Intro Questions

Do you use ride sharing apps? (Uber, Lyft, Waymo, etc.)

      Yes   No

(If yes) How often do you use these apps?

Do you know anything about autonomous cars?

(If yes) Briefly describe what you know about autonomous cars.

Scenario:

You received a message from Uber asking you to participate in their new Autonomous program called Uber AutoX. You were intrigued and decided to sign up. This sign-up process consisted of you pre-selecting an address where the autonomous car would pick you up.

Task 1:

Use the Uber app on your phone, pick AutoX as your car type and verify your pickup location.

Facilitator Questions:

Did the user pick the correct car type?

      Yes   No

Did the user confirm the car type?

      Yes   No

Additional Observations:

Scenario:

You have ordered the AutoX and have arrived at the designated pickup location. However, your phone indicates that the car has arrived, but you do not see it anywhere.

Task 2:

Use one of the in-app tools to try and figure out where the car is.

Facilitator Questions:

Did the user discover the car was in front of the HUB?

     Yes   No

Did the user use the 3D view to find the car

     Yes   No

Did the user attempt to use any of the other buttons to try and find the car?

     Yes   No

(If yes) Describe what they tried to do

Additional Observations:

Scenario:

You found the car outside the Husky Union Building (HUB) and are now walking towards it. You eventually reach the car and get inside, sitting in the driver's seat. You are now looking at the car's console which seems to be a touchscreen interface.

Task 3:

Use the car's dashboard to begin your ride.

Facilitator Questions

Did the user manage to start the ride?

        Yes   No

(Ask) How do you feel about having to lock the doors before you can begin the ride?

(Ask) How do you feel about the dashboard interface once you've begun the ride?

Additional Observations:

Follow Up Questions:

- After confirming the car type, did you find the information screen helpful?
    - Yes   No
- Please explain your answer.

- What additional information would you want to see on that screen?

- Do you think the 3D view will be helpful for finding the car?
    - Yes   No
- Please explain your answer.

- Would you want to see the 3D view at any point before the car has arrived?
    - Yes   No
- Please explain your answer.

- Additional thoughts/concerns.