Summary

It's the outbreak. Everywhere is full of zombies. The phones are down, the Internet is down and the only thing working is the GPS satellites. We have designed a mobile app to connect survivors with each other and help them to get to California. It is a navigation map showing shelters, gas stations, places with food and first aid supplies. Users can see other cars and people moving on the map. Dangerous zones filled with zombies are also shown on the map. Users can also report zombies, ask for help, and report if they start driving a car.

Subjects

- Subject 1: A female graduate student from China who is comfortable with smartphone technoloy
- Subject 2: A male graduate student from Paraguay who is comfortable with smartphone technoloy

Goals

- Testing the usability of navigating vehicles and walking people
- Finding out confusing elements or flow of the interface

Testing Scenarios

You live outside of downtown Chicago. The area seems to be evacuated. There are rumors that the outbreak of zombies has gotten worse and people should get to California as soon as possible.

Your smartphone downloaded an app automatically. You want to use this app to get to California. When you open the app and see the homepage, what would you do next?

On the map page, how would you interpret the icons and the red areas?

You look out the window and see a zombie. You run away to a safer area and want to report the zombie to the system. What would you do next?

If you have a vehicle that could fit more people and you want to help others without vehicles to get to California faster. You want to report your vehicle to the system to let others see it. How would you do it?

If you're in danger and want to send signal for help, what would you do?

What Worked

- Users could understand how the navigation system works.
- Users could easily find the map.
- Users could understand the running people, cars, and gas station icons easily.
- Users knew the red area on the map means danger and should avoid it.
- Users could finish the tasks we assigned, although some might take a bit longer.
- Users know where to look for help when they feel confused about the system.
- Users were aware that they could send sos signal on every page.

What Didn't Worked

- Directly jumping into zoom-in mode in the map page made users confused.
- The confirmation pop up window after users click SOS and report zombies was unnecessary and annoying.
- Having all the icons on the map with the same color was confusing for users.
- The "report" tab was unnecessary for users. One subject suggested to have those two as separate icons just like SOS on the bottom of the screen.
- Users assumed that this map would work like google map, so for locating a zombie, they would just tap on a part of the map and hit back. so there was no need for the done button or the confirmation message. They also did not like the idea of locating a zombie.
- Users would not indicate the exact place of the zombie but just the area, which would be just like users' location. So having just a button for reporting zombie would be enough.

Changes Made

- Show a zoom-out map first to give users a big picture.
- Display more information about an icon when users tap on it.
- Change the name of the map section into something related to survival from zombies.
- Eliminate the report button and creat separate buttons for report zombies and vehicles.
- Make finishing tasks "one-click" away from users. Simplify the flow of reporting a zombie and SOS by deleting the confirmation page.
- Make the buttons bigger and apply different colors to them.

Major Changes - the Map Page

The map page before usability tests.
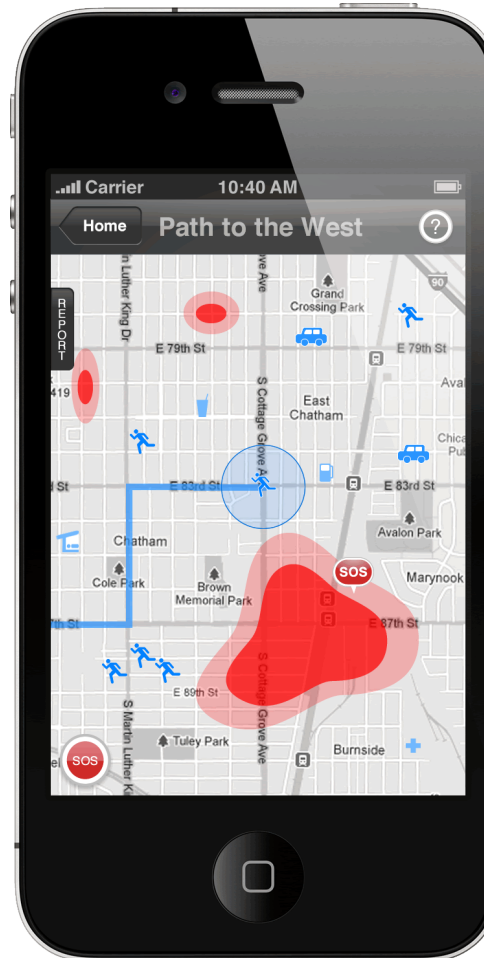
The map page after usability tests.