Heuristic Evaluation

Evaluator Name:	Adam Tither
Device / Browser/ OS:	
App / Version:	Nagi

HEURISTICS	VIOLATION	RECOMMENDATION	SEVERITY

1. Visibility of system status *Aalways keep users informed about what is going on, through appropriate feedback within reasonable time.*	1. Route Navigation:
	   a. Route navigation may be confused with route selection
	2. Find Destination:
	   a. Lacks distinction between favourite and recent
		1. Route Nav:
		   a. Add header to route nav screen
		2. Find Dest:
		   a. Highlight favourite star if selected
			2

2. Match between system and the real world *Follow real-world conventions, making information appear in a natural and logical order.*			0

3. User control and freedom *Users should leave the unwanted state without having to go through an extended dialogue. undo and redo.*	1. Route Selection Screen:
	   a. Must go back to access plan, fav, setting buttons
		1. Route Selection Screen:
		   a. Add button bar to route selection / navigation screens
			2

4. Consistency and standards *Users should not have to wonder whether different words, situations, or actions mean the same thing.*	1. Route Selection / Nav:
	   a. Route details are slightly different. May make users misread.
		1.
		   a. Keep information consistent between screens. If more info, add below.
			1

5. Error prevention *Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action.*	1. Back button taking to home screen should consistently go back one step. The one in display settings going to home may cause user error
	
	2. Transportation Preference:
	   a. Potential for user to add accessibility req and then forget.
		1. Back button in settings sub menu takes user to primary settings page
		2. Transportation Pref:
		   a. Add icons to route selection / nav showing accessability requirements selected
			2

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6. Recognition rather than recall *Minimize the user's memory load by making objects, actions, and options visible.*	1. Home screen
	   a. Plan button requires recall
	
	2. Route Selection:
	   a. (Departure / Now) require recall
	3. Find Destination:
	   a. Requires reading
		1. Home Screen:
		   a. Add icon to plan button
		2. Route Selection:
		   a. Add clock icons to indicate time selection
		3. Find Dest:
		   a. Add icon
			1

7. Flexibility and efficiency of use *Accelerators. Allow users to tailor frequent actions.*	1. Transportation Pref:
	   a. Cannot undo changes without closing screen
		1. Transportation pref:
		   a. Add undo changes button
			1

8. Aesthetic and minimalist design *Dialogues should not contain information which is irrelevant or rarely needed.*	1. Select Time Options:
	   a. A lot of elements on screen
		1. Select Time options:
		   a. Combine 'filter' icons for times. Have options cover entire screen by default.
			1

9. Help users recognize, diagnose, and recover from errors *Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution.*			0
10. Help and documentation *Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation.*			0