**First Pass:**

**Map tab:**

As before, colored path and dots highlight the shuttle route and stops, respectively, and a pin with an arrow represents the app’s most recent location for the shuttle.

The bottom bar servers as the major indication of change from the previous version. The most bottom bar now only displays the route selection. The box above is not interactive. Instead, going by the app’s logic of automatically selecting the stop closest to us, the contents of the box (the stop name, shuttle’s status, and next and next-after arriving time) are displayed and updated. The total style from the previous is almost the same safe for the inclusion of the content box; though it takes on a sizable amount of the screen, it does not intrude on perceiving the map.

**Timetable tab:**

As before, our selected route is reflected on the bottom bar yet again here, and this reflects the information presented to us in the main window. A listing of times for our stop populates the screen. In fact, the name of the stop with its next expect shuttle arrival time are displayed on the top. The lack of a color scheme exists here, but the provided content is directly in view, as opposed to requiring the traversal of the former tab to find the next arrival time.

**Feedback tab:**

The tab offers more content to be displayed within the body of the tab. The tab also becomes styled in the same way as the other two tabs, featuring a bottom bar for changing the route. Our route is again showing content based on other user submissions near the top. This time, a feedback form engulfs the rest of the display, which offers more options than the prior tab. We can select the topic to report feedback on; a text box below offers user input to submit custom messages. The input box and menu for selection are both a bit static; however, they are large enough for misclicking to not be a major issue. The font and color scheme also come up a bit sore to the eyes.

**Our Second Pass, using Kessel’s list of Heuristics:**

**• Simple and natural dialogue**

More text exists in than the prior version of the app, especially in the feedback tab. The changes still offer straightforward dialogue and avoid any lengthy and unnecessary wording.

**• Speak the users’ language**

Similar to before what text there is there is straightforward and not complicated and offers what users would expect for each usage..

**• Minimize the users’ memory load PAR**

As like the prior version, most of the app’s usage will be found with the map tab, which will update live both the user’s location and the shuttle’s location. The changes made to the timetable means less time is needed traversing a list for stop times. One can get bogged down by the feedback form if a user were to enter custom text for feedback submissions; however, the option to just select and option and send it means that it won’t be necessary.

**• Consistency**

With the usage of the same top and bottom bars between all tabs, the app achieves a more consistent vibe as compared to the previous tab.

**• Feedback**

The feedback form is still strictly about the shuttle service, however information about the app itself could be submitted with the ‘Other’ form..

**• Clearly marked exits**

The app is strictly an updating app that defaults to the map tab; no specific log-ins or prior setup is applied that require the ‘exiting’ of the app.

**• Shortcuts**

The top bar shows the three main tabs, which serves as the primary form of navigation. All three tabs offer it, so going from one tab to the other is a one step process (no shortcut for it is necessary).

**• Precise and constructive error messages**

No error messages occur in the app: given the lack of input forms used (save for the feedback), there is little that could cause an error to arise by the user’s actions. The dependency for the shuttle tracking part on the map would cause issue, because if something were to go wrong, it would only reflect in the map (ex: Shuttle stalled, shuttle out of service).

**• Prevent errors**

As mentioned above, the lack of inputs means there is no typical way for a user to error in operating the app, as most of it deals with looking at incoming content.

**• Help and documentation**

As before, no instructions are available for the app. This might be it slightly more problematic for new users who are first using the app that are unsure about how the automatic stop selection is made, or on submitting feedback.