

Heuristic Evaluation

Evaluator Name:

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Device / Browser/ OS:

App / Version:

Philip

SEVERITY RATING

0 = I don't agree that this is a usability problem at all

1 = Cosmetic problem only: fix if time is available

2 = Minor usability problem: fixing this should be given low priority

3 = Major usability problem: important to fix, given high priority

4 = Usability catastrophe: fix this before product can be released

HEURISTICS	VIOLATION	RECOMMENDATION	SEVERITY
<b>1. Visibility of system status</b> <i>Aalways keep users informed about what is going on, through appropriate feedback within reasonable time.</i>	1. Route information screen: a. Requires examination to understand state  GOOD:	1. Route Information Screen a. Add header specifying state e.g. "Route Information"	1
<b>2. Match between system and the real world</b> <i>Follow real-world conventions, making information appear in a natural and logical order.</i>	1. Route Planning Screen: a. Route information is a small button, but is essential for continuing b. Departure Time is very small. Seems like minor element of page. c. What happens to transport icon if multiple methods used on route?	1. Route Planning Screen: a. Make Route Information button larger to signify importance b. Departure time icon / button is made larger. c. Add more icons if transfers between methods required	2
<b>3. User control and freedom</b> <i>Users should leave the unwanted state without having to go through an extended dialogue. undo and redo.</i>	1. Route Information Screen: a. No clear way to go back to Route planning screen b. Horizontal bottom menu is not available, removing user freedom. 2. Route Planner Screen: a. Horizontal button menu missing	1. Route Information Screen: a. Add back button top left like in other screens b. Add horizontal bottom menu to this screen state 2. Route Planner Screen: a. Add horizontal button menu	3
<b>4. Consistency and standards</b> <i>Users should not have to wonder whether different words, situations, or actions mean the same thing.</i>	1. Route Information Screen: a. Back button from other screens missing here 2. Alert Info Screen / Statistic Screen : a. Different closing icon / style to other parts of app	1. Route Information Screen: a. Add back button top left 2. Alert Info Screen / Statistic Screen: a. Fill entire screen like other sections do, and use same back icon.	2
<b>5. Error prevention</b> <i>Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action.</i>	1. Route Planning → Route Information: a. Selecting a route locks user into that route from search	1. Route Planning → Route Information: a. Allow back button in route information screen	1

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<b>6. Recognition rather than recall</b> <i>Minimize the user's memory load by making objects, actions, and options visible.</i>	1. Route Planning Screen a. Route Information requires recall	1. Route Planning Screen: a. Add icon to route information	1
<b>7. Flexibility and efficiency of use</b> <i>Accelerators. Allow users to tailor frequent actions.</i>	UNSURE: Can user use screen swiping to complete basic functions such as swiping from left of screen to go back???	Allow screen swipe interaction	0
<b>8. Aesthetic and minimalist design</b> <i>Dialogues should not contain information which is irrelevant or rarely needed.</i>	1. Service Alerts / Statistic Screen: a. Mini window leads to superfluous information in screen periphery 2. Route Planning Screen: a.	1. Service Alerts / Statistic Screen: a. Make mini window fill entire screen	1
<b>9. Help users recognize, diagnose, and recover from errors</b> <i>Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution.</i>			0
<b>10. Help and documentation</b> <i>Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation.</i>			0