Add details to a tag

---

Notes:

Overall Comments:

1. How was your experience using the application to complete your task?

- It was okay. Relatively easy, I just had to spend time to learn the hierarchy of the options, but it was an easy thing to overcome.

2. Did the tutorials help you in learning the features?

- Yeah, there was some good content. I guess just more explicit instructions and I didn't know if I should swipe / how to move forward.

3. What did you like about the interface?

- It was visually easy to understand, the presentation was good.

4. Did you get a good idea of the space?

- Yes, the icons work I guess and the pictures in letting me know what to expect. Would be a cool app to have if I'm visiting a new place or country.

5. Which did you find more helpful in accomplishing your tasks, the map view or the list view?

- The map is good for starting out, since I didn't have any data input yet to start with. The list though is good for comparing.

6. You were looking at the map for a while when you pressed on search. What were you thinking then?

- I was trying to learn how I could search and see where I am. Since I really didn't notice the icons on the map, I looked at my list.

7. Did you find tagging difficult?

- Not at all. It was straightforward.

8. Did you immediately understand the icons?

- Yes.

# RAW DATA

User 4

## Exploration/Search

.....

Task 1: Create a trip based on a destination

Did the user use the "Destination" field to define the map, or manually move the map to find it?

Destination Field  Manual

Did the user use the list menu to search for tagged routes or did they select them from the map?

List  Map

How quickly did the user understand how to add tagged routes to their trip?

Quickly  Satisfactory  Slowly

Did the user add tagged routes from the map view or from the list view?

List  Map

Did the user filter with the right tagging info?

Yes  No

If no, what filters did they use?

- She didn't filter at all and just looked at the list.

How quickly did the user identify "My Trip" when they finished selecting tagged routes?

Quickly  Satisfactory  Slowly

Notes:

- Asked about questions on what the pins meant and how could she check where she was.

- Did not filter her search, immediately just went to list view after searching and selected routes from there.

-Also tried to search using the the search title.

-Tried to use the map to make a route.

# RAW DATA

User 4

## Add details to a tag

.....

How long did it take the user to understand how to select tagged sections in order to add info?

Quickly ( ) Satisfactory ( ) Slowly

Did the user adjust the size of the tagged route section on the map?

( ) Yes  No

What tags did the user apply to their tagged section?

- Incline

-  
-  
-

Were these tags the ones that the user was asked to apply?

Yes ( ) No

If no, mark the ones that were different.

How long did the user spend looking for how to add information to tags?

Quickly ( ) Satisfactory ( ) Slowly

# RAW DATA

User 4

## Add details to a tag

---

Notes:

Overall Comments:

1. How was your experience using the application to complete your task?

- Okay.

2. Did the tutorials help you in learning the features?

- Not really. Could be more helpful I think.

3. What did you like about the interface?

- Very nice design. Takes time to learn.

4. Did you get a good idea of the space?

- Yes, icons help and the pictures are nice.

5. Which did you find more helpful in accomplishing your tasks, the map view or the list view?

- The list. the map was hard to understand, and was tiny. I had to squint my eyes.

7. Did you find tagging difficult?

- No.

8. Did you immediately understand the icons?

- Yes.