



NOVA SCHOOL OF  
SCIENCE & TECHNOLOGY

**Interação Pessoa-Máquina**

**2024/2025**

# **Travel Itinerary Planner**

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## **Stage 6: Evaluation Results**

**Authors:**

70560, Niklas Sander

57514, Pedro Lopes

60483, Nelson Matos

60691, Pedro Estróia

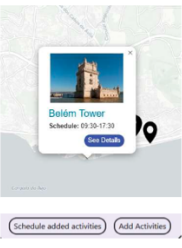
**Lab class Nº P3**

**Group Nº 21**

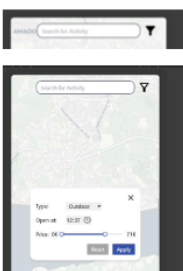
**Professor:**

Teresa Romão

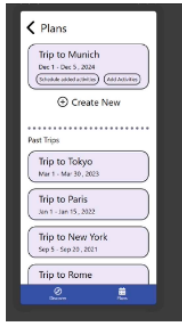
Month 12, 2024

Nº	Problem	Heuristic	Description	Severity	Solution	Screenshot
1	Inconsistent website buttons	Consistency	Some buttons have different styles, which may be weird	1	Change the button in the screenshots to match others in the website	


We agree with this problem. The buttons should use a consistent style (the blue one to clearly show that the buttons are active) It is fixed in the final prototype.

2	Inconsistent filter feedback	Feedback	When filtering activities in the map page, if a user goes to another page and returns, the filter icon will go back to being outlined in black, remove all filters but when clicking the filter icon it shows previously applied filters	2	Keep the filtering applied until the user decides to clear it himself	
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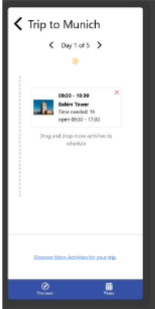
We agree that the filter icon should always reflect the current state of the filter. This is fixed in the final prototype.

3	Inconsistent page UI	Consistency	The Plans page UI feels very different to the rest of the website	1	Replace the lilac color, make the buttons the same for the whole website	
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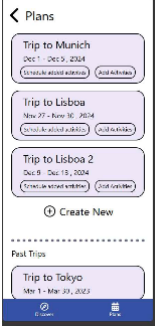

We agree that the card color should match the other cards. This is fixed in the final prototype.

4	Optimize for smaller screens	Aesthetics	In smaller screens (ex: iPhone 12 Pro) both buttons merge which is not only an aesthetic problem but can lead to a user mistake (clicking in the wrong button)	2	Introducing a simple gap between the buttons solves this issue completely (ex: “marginLeft: 10px” on the right button).	
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While the prototype runs in a controlled environment where we can decide on the screen size, this is in our opinion not a usability issue in this context. However since this is an easy change and makes the prototype more flexible, we decided to still fix it for the final prototype.


5	No feedback of the current travel date	Recognition, not recall	There is no information of the dates for the current itinerary selected (ex: from 2/12 to 5/12)	3	Inform the user of the dates for the selected itinerary. Can also inform the day of the week for the selected day next to the weather icon (ex: Monday <weather icon>	
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We agree that this information is important and missing from the current prototype. It is added in the final prototype.

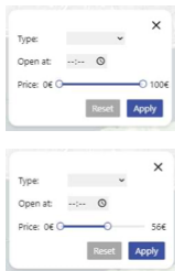
6	No way to view current itinerary plans	Flexibility and efficiency of use	Cannot view the itinerary plans without going through the "Schedule added Activities" screen. Why must I add an activity in order to view my plans?	3	Allow the user to click on a plan and show the itinerary or add a "View" button	 
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We disagree that edit and view should be separate actions, as this introduces two modes on the same page that shows the plan, and the viewing mode wouldn't provide any additional functionality missing in the edit mode.

We agree that the labelling here may be confusing. To make reaching the combined page for editing and viewing easier, the label on the schedule added activity was changed to "trip schedule" for the final prototype.


7	Inconsistent button width	Consistency	The buttons in the Plan page have different sizes	1	Make both buttons consistent in size. Instead of “Schedule added activities” and “Add activities” we could change these to “Schedule” and “Add”.	
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This goes hand in hand with the label change and button redesign from problems 1 and 6 and it was fixed in the final prototype

8	Non-existent button feedback	Visibility of system status	Most buttons (ex: Reset button in filters) provide no feedback whatsoever, in this case, I didn't know the reset button was usable as it was grayed out.	2	“Activate” (change color of) the button when it can be used. Provide feedback when a button is clicked.	
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We agree that the reset button coloring is confusing, this was changed in the final prototype.

The feedback is however not missing because the effect is immediately visible in the data shown.

9	Unable to view past trips activities	User Control and Freedom	The page shows the user their past trips but does not allow him to view any details about them	2	Allow the user to view details of past trips by clicking a past trip box	
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Is functionality is not in scope for the prototype which we forgot to mention in the limitations section, because it is not needed for any of the tested scenarios.

It will not be implemented in the final prototype.

For an actual product, we agree that this should clearly be implemented.

**Additionally, we found this issue:**

Number	Problem	Heuristic	Description	Severity	Solution
1	User has to select plan for every added activity	Efficiency	When the user schedules an activity, he is asked every time which plan to add it to. It should be set as default if the user clicks the button to add activities to a trip	Major	The system should remember which plan was selected when clicking add activities, and it should be automatically applied for subsequent "add to plan" actions