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| **Context of use:** *Where you are, how you are feeling, is it crowded? Were you distracted? Etc.* |
| It is afternoon, I’m now in my room. The sunshine comedown through the window and my cat sleeping around me. There has some background noise of the air-condition and some car drive through noise. But it is relatively quiet here. I have a class soon |

Tipview Lite is already download in my phone through the app store. After opening the application, it requires me to download data from the server. After that there has a guide message showed up. It as me to use the ‘+’button to add a trip. I cannot find the button immediately, because the button is not shows up directly in front of my eyes. I look around my screen and finally find the button on the top. The button is a external consistency. Because I know the meaning of the button, this symbol is used in many other places during my daily life, Such as the note application in my phone. However, the welcome page is a external inconsistent example. Many other application’s welcome page will show right below the message or at the mid of the screen. This is the main function of this app because this is the only way for user to add trip. Thus, I suggest to make the add new trip button at the middle or right below the welcome message. That can make user more easily to find

Click on the plus button, and it shows me several options for me to choose the travel method. They are grouped by different methods category. It uses different transport tools such as bus, train, boat as the icon of the choice which allow users choose the transport method. Although user choose different region category the icon is always the same. It is a example of internal consistency. It tells me the transport is always the same. Also, it only shows the transport method which is available near my position. It is a good example of constraints; it helps use not choose the transport method which they cannot reach.

However, I feel confused when I want to choose the destination, as a travel I really don’t know where my destination located and when I want to use this app to check my destination, it ask me to enter my destination’s location. If I just type the destination’s name my destination will show as no such a result. Not like the other map application such as google map, just need user type in the destination the router will be showed on the screen. It is a example of external inconsistency. For improvement, I think the application can allow user type in their destination and show the time each reachable method need and give them a chance to choose which method they prefer.