

## INTERVIEW FOLLOW UP

### YVR Review and Questionnaire

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The current iteration of the YVR is functional if not enjoyable to use. The initial steps that I got to take when first using the app made sense and felt right in terms of feedback and response to actions taken. However past the initial screens the experience becomes disjointed with unexpected behaviour resulting in frustration.

# INTERVIEW FOLLOW UP

## YVR Review: The Good

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Visual style works and doesn't need any refinement at the moment. Fits YVR colours and style is fine if not a little outside of material design standards. Menu is visually appealing while being navigatable.

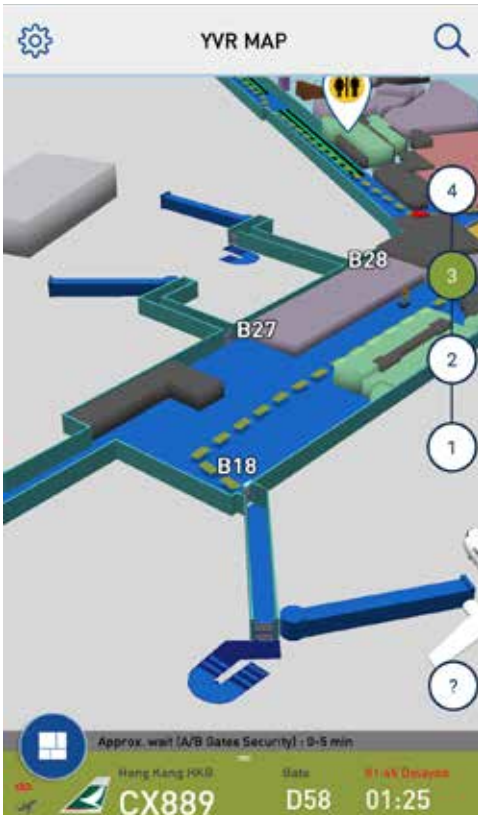


# INTERVIEW FOLLOW UP

## YVR Review: The Good

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3D showing directions and a visual path to a selected destination is great for user engagement, and keeps user on track for travel. Overall the 3D map is a selling point that needs no current changes.



# INTERVIEW FOLLOW UP

## YVR Review: The Unexpected

Itinerary display needs more controls within. The current itinerary display feels like a disjointed list of items that have no particular need to be in the same list. Which item is shown? How do I select where I am going now? These are questions that I asked when using this application. I would like to see the itinerary used like a roadmap or task list, where locations are set then allowed to be traveled between.



Current

Idea



# INTERVIEW FOLLOW UP

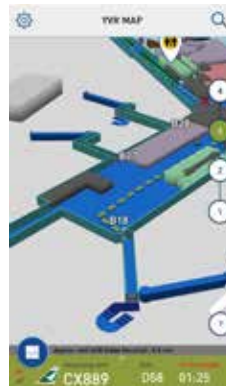
## YVR Review: The Unexpected

Back button on Android systems (what I tested with) does not go “back” a step in memory as often as wanted. Opening the itinerary, moving between certain menu areas, switches between menu and map, all are actions that a user should be allowed to go “back” a step from. A misclick can happen, or quick changes of mind can occur, which in many of these cases the back button on Android systems causes the application to close.

**Should be able to hit the back button from here –**



**back to here.**



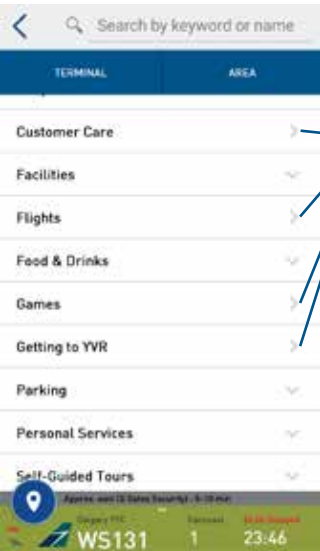
Note that there are more cases than just this one. For example in the search menus the back button works often as intended, but once switched from the menus to the 3D map it no longer does.

# INTERVIEW FOLLOW UP

## YVR Review: The Unexpected

The menu list has different arrows for actions that have a dropdown and actions that take you to a new screen. A more visually distinctive method can be used to keep the same list. An endpoint in the navigation can be shown as a distinctive icon.

Or these different areas may or may not have a case to be moved into two access workflows. One for dropdown menus and items and another for services as an example.



Seperate into  
different lists  
or use visual  
distinctions  
Go towards this



# INTERVIEW FOLLOW UP

## YVR Review: The Unexpected

Other odd small inconsistencies



Itinerary addition icon iis odd as a heart. I would have expected a checklist or plus button to add to my Itinerary, a heart seems more like a Favourites feature.

These show map buttons lead to different places despite looking the same. The location inside YVR (Hanami Express, left image) will go to the 3D map. The parking lot show map will go to Google Maps which should use a different icon in this case.



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## YVR Review: The Unexpected

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There are more inconsistencies and oddities that I found. For the time period now though I will present these to you as a measure of my ability.

**Patrik Lau**  
6048806606  
getpatlau@gmail.com