Project Description:

SWFT is transportation application proposed by Apat of Team SWFTERS that aims to provide an alternative to public utility jeeps especially during rush hours as it gets difficult to find a jeep or taxi that is vacant due to the number of PUVs not being able to cater the number of commuters. With the use of SWFT it provides the user with a convenient and safe experience without the hassle of traffic as our riders are screened thoroughly to determine if they are fit and able to pass the road safety training. Users would also be able to avail discounts through vouchers. The app offers a seamless booking experience for motorcycle rides, ensuring rapid transit through congested urban areas. With a focus on safety, all riders undergo thorough background checks and training. SWFT incorporates real-time tracking and user feedback to continually enhance service reliability and efficiency, making it a trustworthy choice for daily commuting needs.

Requirements Summary:

MINIMUM REQUIREMENTS	Processor Cores	Single core
	OS	Android 6 (Marshmallow)
	RAM	4GB RAM
MAXIMUM REQUIREMENTS	Processor Cores	Quadcore
	OS	Android 14 (Upside Down Cake)
	RAM	16GB
OTHER REQUIREMENTS	Permissions	Location, notification, and storage

Table 1. System Requirements

Overview

The team will conduct a face-to-face survey and at the same time conduct it through google forms. This evaluation will be divided into three parts: Usability Specifications, Heuristics, Evaluation, and Participant Survey and Feedback.

Technique	Description
Usability Specifications	Usability specifications is a technique in assessing the prototype's level of usability. It is made up of tasks that will be accomplished by the participants. The tasks are Registering, main menu, booking, and rating the rider.
Heuristics Evaluation	This technique will utilize the rule of thumb to assess the usability of the user interfaces in separates walkthroughs and report flaws in heuristic evaluation. Evaluators apply well-established heuristics to provide insights that would help the design team to improve product usability.
Participant Survey and Feedback	This technique will be provided to the participants. The survey will contain quantitative and qualitative questions. The quantitative questions will be a t-point likert scale and the qualitative will be in a form of feedback/comments.

The tasks for this prototype are split into three (3) tasks: main menu, registering, and rating.

- Enter and Exit the Prototype and navigating the app (Main Menu Task)
- Participants will be asked to register for an account (Registering)
- Participants will be asked to try to book a ride (Booking)

Method of conducting test:

The evaluation was done face to face and random students who were willing were chosen to be a part of this evaluation.

Data Presentation

Usability Specifications

In this section, the team has observed that the participants are familiar in navigating the prototype. The participants were able to finish the given specific tasks in a short duration without any issues. The participants were able to understand it easily due to them being familiar with grab and angkas.

Task	Mean	Interpretation	Classification
Registering	2 minute and 21 seconds	Highly Acceptable	Successful
Main Menu	25.4 seconds	Highly Acceptable	Successful
Booking	3 minutes and 51 seconds	Highly Acceptable	Successful

Table 2. Task Time

Table 2 shows the outcome of the timed tasks during the testing. The results indicates that the participants were able to finish the tasks in a high acceptable duration of time. As a result, the prototype is considered as a success in their respective tasks.

Heuristic Evaluation

The 10 Usability Heuristic will also be used in the evaluation of SWFT.

Visibility of System Status

The prototype was able to keep track and inform the participants the flow of the prototype.

Match Between System and Real World

The prototype used the language that language that is familiar with the user and did not experience any confusion.

User Control and Freedom

The participants did not experience any issues whenever they would press something accidently.

Consistency and Standards

The prototype had some issue in terms of locations of other action buttons.

Error Prevention

Error messages were prompt whenever there are errors. However, there were only minor errors which did not affect the experience of the participants.

Recognition rather than recall

The prototype was able to show the objects, actions, and options clearly.

Flexibility and Efficiency of Use

The prototype was easily used and understood by both experienced and inexperienced participants.

Aesthetic and Minimalist Design

The prototype was able to avoid showing useless or unnecessary information to the user.

Help Users, Recognize, Diagnose, and Recover from Errors

There were minor issues in this part wherein the prototype was not able to provide a response when entering saved places.

Help and Documentation

Participants were able to seek help through approaching the team members.

Heuristics Conclusion

Overall, the prototype was able to follow most of the evaluations. However, there were minor issues experienced.

Section 1			
Question	**Mean**	**Interpretation**	**Classification**
On a scale of 1 to 5 how would you rate your experience with the SWFT prototype?	3.9	Acceptable	Successful
On a scale of 1 to 5 how would you rate the design and colors of the prototype?	3.7	Acceptable	Successful
On a scale of 1 to 5 how would you	4.1	Acceptable	Successful

rate the simplicity of the tasks?			

Section 2			
Question	**Mean**	**Interpretation**	**Classification**
Main Menu	3.7	Acceptable	Successful
Registering	3.9	Acceptable	Successful
Personal profile	3.8	Acceptable	Successful

Table 3. Survey Data Interpretation

The table shows the multiple data from the survey that was conducted after the evaluation. Based on the results above, the prototype is acceptable and is considered successful. The team will focus to improve the prototype more to ensure that users will experience the bigger capabilities of the application.

Feedback/Comments

Based on the data collected, most of the feedbacks were positive and some feedbacks were all about optimization and a bit of improvements on the saved payments feature wherein some payment methods were not saved. They have also stated that on the booking phase vouchers and payment methods should be added.

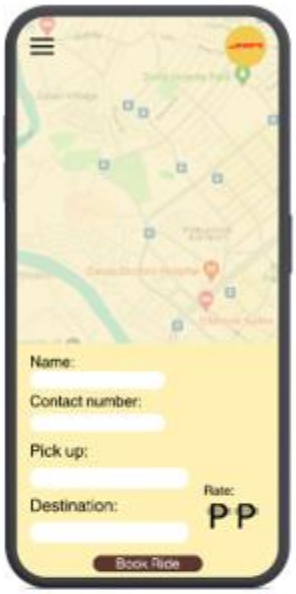
Design Implications:

- **Does your prototype need to be altered in order to address the results of the analysis, or was it successful?**

Based on the collected data, the prototype was considered to be acceptable and successful. However, the team still needs to improve some parts such as the booking phase and the profile section. Feedbacks also stated that the payment methods and vouchers should also appear on the booking phase to ensure convenience.

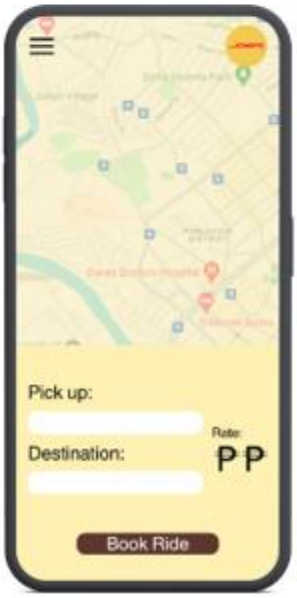
- **What improvements could be made to the design to address any short comings?**

To fix the issue, the team decided to add additional features on the booking phase. The saved payments were also altered due to some errors and made sure it functioned properly.



Before Alterations

After Alterations



The changes were the additional buttons for the vouchers and the payments methods.

- **Did you discover any major flaws that would suggest a completely different type of design?**

After thorough discussion with the team, we concluded that there were no major flaws that would lead us to completely change the designs.

Critique and Summary:

What were the advantages and disadvantages of your evaluation?

One of the benefits would be the large amount of data obtained through frequent observations and criticism from users testing the prototype. Using tools like Google Forms, the team might use the data acquired to create a clearer design/layout for the prototype. Despite the overall excellent outcome, the team encountered a few challenges in the design process.

What would you have done differently knowing what you do now? Given more resources, what could you have done that would have significantly produced more insightful evaluation results?

If given more time, the team would have conducted more observations or evaluations on lower priority concepts, such as a more structured voucher system. This would allow the team to collect input on experimental additions that may eventually become a full-fledged feature for the app, potentially outperforming any competitors. Essentially, greater resources would allow the team to generate more outputs for the application's experience.

Summary of the Project:

In conclusion, the team noted that the application's design/layout was simple and easy to use. We live in a period where many business industries have taken over the digital world; as a result, consumers found it easy to navigate the SWFT application because they were already familiar with apps like Grab or Angkas. Additionally, the app's intuitive interface and seamless user experience contributed to high user satisfaction and engagement. The app's current design would be considered a success because it met its functional requirements, but the team will continue to gather data to make further modifications to its design and layout. By continuously analyzing user feedback and behavior, the team aims to refine the app's features and improve its performance to better serve users' needs.