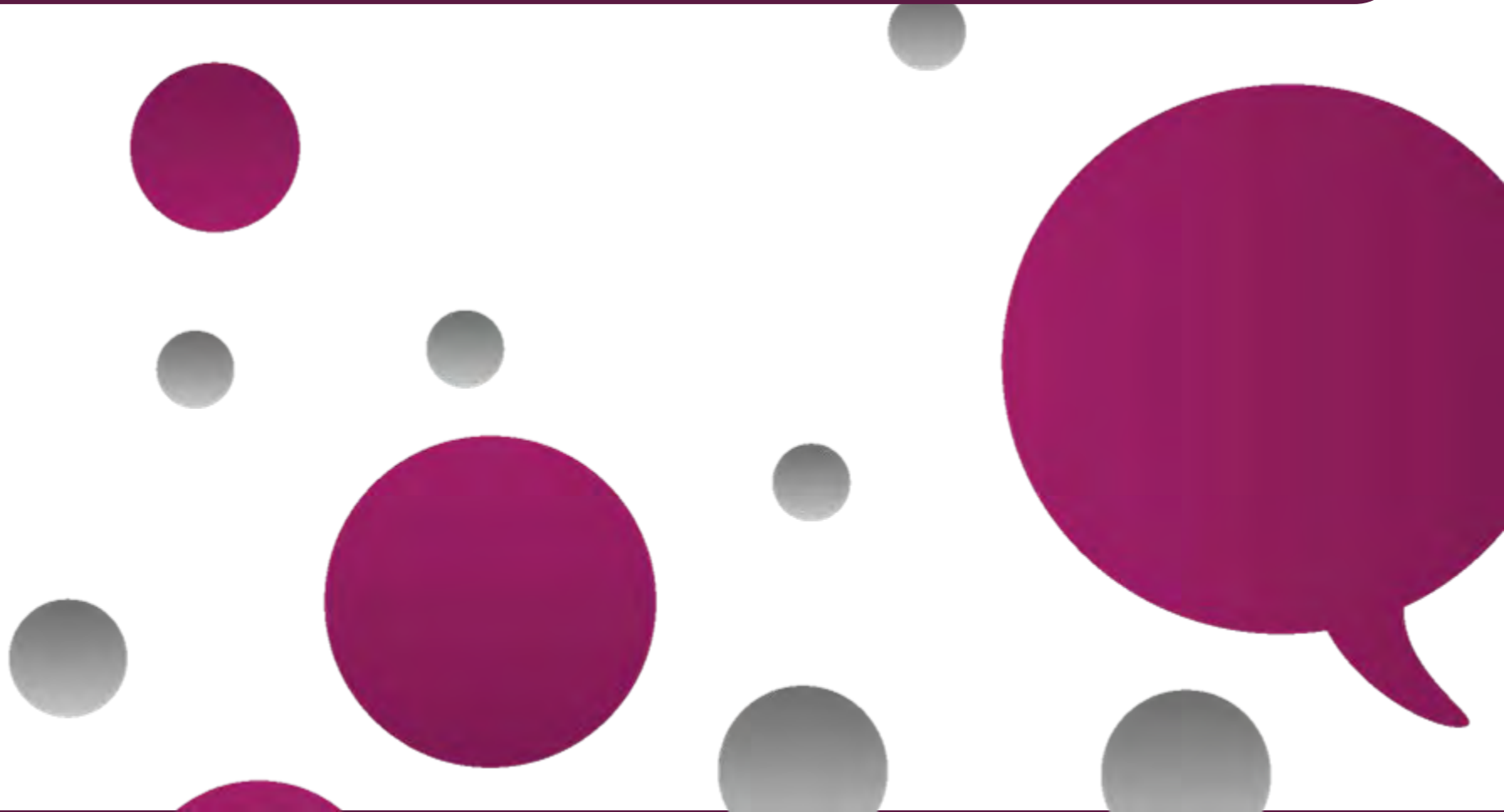


Short extract from a Webcredible usability testing report

Text issues



Participants objected having to enter their details a second time, after entering their location on the map

Several participants were thrown by the 'Mountain' drop-down

Region: UK

Navigate to a different region, location or mountain area

REGION: UK [v] [→] LOCATION: Choose a region first [v] [→] MOUNTAIN: Choose a mountain [v] [→]

Text Format : UK

“Do I have to enter my location again?”



“Why am I being asked for a mountain?”



Difficulty making location selection



Participants struggled to enter a location

Region: UK

Navigate to a different region, location or mountain a

REGION  

LOCATION  

MOUNTAIN  

Several attempted to use the location dropdown, before selecting a region

Text Forecast : UK

Others didn't select the green arrow alongside the location dropdown, and were unaware they were looking at an incorrect forecast

Recommendations

- Pull the locations entered in the text/map view into the other as a default
 - E.g. If a user enters London and Bath into the map view, offer them as quick select options in the text view. If they later look at Edinburgh in the text view, add this location to the map locations

The mock-up shows a dark header bar with the text "Region: UK" in yellow on the left and a small map icon on the right. Below the header is a white navigation bar with the text "Navigate to a different region, location or mountain area". Underneath are three dropdown menus: "REGION" with the placeholder "Choose a region", "LOCATION" with the placeholder "Choose a region first", and "MOUNTAIN" with the placeholder "Choose a mountain". Each dropdown has a blue arrow and a green arrow icon. To the right of these menus is the text "Locations you entered in the map:" followed by two blue links: "London" and "Bath". A red arrow points from the "Bath" link to a white box with a purple border containing the text "Mock-up". Below the navigation bar is a yellow bar with the text "Text Forecast: UK".

Recommendations

- Offer a location/postcode search (as the map view)
 - Participants will find these quicker and easier to complete
- Remove the 'UK' text from the 'Area' dropdown
 - Replace with 'Choose a region'
- Alternatively, remove the requirement to specify an 'area' altogether
 - Allow users to select 'location' immediately (offering all UK locations)
- Move the 'Mountain' dropdown below the 'Area/Location' options

Difficulty making location selection

Recommendations

- Automatically load the forecast when an area/location is selected (remove the need to click on the green arrow)

The image shows a mock-up of a user interface for selecting a region, location, and mountain. The interface is contained within a dark grey rounded rectangle. At the top, it says "Region: UK" in yellow text. Below that, it says "Navigate to a different region, location or mountain area" in white text. There are three sections, each with a dropdown menu: "REGION" with "Choose a region", "LOCATION" with "Choose a location", and "MOUNTAIN" with "Choose a mountain". A callout box with a purple border and the text "Mock-up" is positioned to the left of the "MOUNTAIN" dropdown. A purple arrow points from the callout box to the "MOUNTAIN" dropdown. Below the selection area, there is a green bar with the text "Next Forecast : UK". At the bottom, there are three buttons labeled "Day 1 to 3", "Day 3 to 5", and "Day 5 to 15".

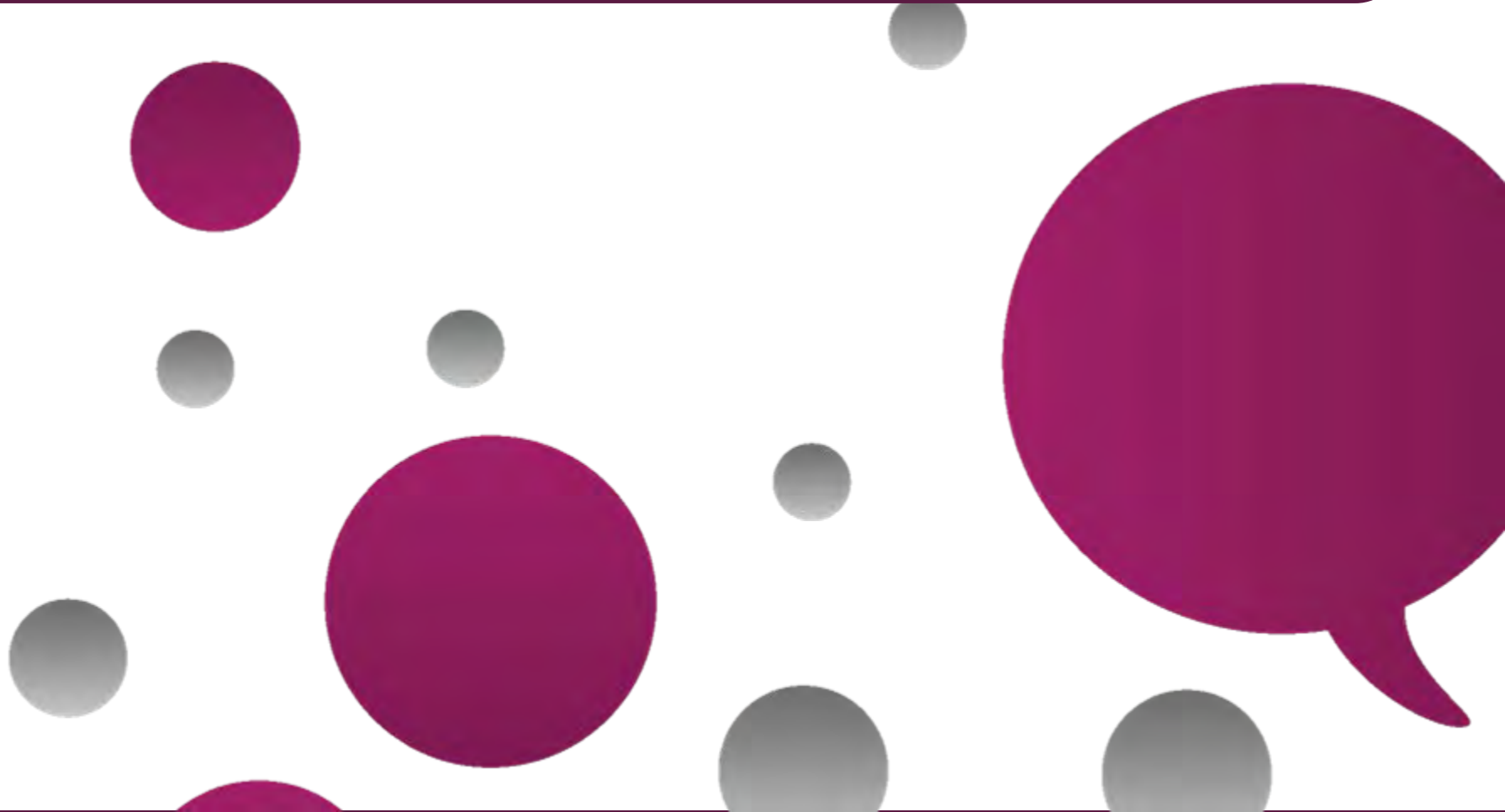
Difficulty making location selection

Recommendations

- Alternatively ensure the 'go' button is highlighted more, make it larger and rename it 'Select'



Map issues



Difficulty manipulating the map



No participant found these controls

When shown, several struggled to use the zoom bar

“Can I get closer?”

“How do I zoom out again? Is it this?”

Several participants accidentally zoomed in by scrolling the mouse wheel...

Of those who did, none were able to recover without help

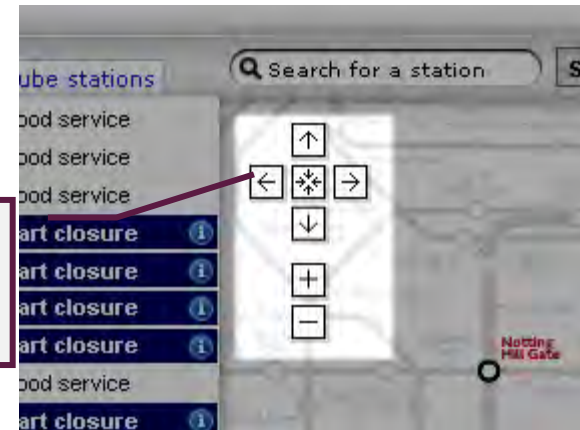
Recommendations

- Disable the “scroll-to-zoom” controls
- Highlight the controls in the top right by designing them in the same manner as the rest of the controls (green and black)
- Remove the ‘Show map full/normal size’ control
 - Those participants who used it didn’t understand the effect it had

Recommendations

- Simplify the controls by replacing the scroll bar with zoom in/zoom out buttons
 - Add a 'reset' button

TFL uses very good, but simple map navigation controls, including a 'reset' button



- Consider adding a 'Map controls' section below 'Tools' on the right hand side, repeating the controls on the left

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