

BUS TICKETING KIOSK

A redesign rationale and screen snapshots

CPSC 481 Human-Computer Interaction I
Horizontal Prototype Redesign

Fall 2023

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Redesign Rationale

Upon moving our design from paper to Figma, we noticed a couple of areas that could be improved in our design. When moving each component from our rough design to our Figma documents, we noticed some blank space that would be better used, some required additional pages, as well as some simple redesigning for page simplicity. The overall flow of the application was maintained, however, a few screens needed some modification to increase user engagement.

Welcome Screen

The first example would be on the Welcome Screen, we noticed that the page was too bland, so we added an image of a bus. We believe this makes the screen more engaging and welcoming. A second change was to separate the language change button from a colourless button to two buttons with English and French buttons to further clarify the functionality to the user. The addition of the bus image serves to immediately communicate the application's primary function and also creates a visual connection to the user's real-world experience of boarding a bus.

Dashboard

The dashboard was designed well, however, it needed some extra detail with regard to the arriving buses/routes. We decided to modify the sub-view to include the bus arrival time on the left side and the bus terminal on the right side. Also, we have added a real-time weather component and the current date and time. Presenting the bus arrival times and terminals side by side enables quick cross-referencing and decision-making for the user. It aligns with the principles of good UX design by presenting essential information in a digestible format.

Ticket Selection

The ticket selection screen was also well-designed and did not need any major modification, so it was also left as is. The original design already met usability standards and user expectations effectively.

Payment

The payments screen seemed to be too plain and needed some additional design elements to match the rest of the application's pages. We decided to add some images of possible forms of payment to the left-hand side of the screen to clarify the various methods available. Another change to this page is the addition of a payment summary, this was a major flaw in the rough design because the user was left with no way to recap what they were actually purchasing. Adding icons or images of payment methods can

guide the user and provide reassurance that their preferred payment option is accepted. This is particularly important in transactional interfaces to build trust.

Payment Successful

This screen was lightly modified to include images of where to find the purchased ticket(s) as well as a friendly image of a refund. The main rationale for these changes was to match the theme of the rest of the application. Showing where to find purchased tickets adds to the user's understanding without requiring additional cognitive effort. It's a proactive approach to user support, potentially reducing confusion.

Route Information

This screen is already intuitive by having the map as the main focus point of the screen, however, it does not display extra info about the route that the user may find useful. For this reason, we decided to add a “More Info” button and left the rest of the design as is.

More Information

While creating the Figma design for the Route Information Screen we realized that we should include a page to display additional information about the bus route. We then created the More Information Screen in this design stage. It was designed as an additional screen, which simply displays information about the route in a friendly manner, matching the design of the rest of the application. It displays the route's future departure times, along with the bus type for each departure. It also displays the latest departure and route frequencies. It also doesn't clutter the primary interface with more information which aids in not overwhelming the user.

Refunds

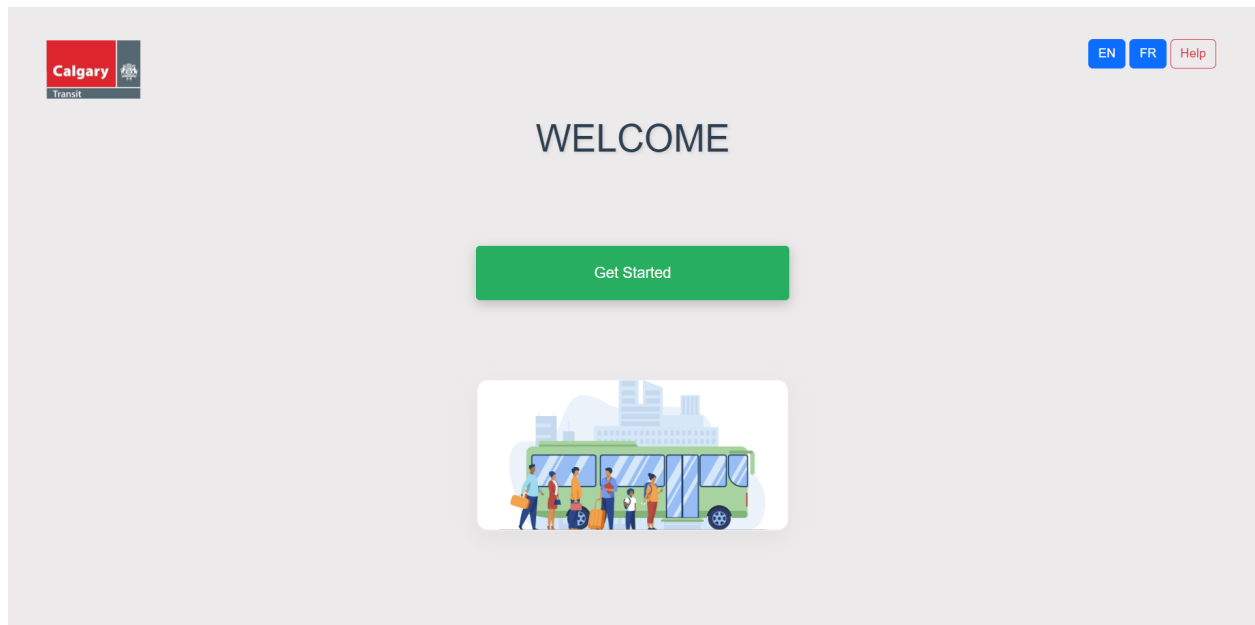
The refund screen is simple and intuitive, the only modification to this page is adding an image displaying how the user should find their reference number. Adding an image showing how to find the reference number can significantly reduce errors and frustration during the refund process. Visual aids are often more effective than text instructions alone.

Refund Confirmation

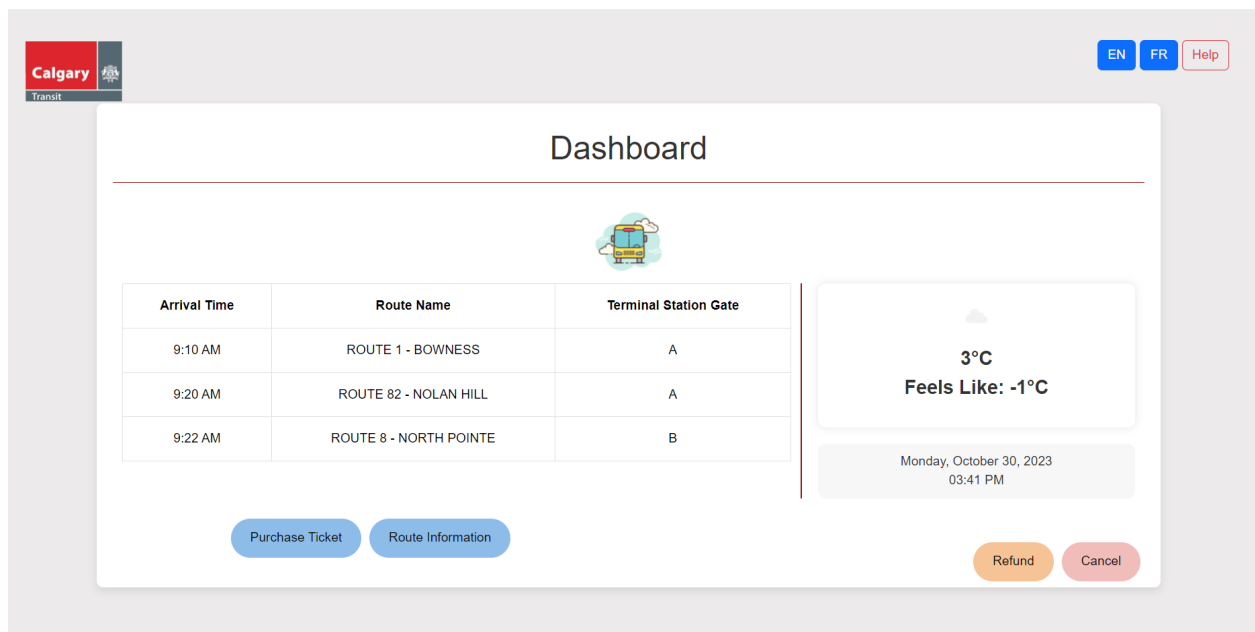
This screen is inherently simple and does not need any major redesigning, its sole use is to inform the user that their refund has been issued, and there is no user input required. The redesign included adding an icon to show the refund has been sent, and contact information in case something goes wrong.

Screenshots of Horizontal Prototype


Welcome Screenshot



Dashboard Screen



Select Ticket Screen




[EN](#) [FR](#) [Help](#)

Purchase Ticket


Select Route: Huntington

Next Departure: 11:00 AM

Duration: 50 minutes




[Return to Dashboard](#)




Senior (65+) \$3.00

- 5 +




Adult (18 - 64) \$3.60

- 3 +



Youth (13 - 17) \$2.45

- 3 +




Child (0 - 12) Free

- 3 +

[Next](#)

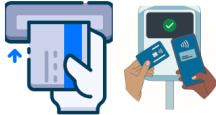
Payment Screen






[EN](#) [FR](#) [Help](#)

Payment

Please insert or tap card



Accepted Card Types



Summary

Senior x 5 = \$15.00

Adult x 3 = \$10.80

Youth x 3 = \$7.35

Child x 3 = \$0.00

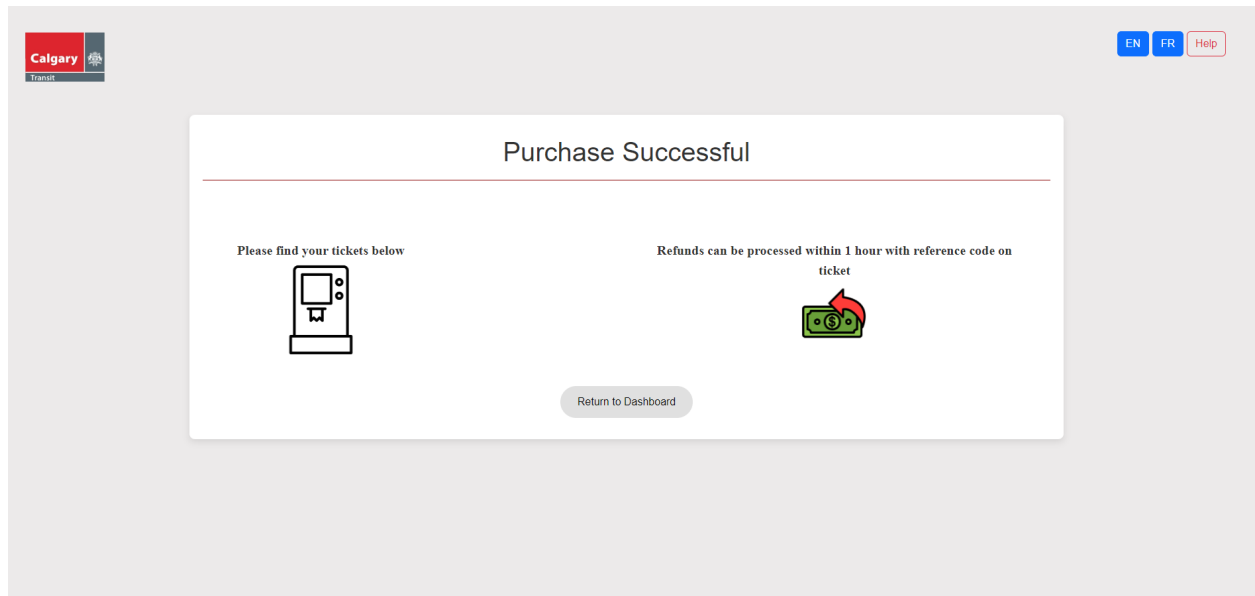
Total Tickets: 14

Total

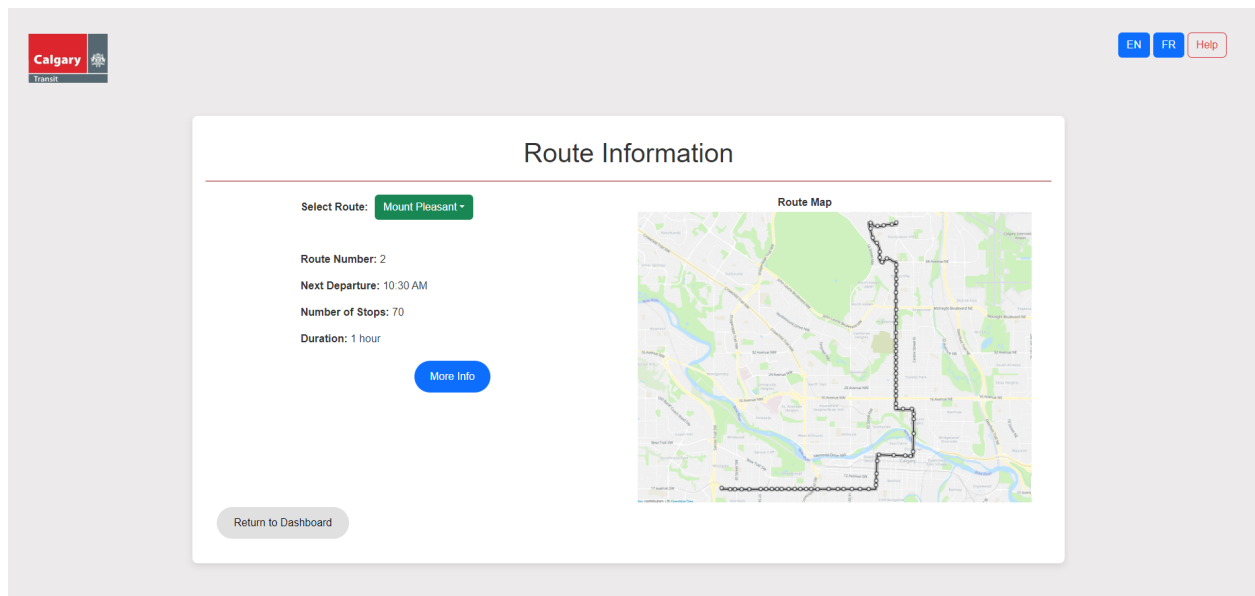
\$33.15

[Cancel Purchase](#)


Purchase Successful Screen



Route Information Screen







More Information Screen



ENFRHelp


More Information

	10:30 AM	10:45 AM	11:00 AM
Next Departures			
Bus Types			
Last departure	11:30 PM ↻		
Bus Frequency	Monday-Friday Every 15 minutes	Saturday-Sunday Every 45 minutes	

Buses offering accessibility are identified with this icon 

Return to Route Information



Refund Screen



ENFRHelp

Refund

Reference Number

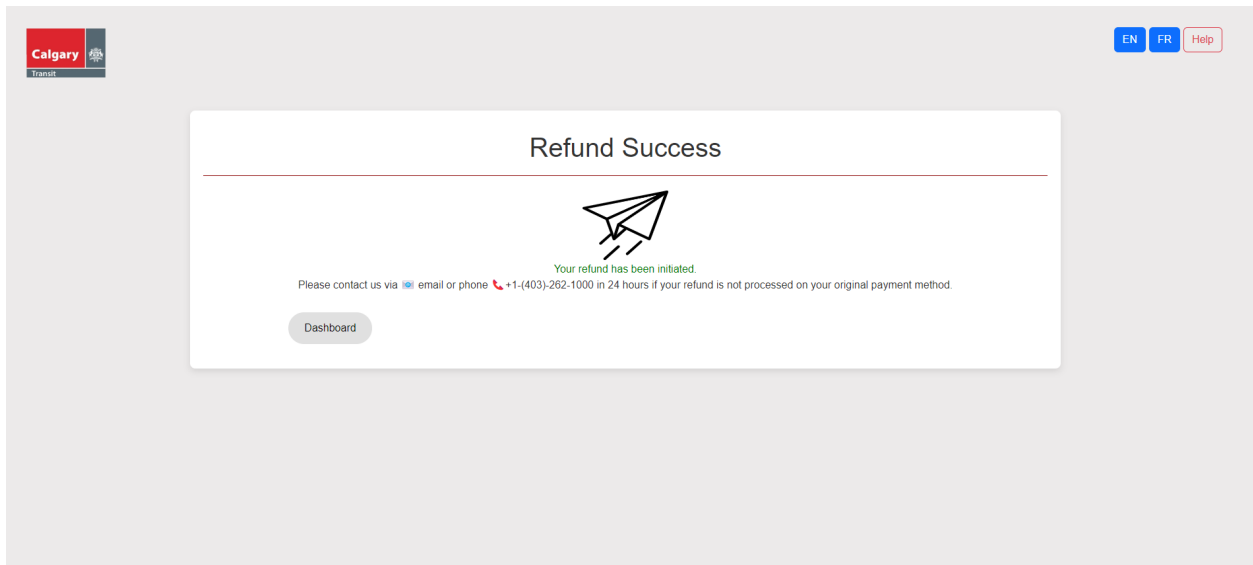


Please find the reference number on the ticket. Example format: BOW145

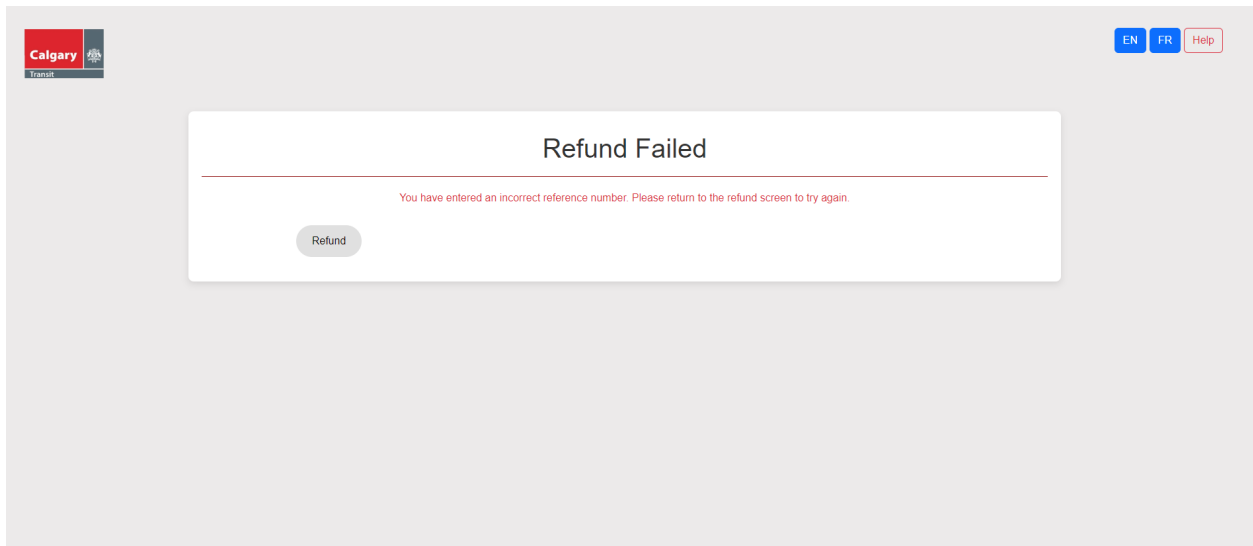
Dashboard

Next

Refund Successful Screen



Refund Unsuccessful Screen



Help Modal

