



TERANGA



USER'S GUIDE

1. Welcome to Teranga Go!

The aim of Teranga Go! is to foster the mobility of international migration flows based on concepts of collaborative economy and participatory consumption. We create a social network and a mobile application (download available for Android and iOS) that allows us to bring to society the concept of carsharing based on the migration flows between Spain and Senegal.

We do this by using Elgg. Elgg is a framework that provides enough functionality to create our own social networking site which is public and with a style similar to Facebook. Elgg is an open source software framework. Not all open source products are free to download, but Elgg is. That means, in its simplest form, Elgg costs nothing at all. This does not mean it's public domain: Elgg is released under the GNU Public License v2.

Following the link to the community you get access at the front page, where you find the log-in/register form (see Figure 1). Once logged in, you are redirected to the main page (Figure 2).

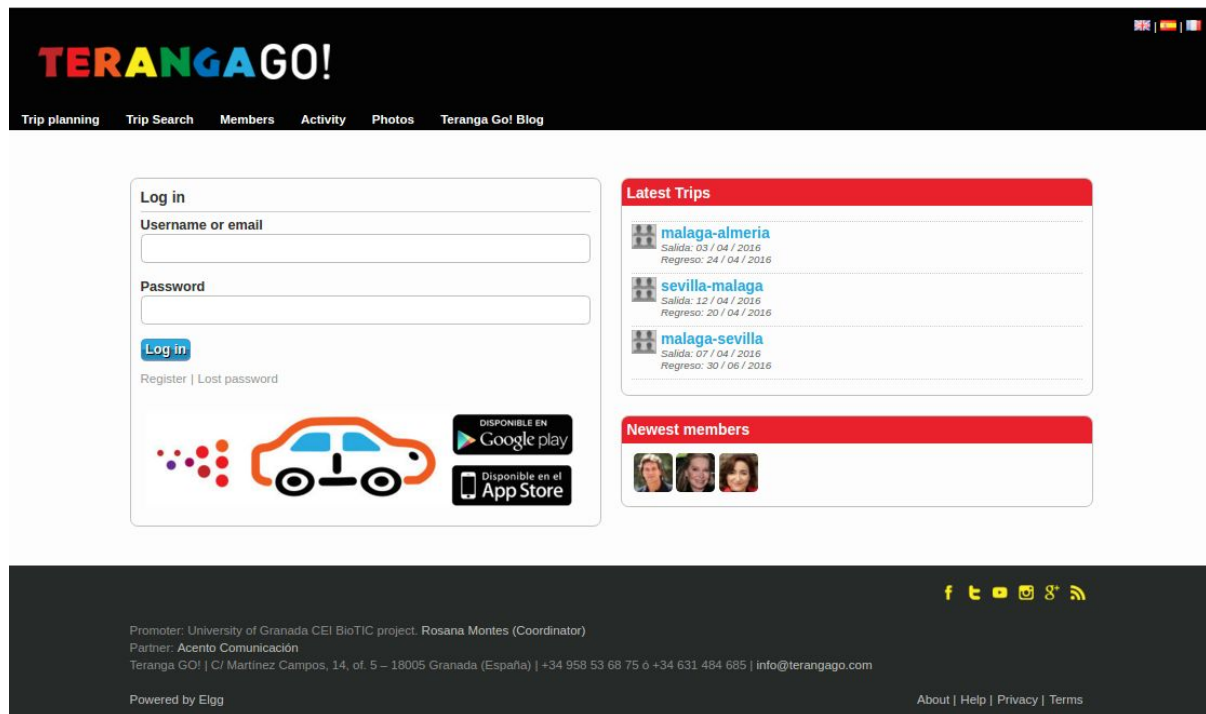


Figure 1: Front page of Teranga Go!

With the logged-in version you can access to content restricted to logged in users. In this platform some information is public, some is restricted to logged-in users, some is restricted to followers and information can also be private, just for your eyes. User's (in the role of content creators) choose the level of privacy for each item that is filled with information (see Section regarding the profile).

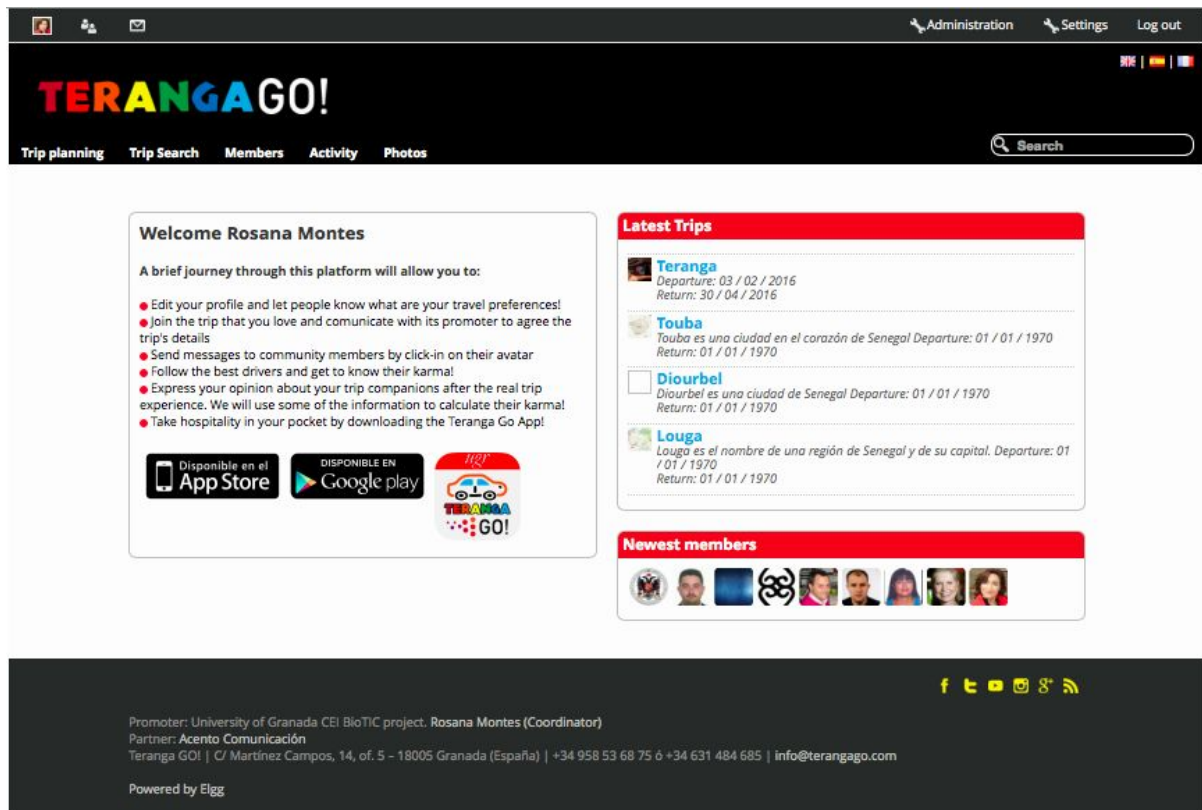


Figure 2: Logged in version of the Teranga Go! front page!

Teranga Go! It is intended to create social links and let people to be interactive, and not only be consumer of information. All you see in the menu (Trips, Members, Activity, Pictures, etc) are things that all the members can create and share with other members. The main activity of the community consist in create and share Trip Plannings to drive between Spain and Senegal, or find trips of your interest (start-end point, departure dates, etc) to follow them and get connected to other travelers to share expenses and get an enriched journey experience.

We explain the menu options that are located at the top of the web, once you have successfully identified on the platform.

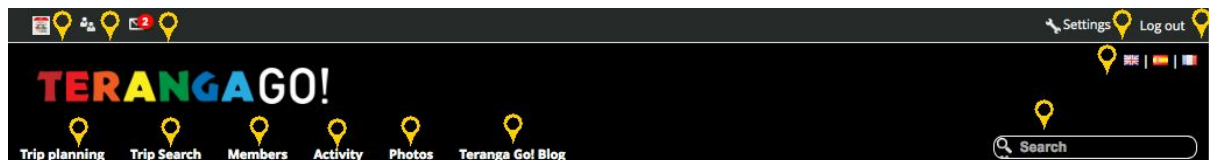



Figure 3: Header bar with menu and other options.

Following this marker  from left to right and from top to bottom we find the following menu items:

1. Profile settings.
2. Check your followers.
3. Check platform mailing system.

4. Change your account settings.
5. Sign off.
6. Access to the main page.
7. Access to the list of published travel planning according to filters (tabs).
8. Trip search tool according to start-end point and date.
9. Members: locate and meet platform's participants.
10. Activity. This page shows you the member's activities. It can be filtered in response to different tabs: All, Followers, Mine. Remember that it is more a notification page than a content page.
11. Photos. Get access to the participant's photos either personal or published regarding a trip. The photos can be classified into albums. For more information see Section 4.
12. Teranga Go! Blog. Check in the latest news, meet the creators of this initiative and visit our online store.
13. Search bar. This is a tool to locate any content (data travel, people, comments, blogs, etc) from one or more input search terms. The contents will be displayed or not depending on the level of visibility of each element in response to the configuration of the content creator.
14. Language Selector. Change the general setting language of the whole platform.

More information is obtained from the footer of the page, where contact details and social networks is found. Check the texts of sections About, Help, Privacy and Terms.

2. User registration

The first time you enter the platform registration is required. To do this you have to fill a number of mandatory fields:

- First name.
- Email address.
- Username, with a minimum of four characters.
- Password with a minimum of six characters.

You also have to specify whether you are driver or passenger. Below are four tabs: about me, preferences on a trip, my car and personal assessment. Clicking on them can be completed more optional data that may be of interest for companions. These data can be inserted or modified in Edit Profile.

Register

Display name*

Ana Mª Sanchez López

Email address*

ana@gmail.com

Username*

analop

Password*

Password (again for verification) *

Select your profile type

Driver

I can take turns driving on the road I would add more information about My Car in the case that I am the main driver.

About me

Trip preferences

My car

Personal valoration

brève description ⓘ

pays ⓘ

Register

- To post a trip you must be registered. It's simple: you just need to give your mail and set a good password
- Post your trip: If you plan to travel between Europe and Africa soon, let the community know. People interested in the same experience will book a seat in your vehicle. You save expenses, meet new people and share with other users your experience. When adding a trip you can give the origin and destination of your journey, on what dates, the space available, etc.
- Looking for a trip: You can find the travel plans that best suit your needs, knowing the origin, destination and date they were made
- Assess the experience. This application uses Decision Making under uncertainty build in model which is pioneer and use the opinions of all users to compute the karma of drivers.

Honor Code

People who register on the platform must agree to abide by the following code of conduct:

- Each person signs up with a single account.
- The texts, comments, photos or any other data will be subject to the use of intellectual property. The user is responsible for observing a good practice at this respect.
- The members of this platform did not participate in any dishonest activity that improves own results or foreseen to improve or worsen the results of the other participants.
- Everyone should carefully read our terms of use and recommendations before using the platform for a better understanding of its operation, and to avoid any misunderstanding.

Figure 4: Registration page.

Finally, you need to check the box in which it indicated that you have read and accepted the terms of service.

☒ I have read and accept the [Terms of Service](#) *

Register

*Items marked with a * are mandatory*

Figure 5: Acceptance terms of service.

3. Account settings

In the Settings area you can change your display name, the password and account Email, your predefined language and your preference for system notifications.

Settings

Ana Sánchez's settings

Display name

Display name:
Ana Sánchez

Account password

Current password:
.....

New password:

New password again:

Email settings

Email address:

Language settings

Language: English

Notification settings

Email: ☒ Yes
☐ No

Save


 **Ana Sánchez**
My car: Volkswagen Golf
Total seats: 5

Photo Albums

Photos

Edit avatar

Edit profile

Change your settings

Account statistics

Figure 6: Account settings.

4. Photo album

To upload or view photos you have to click the Photos tab in the main menu. It can also be accessed from configuration.

To upload photos, by clicking on the tab upload photos, you must select an existing own album or create a new album, options that appear in a drop down.

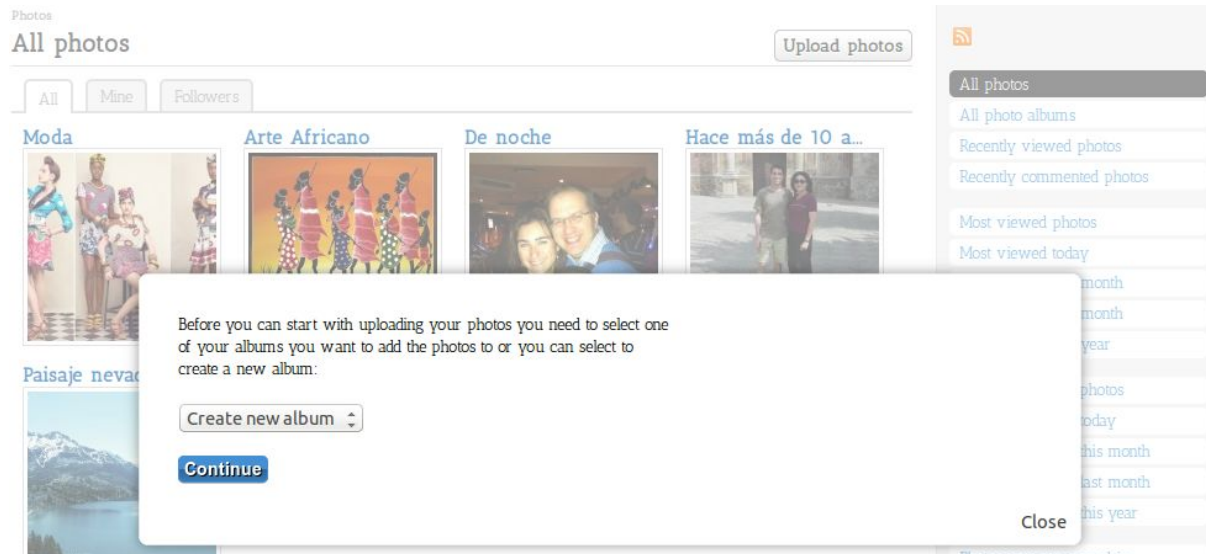


Figure 7: Create or select an album.

Once created or selected album, you can proceed to add the photo. To do this, the picture is first selected and click Start Upload button. You can upload up to 10 photos at once making sure that they occupy less that the platform maximum of 8 MB.

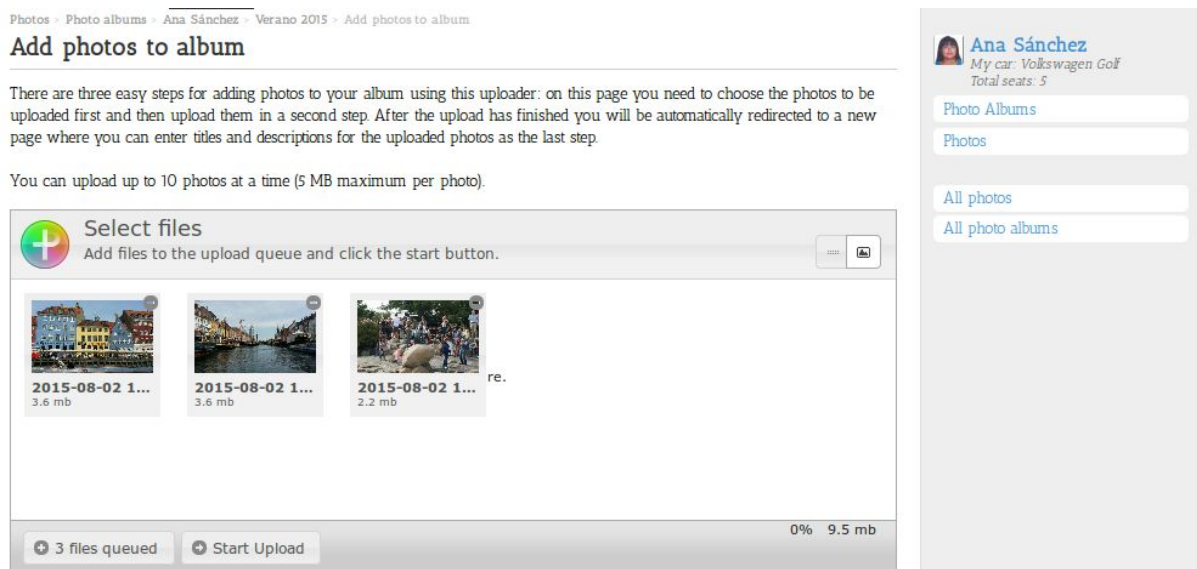


Figure 8: Add your photos.

To later view your photo album, choose the right column menu with the options available grouped into three categories:

- You can choose to view all photos, all albums, photos and pictures recently viewed and recently commented. Also, in all the photos and all albums, three tabs appear to choose: all, mine or followers.
- You can see the most popular photos, distinguishing when viewed (today, this month, last month, this year).

- You can also choose to see the most commented photos (today, this month, last month, this year).
- Finally, you can also choose to view the photos where you are been labeled.

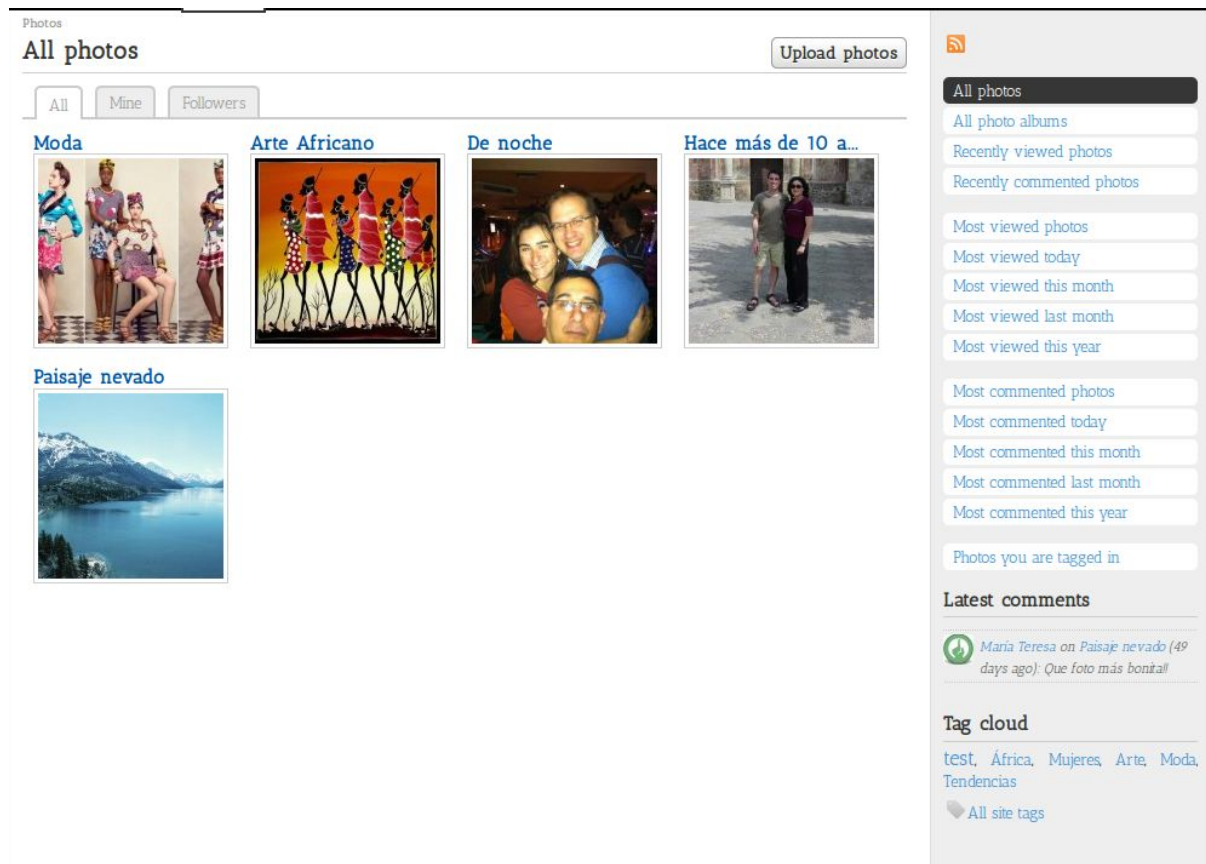


Figure 9: There are many filters to see your photos.

5. Platform Activity

By clicking on the Activity tab in the main menu, you can get a quick view of everything that happens on the website, for instance new content that you are interested on.

On the right side, use the drop down menu to select the topic you want to see on the activity list: Show users, comments, discussion topics, uploaded pictures, photo albums, profile points and trip planning.

After selecting the topic you are interested, you can click one of the three tabs at the top to choose from:

- *All*, if you want to see that topic for all users;
- *mine*, if only interested in that topic within the user profile; or
- *followers*, if you want to see the activity on that topic only for users that you are following.

All Site Activity

The screenshot shows a list of activities under the heading "All Site Activity". Each activity entry includes a user profile picture, the user's name, and the action they performed. A dropdown menu is open, showing various filter options.

User	Action	Time
test	joined the trip Málaga - Dakar	yesterday
test	joined the trip Exploradora sin limites	yesterday
Rosana Montes	joined the trip Teranga	2 days ago
test	joined the trip Sevilla - Gibraltar	2 days ago
test	joined the trip Teranga	2 days ago
test	joined the trip Web Viaje Antonio	2 days ago
Rosana Montes	joined the trip Web Viaje Antonio	2 days ago

Dropdown menu options:

- Show All
- Show All
- Show Users
- Show Comments
- Show Discussion topics
- Show Uploaded photos
- Show Photo Album
- Show User Points
- Show Trip planning

Figure 10: Community activity group by many topic.

6. Profile editing and Widgets settings

The profile provides a number of pieces of functionality which many consider fundamental to the concept of a social networking site. The profile icon is located in the top left corner of every screen, as shown in [Figure 3](#). Clicking on that icon or over a user's avatar, we access to the profile screen of the user:

The screenshot shows a user profile for "Rosana Montes". The profile includes a large profile picture, a bio, and various settings and activity sections.

Rosana Montes

▼ About me

Breve descripción:
Profesora de la Universidad de Granada

País: España

Cuenta en Twitter:
[Follow @rosanamontes](#)

Karma: unknown
From 0 users' valorations.

Points: 0

[Edit avatar](#)
[Edit profile](#)

► My car
► Trip preferences
► Personal valoration

▼ Activity

- Rosana Montes created the trip malaga-sevilla 30 days ago
- Rosana Montes has a new avatar 78 days ago

Get TerangApp

malaga-sevilla

My Trips

malaga-sevilla

More trips

Trip Companions

There are no people to suggest
[See more](#)

Profile Completeness

94%

Tip! Update your Teléfono to improve the Profile Completeness.


Figure 11: User profile screen allows to edit your data and add useful widgets.

User profile provides detailed information about a user. You are allowed to decide who is going to see these details of you (remember to change the visibility options when editing) at any single data. The profile is group into these categories of information:

- **About me:** Brief description of the user, country and phone number.
- **Trip preferences:** Each user show its preferences about issues as tobacco habits or religion affinity.
- **My car:** In the case of being a driver, it is recommended that you fill all the information regarding the main characteristics of your vehicle.
- **Personal valoration:** Weighted significance that the user gives to different facets of a trip: security, comfort, cleanliness, etc. Therefore, this field include more information (of subjective nature) about how the user is affected for those trip facets

Each profile field has its own access restriction, so users can choose exactly who can see each individual element. The user's *avatar* represents a user (or a group) throughout the site. Wherever you see a user's *avatar* you can perform actions on the user context-sensitive menu included in the avatar: add him as a follower or send him a message.

To access the own profile, it is enough clicking on the avatar (it always appear minimised in the left top corner), as it is described in [Figure 2](#).

The  button allows add/edit the avatar:

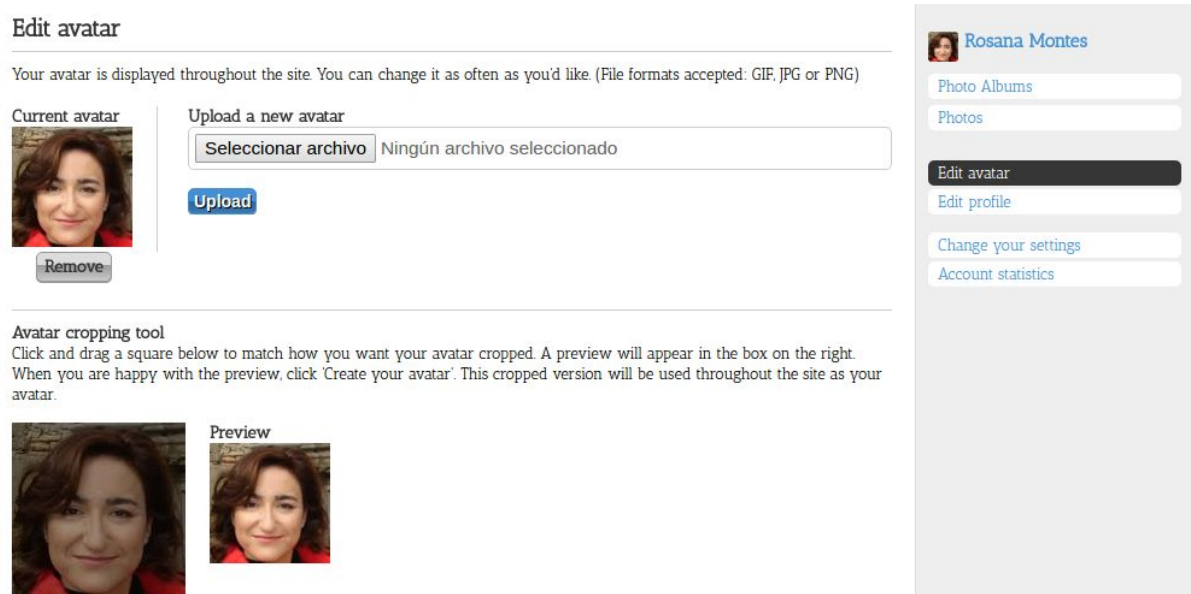


Figure 12: Edit avatar view is used to upload your photo.

In the *Edit avatar* screen, click the *Select file* button, locate the file and then click *Upload* to send your avatar picture to the platform. It is possible to crop the picture in the bottom part of the screen.

[Edit profile](#)[Edit profile](#)

Display name

Rosana Montes

Select your profile type Driver

Driver

I can take turns driving on the road. I would add more information about My Car in the case that I am the main driver.

About me

Trip preferences

My car

Personal valuation

A few words

[Edit HTML](#)

B *I* U I_x **S** $\frac{1}{2}$ $\frac{3}{4}$ \leftarrow \rightarrow ∞ \int \gg

Profesora de la Universidad de Granada

Public

Country

Public

Twitter account 

@rosanamontes

Public

Cellphone

+34678603217

Private

Figure 13: The Edit profile view.

On the right side screen menu, a link to the setting view is active if you want also to change the settings: display name, password, email, or the language preferences.

Settings

Ana Sánchez's settings

Display name

Display name:

Ana Sánchez

Account password

Current password:

.....

New password:

New password again:

Email settings

Email address:

Language settings

Language: English

Notification settings

Email: ☒ Yes ☐ No

Save

Ana Sánchez

My car: Volkswagen Golf

Total seats: 5

Photo Albums

Photos

Edit avatar

Edit profile

Change your settings

Account statistics

Figura 14: User's settings page.

From the initial profile screen shown in [Figure 11](#), it is possible to customize the widgets by adding/removing them. The visible ones can be eliminated directly by clicking the remove button. For adding a new widget it is necessary to click the *Add widget* button and a new window appears with all the possible widgets, when the blurry widgets are the visible ones and the not blurry widgets can be added.

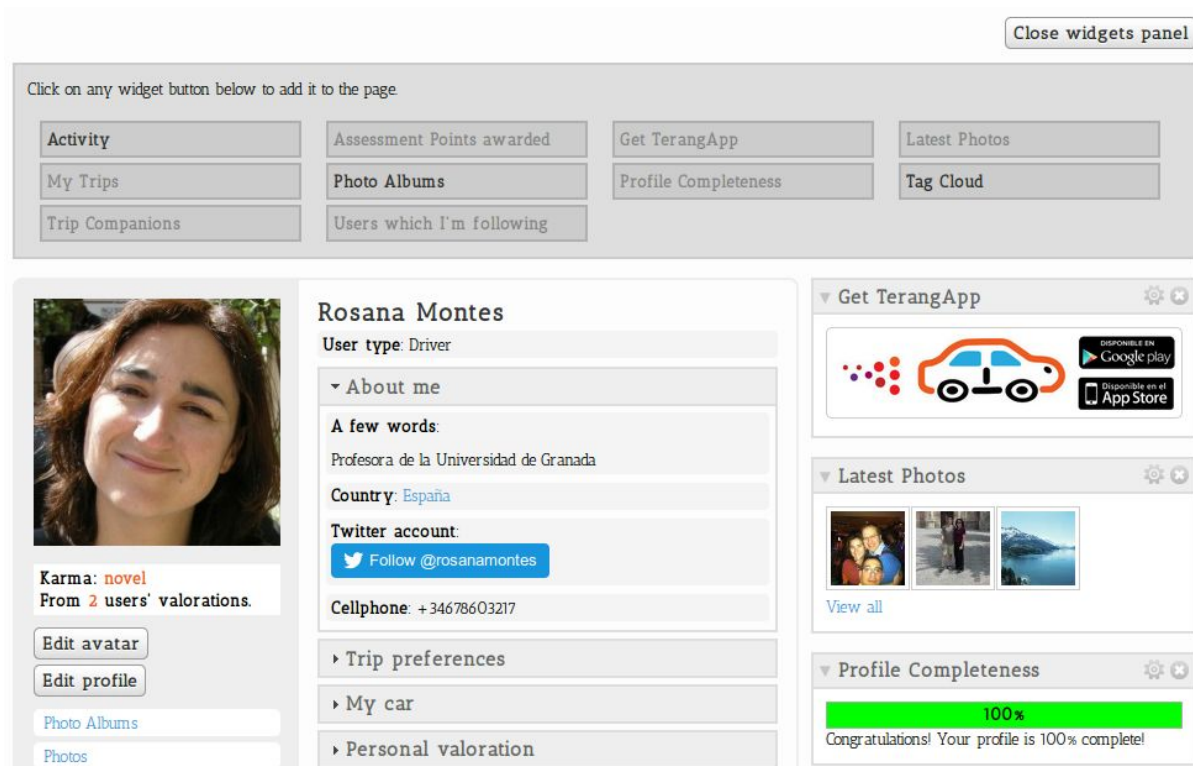


Figure 15: The Add widgets panel will show in grey widgets already added to your profile view and in black widgets that you can add to it.

7. Following other site's users

The friendship approach uses the same model as Twitter: the relation is not reciprocal and it is not required to confirm a friend request. It is really “following” rather than “friendship”. So, the followed users is one of the options you can choose to restrict access to the areas with a customizable access level (a profile item, a photograph):



Figure 16: For each shared item, we decide who can access to this information. One option is my followed users

Since Member's menu, it is possible to access the profile of every platform user. Besides, it is possible finding users by means of the search engine:

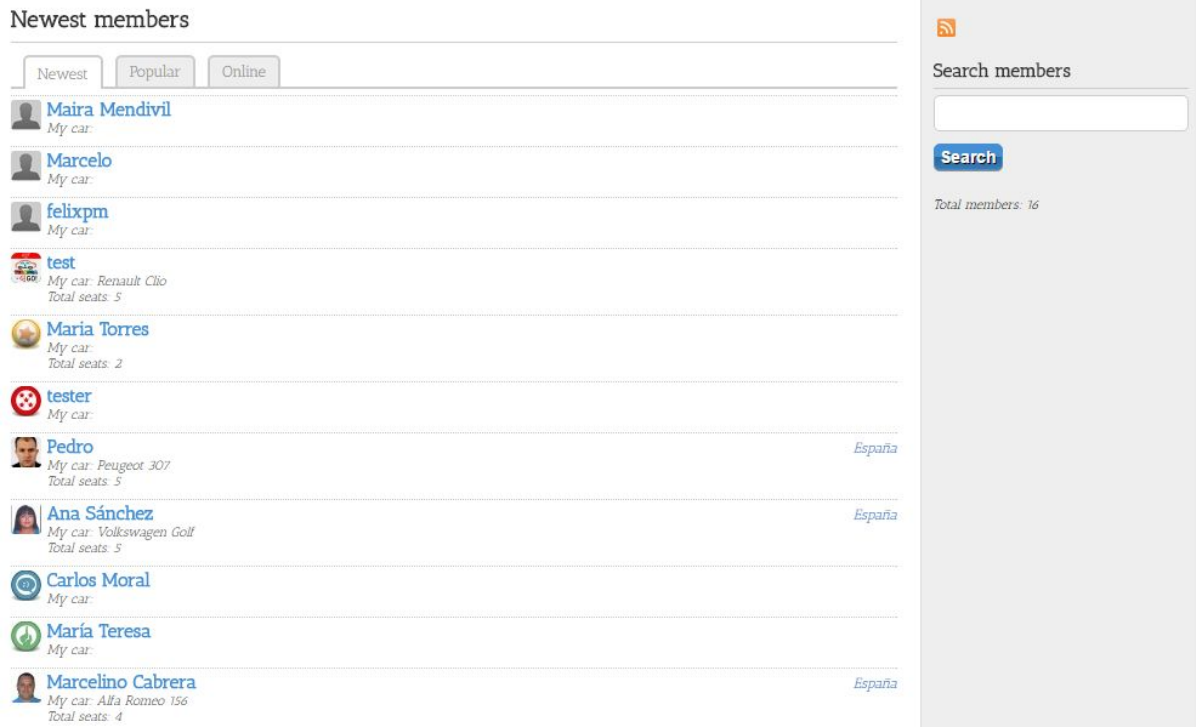


Figure 17: Platform members

The user's followers can be displayed by clicking the icon in the top toolbar as it is described in Figure 3. Moreover, the followers can be displayed in the profile screen by the correspondent widget. For following a user, select the option *Add follower* on the user context-sensitive menu included in the avatar or access to the user profile and clicking the

button. For stopping to follow a user, select the option *Remove follower* on the user context-sensitive menu included in the avatar or access to the user profile and

clicking the button.

8. Communication tools

Internal and private message system is available in Teranga Go!. Any user can send a internal message (like an email) to users by clicking on their avatar or profile link and clicking after on the *Send a message* button. Then, using the built in advanced editor, it is possible to format the message. Moreover, it is possible to insert links, pictures (by an URL, for example), paste text from word, etc.

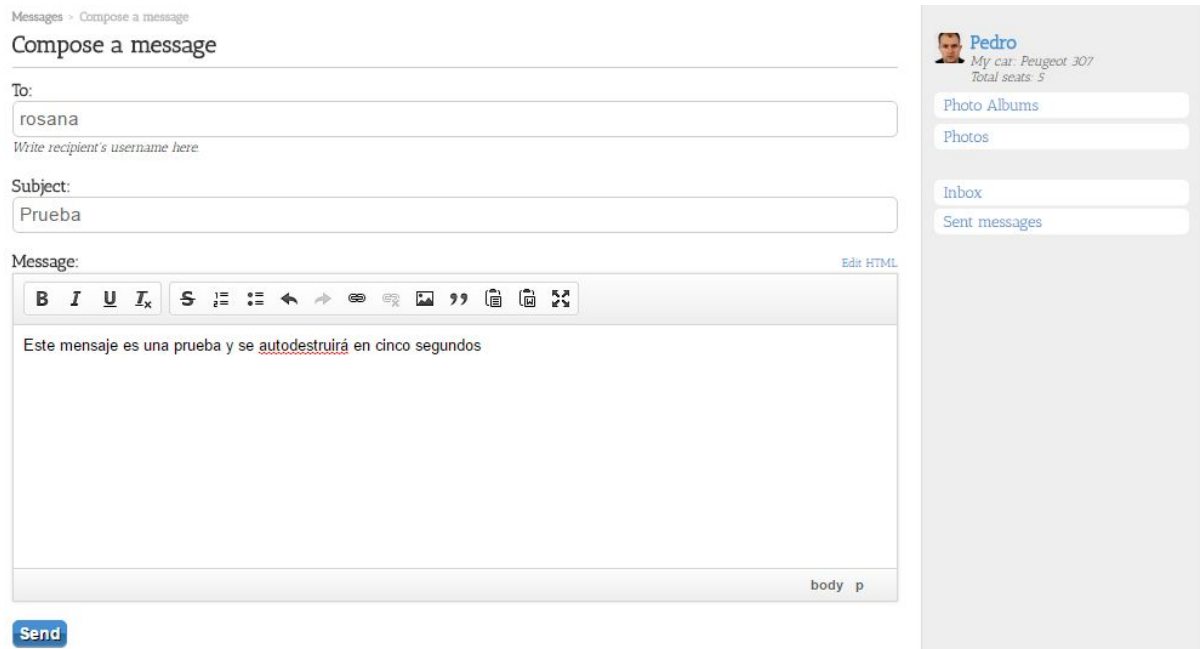


Figure 18: Compose a message like an email.

Each user has their own inbox and sentbox. It is possible to be notified via email of new messages:

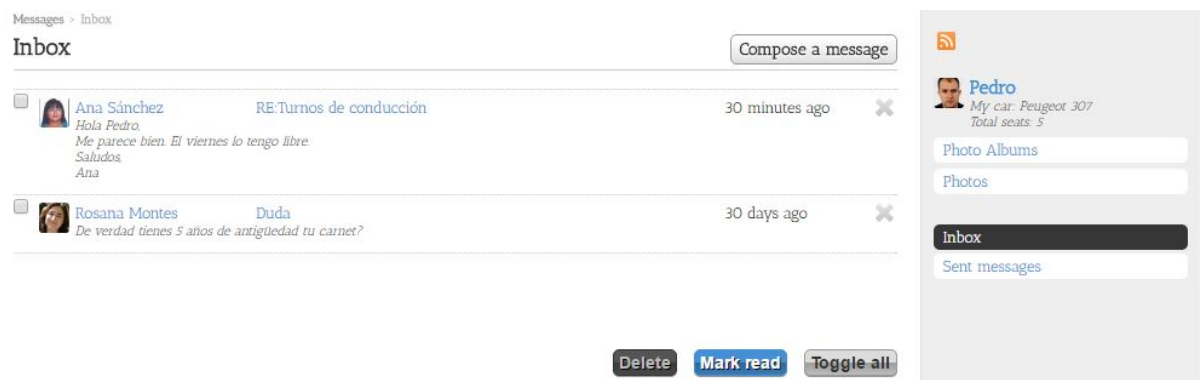


Figure 19: Messages Inbox view.

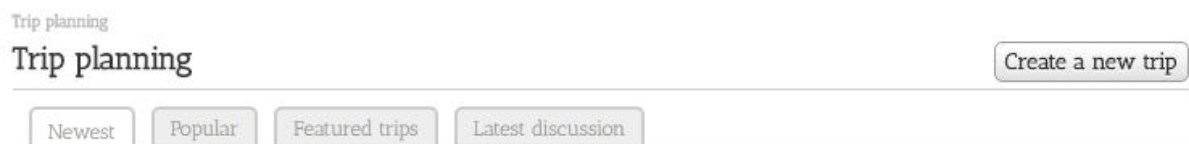
From a registered trip, Discussion topics can be included among the trip followers in the **Trip discussion** section:



Figure 20: Trip discussions are another communication tool.

9. Promote a trip planning

If you prefer to use your own vehicle you can make a trip planning. First of all, select the *Trip planning* option and press the *Create a new trip* button.



A new page appears with the trip form. Fill out.

- *Trip icon*. Select an image for your trip. You can leave this field blank, a default icon will be set.
- *Trip name*. The name by which the journey is identified. Choose a name that allows finding your trip easily.

Trip icon (leave blank to leave unchanged)

Seleccionar archivo Ningún archivo seleccionado

Trip name

- *Starting point*. Name of the city from where the journey starts, full address will be detailed in another field. The map helps us to specify the name.
- *End point*. Name of the city where the journey ends.

Starting point ⓘ

Granada

End point ⓘ

Dakar

- *Free seats*. Number of seats offered, including yourself. You can not exceed the number of seats that indicated in the description of your car.
- *Amount per traveller*. Estimated amount of money to be provided by each traveler to pay the cost of the trip.

Free seats ⓘ

3

Amount per traveller ⓘ

68.73 €

- *Journey*. Select one of three options available depending on whether the trip is one-way, round trip or it can be decided between passengers.

Journey ⓘ

- ☐ One way journey
- ☐ Journey to home / round trip
- ☐ To be set

- *Departure*. Date from when the journey starts.
- *Returning*. Estimated date for the return trip. It must occur after the departure date.
- *Open dates*. Define if departure and returning dates are final or may be changed.

Departure ⓘ

2016-03-24

Return ⓘ

2016-06-01

Open dates ⓘ

- ☐ Yes
- ☐ Much
- ☐ Not much
- ☐ No

- *Security for women*. Driver commitment to ensure the safety of women throughout the journey.

Security for woman ⓘ

☐ Low

☐ Medium

☐ High

- *Shipment allowed.* Specify if this trip has a domestic parcel service, this service is limited by the weight and volume of the package to be transported.
- *Car trunk.* Specify the approximate capacity in litres of the trunk.

Shipment allowed ⓘ

☐ Yes

☒ No

Car Trunk ⓘ

350

- *Package categories.* Determine what type of packages are admitted as luggage on the trip based on the following categories:
 - Big and heavy suitcase.
 - Small suitcase and middleweight.
 - Backpack, small and light.

Package categories ⓘ

backpack (small), small suitcase

☒ backpack (small)

☒ small suitcase (intermediate)

☐ big suitcase (big)

- *Trip membership permissions.* Indicate the type of Teranga users that can join the trip.
- *Accessibility of trip content.* Describes who can see the full details of the trip.

Trip membership permissions

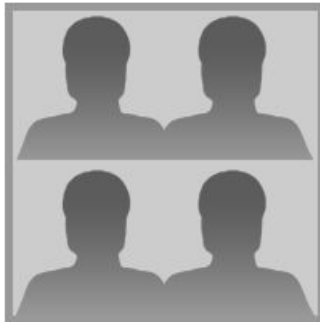
Open - Any user may follow

Accessibility of trip content

Followers Only - Non-members can never access trip content

Once you have defined all the details of our trip we select the **Save** button and a new page will be showed with the description of the trip we have just created. A map describing the route will be showed too. The new trip will be added to our list *My travel*.

Granada - Armilla - Dakar

[Edit trip](#)
[Invite followers](#)


Driver: [Marcelino Cabrera](#)

Trip followers: 3

Seats available: 1

[show](#) | [hide map](#)

Starting point:

Granada

End point:

Dakar

Free seats: 3

Contribution per traveler: 68,73 €

Departure: 2016 - 03 - 24

Return: 2016 - 06 - 01

Shipment allowed: No

Car Trunk: 350

Distance of trip: 3,513 km

Estimated time: 1 day 19 hours



Figure 21: Trip planning summary.

In this summary screen you can edit the characteristics of our trip or invite our followers to join the journey.

When users select our trip, they will appear in the list of *Trip followers*. We can send a message, evaluate or remove from the trip.



Figure 22: Communications and actions' options to other user.

10. Trip planning Searching

The trip browser allows locating trips filtering by three possible fields: Starting point, end point and Return date. For every filtered trip some information is shown: the number of members, followers, pre-book and confirmed. The yellow number over black back is the remaining number of free seats in the trip:

Search

Search your trip

Starting point

End point

Return date

Search!

Results (Granada - Dakar)

<div> 2 </div>	Grabación documental Start and end points: Granada - Dakar Departure date: 06 - 05 - 2016 Return date: 10 - 05 - 2016	Members: 1 Followers: 0 Pre - Book: 0 Confirmed: 1
<div> 0 </div>	Granada - Armilla - Dakar Start and end points: Granada - Dakar Departure date: 24 - 03 - 2016 Return date: 01 - 06 - 2016	Members: 1 Followers: 1 Pre - Book: 0 Confirmed: 3

Figure 23: Trips starting at Granada and ending at Dakar (with open dates).

11. Trip user' status: Join trip, Pre-order, Confirm pre-order and Cancel order.

If you are interested in one of the trips that are offered in Teranga Go !, select the trip from the list. When the travel description appears, press the button **Join trip**. This action informs the promoter trip that we are interested in making the trip. Now we can participate in discussions related to the trip and ask for more details.



If you no longer are interested in this trip, press the **Leave trip** button.

If you want to book a seat on the trip, press the **Confirm Pre-Order** button. Now we have to wait for promoter confirmation that we have been accepted on the trip.



If the promoter has not yet confirmed our booking we could press the **Cancel Pre-Order** button. In this case, we continue accessing to discussions but the booked seat will be freed.

Once the promoter has confirmed our pre-booking, we are notified by internal mail of our new state. Now, your *status* will show that the order is confirmed and that you have accepted the travel conditions. Having this *status* you are able to assess other passengers that had shared with you a trip experience.

Granada - Armilla - Dakar

Cancel Pre-Order

Confirm Order



Starting point:

Granada

End point:

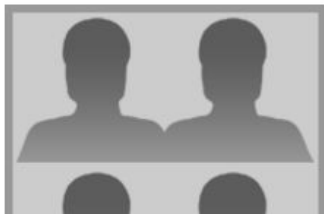
Dakar

Free seats: 3

If you decide to cancel your booking, press the Cancel Order button. Your decision will be notified to the promoter. Your seat could be freed or could be still reserved depending on promoter decision.

Granada - Armilla - Dakar

Cancel Order



Starting point:

Granada

End point:

Dakar

Free seats: 3

12. Trip discussion

You have just created your trip, but how can you communicate with your trip participants? Teranga Go! can create discussions that let you inform or negotiate trip conditions.

You can create as many forums as needed, but we recommend that you fill out at least these three discussion topics:

- *Pickup points.* Detailed address of pickup points. Other pickup point could be required but the promoter must confirm them.
- *Rest-stops.* You must describe full details about the stop, including the address, user ratings and break time.
- *Shipment.* If you allows the transport of packages you must give a full description of accepted or rejected packages, prohibited contents, customs, etc. People who send packages can ask for questions or request changes in conditions, which must always be approved by the promoter.

You can create or access these discussions on the **Trip discussion** section, on the right side of the description of the trip.

Granada - Armilla - Dakar

Edit trip

Invite followers



Starting point:

Granada

End point:

Dakar

Free seats: 3



 Granada - Armilla - Dakar

[Trip discussion](#)

Search in this group

Also, in the section beneath the map of your trip page, you can get access to create new discussions or select previous discussions.



Trip discussion

View all

No discussion

[Add a topic](#)

Trip companions' comments

There is no evaluation content

When you press the link **Add a topic**, a form with the following information will be shown:

- **Title.** It should provide clear information on the discussion topic. For example, Pickup points.
- **Topic message.** Detailed description of the topic under discussion.
- **Tags.** A set of keywords separated by comma will improve the search results of our trip.
- **Topic status.** The selector let you choose between open and closed status. The *Open* status implies that the forum is in use and people can post. The *Closed* status forbids any further comment, making previous information read-only.
- **Access.** The selector let you choose between private or the trip scope. The *Private* option allows only the promoter to access this particular discussion. The *Trip name* option give access to any member of the trip as a group can read and comment on this topic.

Add a topic

Title

Puntos de recogida

Topic message

[Edit HTML](#)



Los puntos de recogida de pasajeros son:

- Camino de Ronda 116. Granada. 9:00 am. 24/03/2016
- Calle Barcelona 13. Armilla, Granada. 10:00 am. 24/03/2016

body ul li

Tags

Topic status

Open ▼

Access

group: Granada-Armilla-Dakar ▼

Note: Due to site policy, this content will be accessible only by trip members. If you select private, no one but you will see it.

Save

Figure 24: If we make clear statements about our commitments here, we will improve our grade and *karma* in the future.

After saving the topic message, a new page is shown with your message and a place where other trip companions can answer it.

Puntos de recogida



Puntos de recogida

Started by Marcelino Cabrera just now

Limited

Edit



Los puntos de recogida de pasajeros son:

- Camino de Ronda 116. Granada. 9:00 am. 24/03/2016
- Calle Barcelona 13. Armilla, Granada. 10:00 am. 24/03/2016

Reply to this

[Edit HTML](#)

B **I** **U** **I_x** **S** **≡** **≡** **”**

Reply

Figure 25: Trip companions can reply and set any term with the trip promoter.

13. Trip confirmation management

On the **Manage order request** section, on the right side of the description of the trip, you can manage Teranga Go! user requests interested in our trip. The number of pending request will be shown in brackets.

Granada-Touba-Dakar

Edit trip

Invite friends



Starting point:

Granada

End point:

Dakar



Granada-Touba-Dakar

Trip discussion

Manage order requests (1)

Pressing this option, a list of users who have made requests appears and we may accept or delete them.

Manage order requests



Marcelo

Accept


Delete

If you accept the request, the user can make a pre-order or cancel the trip as described in section 11. If the user makes the pre-order you will receive a message on your internal mailbox with the user nick and you must accept or cancel this pre-order in the **Orders Management** option.

Trip planning > Granada-Touba-Dakar

Granada-Touba-Dakar

Edit trip Invite friends Orders Management



Starting point:
Granada

End point:
Dakar

In this list, we can definitely confirm the user reservation or cancel a reservation we have previously confirmed.

Trip planning > Granada-Touba-Dakar > Orders Management

Orders Management



Marcelo

Religious talks disturbs me: (empty profile field)
Religious: (empty profile field)
Smoke disturbs me: (empty profile field)
Smoker: (empty profile field)

Accept him/her


Back

By confirming the pre-order, a message will be sent to the passenger with a trip summary. These data are only informative, the final details are handled in the trip discussion.

Messages > Inbox > ORDER FOR TRIP Granada-Motril-Dakar

ORDER FOR TRIP Granada-Motril-Dakar

Reply

 Rosana Montes

ORDER FOR TRIP Granada-Motril-Dakar

11 minutes ago

X

Lisa Niemi as trip promoter has accepted your pre-order for the trip [Granada-Motril-Dakar](#). By default the type of journey is Ida y vuelta and you agree to pay the amount of or another amount dealed before departure. Now you will travel together attending the trip agreements established on this platform.

Greetings,
The Teranga Gol team

At any time we can see the number of places available for our trip in its description.

Driver:

Trip followers: 2
Seats available: 3

[show](#) | [hide map](#)

14. Trip companion assessments

In Confirmed state, participants of a trip are able to assess any of the other confirmed passengers and driver after the trip. This is an innovative tool that the site enables as a service. In the region **My status** that appears at the right column, the platform shows me who I have assessed and who is pending of evaluation.

The screenshot displays the Teranga trip planning interface. At the top, it shows the trip name 'Teranga' and buttons for 'Edit trip', 'Invite followers', and 'Cancel Order'. Below this, a list of trip details is provided: Starting point (Granada), End point (Dakar), Free seats (5), Amount per traveller (41.24 €), Journey (Journey to home / round trip), Departure (2016-05-31), Return (2016-06-27), Open dates (Much), Security for woman (Medium), Shipment allowed (Yes), Car Trunk (280 litros), Distance of trip (3513 km), and Estimated time (1 día y 19 horas). On the left, a driver profile for Lisa Niemi is shown with trip followers (4) and seats available (2). Below the trip details, there are sections for 'Trip discussion' and 'Trip companions' comments'. The 'My status' section on the right indicates that the user has confirmed their reservation and assessed their trip companion Maria Teresa, with a pending assessment for Lisa Niemi.

Figure 27: This example shows the module of public comments (*Trip companion's comments*) and the zone where you get the information about your assessments (*My status*).

In the previous figure we show an example. Some users that traveled from Granada (Spain) to Dakar (Senegal) express their opinion about the others companions. In this case I've made an assessment of María Teresa and Lisa (both traveled with me). To get access to the evaluation form you just have to click at each avatar and select **Evaluate user**.

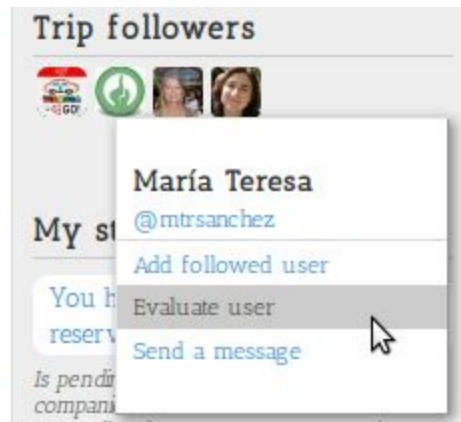


Figure 28: The contextual menu over each user get me the right to assess this person.

Assessments have two parts: a private-mandatory set of questions and a public-optional set. The private part include four questions that can be answered by selecting one value from a set of linguistic terms. People usually check only one alternative term when their answers are plain and clear, however there are cases where things are not so clear for us and we hesitate between more than one option (in this case a linguistic term). To support Decision Making under Hesitation the platform offers an evaluation form that allows people to express ambiguity in their answers by selecting more than one term (regarding that the answers implies consecutive terms always). The more terms selected in my answer the greater is my indetermination. On the other hand, the less marks in my answer the greater is my certainty of what I'm expressing. In this manner, the system is modelling decision making under hesitation which scientifically is known and managed with the *Hesitant Fuzzy Linguistic Term Sets (HFLTS)*. The case of expressing the most indecision would be when the user marks all the checkboxes, as this is in fact the opposite of giving a concrete answer, and would mean to give no answer at all.

Personal valoration of:
 María Teresa - Teranga

Safety driving
☐ Horrible ☐ Very bad ☐ Bad ☒ Normal ☒ Good ☐ Very good ☐ Excellent
General opinion about the driving style (you could choose more than one answer regarding their are consecutive).

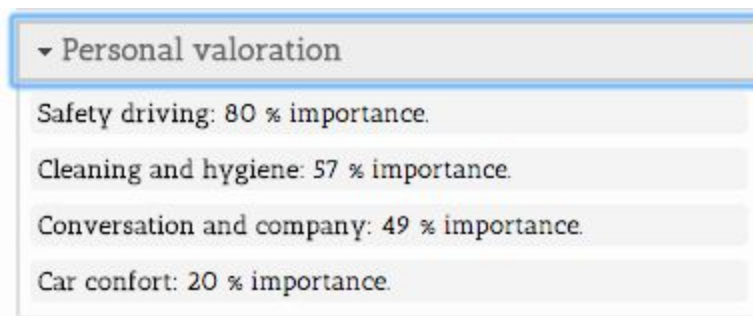
Cleaning and hygiene
☐ Horrible ☐ Very bad ☒ Bad ☒ Normal ☒ Good ☐ Very good ☐ Excellent
General opinion about the person (you could choose more than one answer regarding their are consecutive).

Conversation and company
☐ Horrible ☐ Very bad ☒ Bad ☐ Normal ☐ Good ☐ Very good ☐ Excellent
General opinion about the person (you could choose more than one answer regarding their are consecutive).

Car confort
☐ Horrible ☐ Very bad ☐ Bad ☐ Normal ☐ Good ☒ Very good ☐ Excellent
General opinion about the car (you could choose more than one answer regarding their are consecutive).

Figure 29: The user can make accurate assessments or express doubt by marking more than one value in response.

This information (with its inaccuracy) is used internally to calculate the *karma* of the person being evaluated that will be shown in his/her profile. The computational linguistic model not only uses the answers but also the preferences of the evaluator. This means that if a particular subject is less important than other questions for the evaluator the answers will also reflect it.



▼ Personal valuation

Safety driving: 80 % importance.

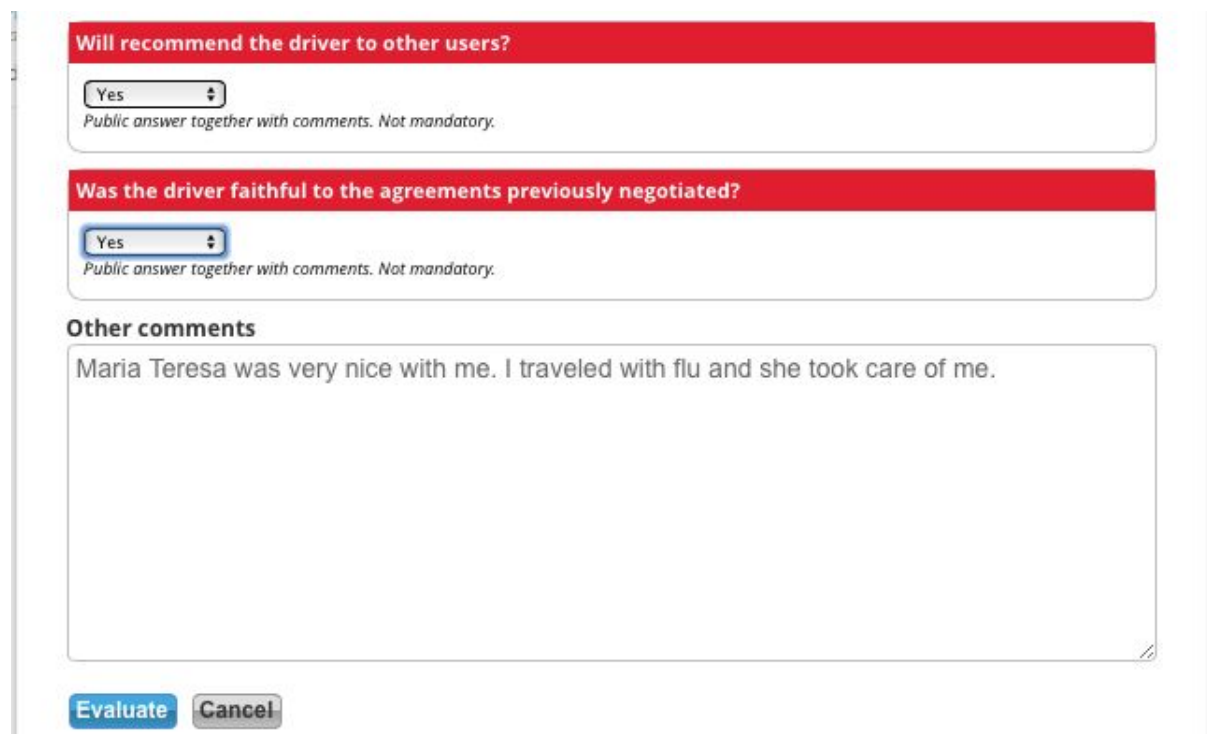
Cleaning and hygiene: 57 % importance.

Conversation and company: 49 % importance.

Car confort: 20 % importance.

Figure 30: The Decision Making model uses your profile record regarding your personal valuation preferences.

The second part of the evaluation form consist in filling three optional questions that would be treated as public for the Trip Planning members. This is a nice complement to better express the opinion about the person being evaluated. The *Other comments* (a free area text) is going to be very useful to other participants in future trips.



Will recommend the driver to other users?

Yes

Public answer together with comments. Not mandatory.

Was the driver faithful to the agreements previously negotiated?

Yes

Public answer together with comments. Not mandatory.

Other comments

Maria Teresa was very nice with me. I traveled with flu and she took care of me.

Evaluate **Cancel**


Figure 31: Share your opinion with other participants.

Assessments will go through a phase of moderation to prevent malicious comments to be displayed. If the assessment is approved, an internal gratification is granted to the evaluator to improve his/her own *karma*. After conducting the assessment, the status of the evaluated user changes and public comments are shared with other trip participants.

Trip planning > Teranga

Teranga

Edit trip
Invite followed users
Cancel Order



Driver: Lisa Niemi
Trip followers: 5
Seats available: 3
[show](#) | [hide map](#)

Starting point:
Granada

End point:
Dakar

Free seats: 5

Contribution per traveller: 41.24 €

Journey: Journey to home / round trip

Departure: 2016-05-31

Return: 2016-06-27

Open dates: Much

Security for woman: Medium


Shipment allowed: Yes

Car Trunk: 280 litros

Distance of trip: 3.514 km


Estimated time: 1 día y 19 horas

Trip discussion
View all


Departure stop points
Started by Rosana Montes 24 days ago
To be decided...
[Add a topic](#)


Trip companions' comments

Driver: María Teresa
Evaluated by Rosana Montes just now
Would recommend?: Yes. Faithfull?: Yes.
Comments: María Teresa was very nice with me. I traveled with flu and she took care of me.


Teranga
Trip discussion

Search in this group

Go

Trip followers

[View all followers](#)

My status
You have confirmed your reservation for this trip (41.24 €)
You have assessed your trip companion María Teresa
You have assessed your trip companion Lisa Niemi

Figure 32: Only the last three questions are shared with the trip participants.