

# Short Usability Test Report for iPLUS Kiosks

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Date of Test: 22<sup>nd</sup> January, 2011  
Location of Test: Bristol City Centre

Prepared by: Martin Francis  
Email: [francism02@gmail.com](mailto:francism02@gmail.com)

Prepared by: Olie  
Email: [olielarner@yahoo.co.uk](mailto:olielarner@yahoo.co.uk)

Prepared by: Hayley  
Email: [\[name@address.gov\]](mailto:[name@address.gov])

## Executive summary

The report documents the findings of the usability test of the iPlus touch screen kiosk situated in the center of Bristol and near to the harbour area.

Our task was to search for upcoming events and places of interest in and around the center of Bristol.

The first task was abandoned because there was no current "What's On" content so the participant went on to task 2 which was to find a specific place and explore the application's menus and see if would be possible to print off a map and get directions to it. Also the participant looked for travel information.

### Positive aspects of the iPlus Kiosks

- The Kiosks were easy to find.
- A map could be printed out.
- Free to use, and didn't have to wait in a queue to use it.
- The application emitted a beeping noise when buttons were navigated.

### Improvement areas for the iPlus Kiosks

#### Functional Areas

- Highly reflective glass surface
- Inconsistent Pressure of the touch screen
- Colour Scheme – poor contrast, and for colour blindness lots of red, green and orange used.
- Failure – one of the 3 machines we found was not working.

#### Content Areas

- What's On – no current events – Failure in the task
- Accessibility – There was no accessibility help.

## **What the participant did**

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### Task 1

What's On - Failed to complete because there was no content.

### Task 2

Find a specific place and get directions to it. – The participant was able to find @Bristol using the application. He was able to locate the venue although was not able to relate it to where he was.

He printed out a map, which was unclear.

### Task 3

Travel Information – As a result of not knowing exactly how to get to his destination the participant attempted to get information on buses and trains. Because of the worn touch screen the application repeatedly errored eventually took the participant back to the home screen at which point the participant gave up.

## **What data we collected**

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*Both videos of the tests have been posted on YouTube*

<http://www.youtube.com/watch?v=pimQPShSGPw>

[http://www.youtube.com/watch?v=2wjYhOTIn\\_8](http://www.youtube.com/watch?v=2wjYhOTIn_8)

## Major findings and recommendations

### Major Issues

#### Functional Areas

- Highly reflective glass surface – The conditions were cloudy and the screen is north facing but the screen was difficult to read due to not being bright enough or enough contrast
- Anyone under the height of 4 ½ ft wouldn't be able to see the screen output. Impossible to read if in a wheelchair
- Inconsistent Pressure of the touch screen – May be due to screen wear but parts of the screen needed more pressure and some a lot of pressure whereas some other parts needed a light touch to navigate the application
- Colour Scheme – Although mostly the text against the background colours was white when using orange icon symbols against the red background this may be an issue for sufferers of some sorts of colour blindness. (2% of men) The types of colour blindness are Protanopy and Deuternopy.
- Failure – one of the 3 machines we found was not working at all.

#### Content Areas

- What's On – The outside of the machine states that you find out what's on. What's on was not one of the topic areas on the application's home screen. What's On could only be found by using the Kiosk to access the internet. (image 1)
- Accessibility – There was no accessibility help. The help link at the bottom of the screen gave further links of Feedback, Maintenance, and Fault reporting. The expectation here was to find some sort accessibility help, for example listening to the content or the option to view the screen in high contrast.
- The application's content was not available in other languages
- The Map – because the kiosk's screen faces north and the convention with a map is to have north at the top of the screen this meant that the map on the screen was in the opposite orientation to the outside world. Further there was no "you are here" marked on the map so a tourist would have to recognize the area, and do so upside down.
- The kiosk also provides Fire Safety advice, Council Services and Job listings which seems like odd content for tourist of leisure type activities

#### Visual Design Areas

- Map - The zoom feature would either zoom out too far so that the information was too small to identify or zoom in too far so that the participants current position and his destination.

## Equipment

Recording of the photos and video on a Kodak Compact Camera MD1063.

## Images

All the images can be found at.

<http://picasaweb.google.com/francism02/BristolHarbourFestivalIPlus#5565822493486842578>

Image 1



Image 2

