*User tests were printed with in black and white, and the all users were postgraduate interaction design students from a variety of different undergraduate backgrounds. All of them had English as a strong second language.*

**Analysis**

I think the users respond well to maps. When the map pops up, testers get excited and try to click parts of the map.

Each of my users had a hard time understanding what were themes and what were galleries. The first "theme" page would puzzle them, then the "second" would puzzle them a little more. After clicking on a theme, the gallery page would not be what they were expecting.

Option 2: The gallery page, the Image preview posed some problems. One user tried to click and drag the images he wanted to see, and put them in his itinerary bar.

"Email the itinerary" seems to throw people off. They say, "Why would I want to email it?" and "Can I email it to my phone and then follow the tour on my phone?"

Tester had a hard time understanding the point of what they were doing. Perhaps I never set up the context well enough. (I never said anything much further then the "This is an interactive touch screen kiosk that you find in the lobby of a big museum")

Moreover, to make another note, my only user that went through both, breezed through option 1 easily, because he had already seen option 2, because he understood the concept between what he was trying to do.

People will likely watch what people did before them, and that must be defined more. Perhaps Option 1's demo at the beginning won't be seen by many users.

I liked the tester's comments about how they thought the itineraries would be useful to tell stories. Maybe this can be considered in the nomenclature. Perhaps after browsing by "Theme" the user may browse by museum "narratives" or "stories" that are told with the artifacts.

**Test 1**

User: Design student, female, 23, humanities background.

**Option 1**

1. Clicks on the intro screen. Look at the main menu, clicks the language options

2. Confused by the "word" theme, thinks its the gallery button, clicks the gallery button.

3. Clicks on a gallery button.

4. Immediately sees the "Bookmark this gallery"

5. Sees 3 different ways to move back: the "I'm done," "the back" and the 'x' mark. She explains her intentions, hesitates, and decides to use the 'x'. I comment that this was the correct, based on her intention. She comments that, "everything should be grayed out except the 'x' "

6. Sees the tab quickly, previews the itinerary

7. Wants to close the tab (to go back to the main page) but doesn't know how. Looks for an 'X' mark on the tab. She says she sees the "My Itinerary" tab as a tabbed pane, and wonders why there aren't other tabbed panes. She doesn't really see it as something you can slide up and down. (Partially because it's a paper prototype, with no animation)

8. Browses by thumbing pictures and using scroll bar.

9. Yes she found this more intuitive, but with the cards you can see all of them together in one go.

10. Clicks on it. Says she doesn't understand the difference between the themes and the galleries.

**Post**

1. Showing the hierarchy so you can understand the relationship between themes and galleries, not being so homogeneous, always using the same gesture for the same task + result

2. Instructions about what you can find in the kiosk and how you can navigate it, Maybe some information about bookmarks and itinerary. Middle button "View our galleries and plan your visit" on home screen needs explanation and didn't make sense. (Could be my fault for not giving her enough information)

3. She likes it. Good for personalizing museum experience

**Test 2**

User: Design student, male, 24, humanities background.

**Option 2**

1. Reads each of the bubbles reads each of the globes. Clicks on language preferences; then selects the language.

2. Expects to see the galleries on the map and different paths you can take, through particular exhibits. User finds the map button easily and clicks it. User clicks the Level 1 button easily. Tries to interact with Map when it pops up.

3. To find the gallery: Closes the map with the 'x', clicks on "Go back" to find the home screen again. Clicks on the "Explore the Galleries." Pauses for a second, clicks on one of the "theme" globes. Find sthe gallery page directly, without much confusion.

4. Tester tries to click and drag the images from the photo preview part of the directory page. After the some time, I intervene to explain the how photos are only a preview and how there is an "Add this to my Gallery Itinerary." Tester takes some time to understand this. After this the user correctly "Finishes" his itinerary.

5. Prints itinerary without difficult.

6. Finds the email button; Is a little surprised to see so many blanks. Doesn't understand why he would want to print an itinerary, or why he would want to email it or send it.

**Post**

1. "Oh, yes." (Couldn't really elaborate more)

2. N/A didn't see option 1

3. Yes it was fine.

**Test 3**

User: Design student, female, 23, neuroscience background. *(observed the user test 2 of option 2)*

**Option 1**

1. Clicks on the intro screen. Look at the main menu, clicks the language options.

2. Says, "it's not the first one, not the third one, so it must be the second option." Clicks the middle option. Selects a theme.

3. Selects a gallery.

4. Immediately click on "Bookmark this Gallery"

5. Clicks the "I'm Done", and then "Back". Notices the 'x' button third and clicks on that last.

6. Correctly clicks on "Bookmarks" tab.

7. Now, with the Bookmarks tab open, she clicks on "Back" instead of closing the bookmarks screen, by using the back. When she gets back to the Gallery of Power and Politics, she clicks on the "See More Power And Politics Galleries" saying, "I remembered this from before"

8. Uses the bar at the bottom. (Doesn't flick the pictures across)

9. She prefers the cards better.

10. Doesn't understand the change between the theme and the gallery screens.

**Post**

1. Maybe a sign saying information about the brochures you can print off.

2. Expects to see how to use the interface.

3. Good, but the little galleries seem too small and too precise.

**Test 4**

User: Design student, male, 22, computer science background, Does both options.

**Option 2**

1. Clicks on the language button and then selects the language he wants.

2. He expects to have answers to these questions: What the exhibits are? What the themes are? Which artists are where? Expects to see a way to zoom in to see individual pieces and artifacts. Here he speculates that there will be some paper or digital map option

3. Clicks on "Explore the Galleries," clicks on the theme he likes, and the clicks on the gallery he likes.

4. Find the "Add this to my Gallery Itinerary" relatively easily.

5. Understood that they must click on "Finish itinerary" before they could print. And then they found the print button very easily.

6. Finds the email option instantly on the interface. Ignores the large number email slots. He expects to see an order and description to the artifacts as well as a path through the museum.

**Post**

1. It depends on the type of the museum, if they are really big. And many users don’t have a lot of time, so they want something efficient and having an itinerary, something where you are guided, will ensure you are efficient. Ultimately, it depends on the museum, because maybe its one that you just to wander around by yourself. If there is a story to tell with the artifacts, then an itinerary would be good.

For example: Politics and Power, I am not familiar with, so an itinerary helps. This helps me explore the museum.

2. This is answered after he completes the next test:

3. Relationships between the globes are well understood on most pages. The "Exploring the galleries" has globes where the user believes there are relationships between the globes. User says he is "troubled" to see that all the neighbors are connected by default and wonders why this could be.

**Option 1**

1. Spots the language option and clicks on it.

2. Selects the "View the Galleries and Plan your Visit" button. Recognizes the principle from the previous option and quickly selects the "Power and politics" theme.

3. Selects the Gallery from the cards.

4. Uses the "Bookmark this Gallery" button

5. Correctly uses the 'x' in the corner of the preview screen to close .

6. Spots the tab for "My Bookmarks."

7. I forgot to note this step, I think I got caught up in all the paper and messed this step up. :)

8. Uses the cursor to scroll and selects an item the very flat item.

9. User prefers the cards, but if there is more than can fit on a page, he prefers cover flow, because its easily to scroll through the list.

**Post**

1. A first page with the big functionality introduced as big buttons, and then another secondary menu with the lesser used steps details.

2. At first he says he doesn't really know. The interface makes enough sense to him. Maybe just something that shows the procedure. Examples, how to use the itinerary, how to buy gifts. People would probably learn just fine from peeking at what the person in front of him did.

3. Prefers option 1. Like the pictures, and it helps them understand better what he is seeing. Option 2 would be good if it had pictures.