Credit Task 2

Project Objectives

The objectives of the project are to develop an application/website that will provide students who attend classes at Swinburne University with a method to advertise and arrange joint travel methods by the form of carpooling. The idea is that by the use of such a tool it will reduce the amount of traffic and parking requirements in the Swinburne area, as well as providing students with a safe and reliable way to organise travel with other students. This can help a lot of students who currently struggle to find methods of travel to and from the university or a currently dissatisfied with their current form of travel.

Functional Requirements

Major Feature Category: Booking Ride

Name of Feature: Travel Costs

Source: Environment Models

Requirement Statement: The interface will need to display the estimated cost for the trip in addition to the providing a way in which the payment can be made securely.

Rationale for Requirement: A number of users expressed concerns with the overall cost of travelling and given that budget of a student need to make sure they are not booking costly travel arrangements within the application.

Major Feature Category: Booking Ride

Name of Feature: User Contact

Source: Environment Models/Task Models

Requirement Statement: After a ride is booked, the user and driver will need a way to contact each other to notify them about a change of circumstance or check on the location of the driver if they are running late. This method of contact must also ensure that the privacy of all parties involved is respected and not provide any information which is not required.

Rationale for Requirement: The idea of the application/website is to provide users with a reliable way of transport. If a user were to book a ride and the driver did not show up it would lead to the user potentially being late for class or even not attending university at all on that day if they wait for a driver that never shows up.

Major Feature Category: User Satisfaction

Name of Feature: Passenger Safety

Source: Affinity Diagram

Requirement Statement: This requirement will provide users with an interface where they are able to rate other users and comment on their overall experience with that user. These ratings and reviews can then be seen by future users when they are considering booking a ride.

Rationale for Requirement: There were a number of concerns with the safety of travelling with strangers, even if they did attend the same University. A review system can help users feel more comfortable in their selection of a driver if they are able to see previous users had a good experience with a particular driver.

Major Feature Category: User Satisfaction

Name of Feature: Driver Protection

Source: Extrapolation

Requirement Statement: Drivers will be able to rate and comment on passengers they travel with in regards to how respectful they were of the Drivers property and boundaries.

Rationale for Requirement: The people who are willing to share their car need to feel comfortable with the person they are travelling with and be confident that the passenger will not do any damage to their vehicle during the trip.

Non-Functional Requirements

User Role	Usability Goal	Measuring Instrument	Metric
Student looking for ride.	Efficiency – ease of use, first time user.	Task: Book a ride with a listed driver	Average task completion time
Student looking to drive others.	Efficiency – ease of use, first time user.	Task: Sign up as available to drive others.	Average task completion time.
All	Efficiency – ease of use, first time user	Task: Rate experience of trip.	Average task completion time.
All	Effectiveness – user privacy	Task: Contact user you are travelling with.	The extent of information given to user.
Student looking for ride.	Effectiveness – Accuracy	Task: Receive estimated cost for ride booked	Accuracy of estimation to actual cost.

All	Satisfaction – Overall User satisfaction	System Usability Scale (SUS)	Average SUS Score