

Opposition Report - MySQL App by Group 5

Ni Chen, Vitali Reif, Ali El Tom, Razvan Ursachi
Group 6

General information

Group 5 developed a mobile application that is aiming to help holders of SL public transport cards to sell their cards to those who need such used SL cards. The application is implemented as native Android app with a very simple and clear functionality: users can see the offerings and add their own offers.

Critical notes

We have a few notes on the interface that are mostly related to user experience but we have not found anything really "critical" in the app.

Web Prototype & Android choice and testing

- The web prototype is shown on the desktop screen and not on a mobile screen. It is not clear how it looks on a mobile. How was it tested on test users?
- The choice of platform (Android) is not explained. A web app perhaps could be a more appropriate solution: there is no obvious reason why it should mostly be used with the mobile device.

First screen and UI suggestions

- The first screen with two buttons looks empty and not "inviting". Citing a suggestion from the class during the presentation we would also suggest to show a map with offerings (or simply show the offers as a list) on the first screen, with a

visible button "Add" and another button "Search". The same can be said about the Search screen: there is no need to have an additional step "Overview". The result can be shown in the first screen, with the "Specify Search" button.

Settings

- In the Settings, the current setting for "Display phone number" is not indicated.
- The Save button in the Settings screen could be omitted, with the settings saved when the user taps the back arrow button.
- Settings - Date: Since the app is specifically for SL cards, the majority of the users of the app will be residing in Sweden (very few tourists). Therefore, the Swedish date format could simply be used. Changing the format in the settings is not necessary.
- Settings - Phone Numbers: Other apps for selling used products, such as Blocket have the option for showing or hiding phone number in each offer add page. Did you consider that option instead?
- Settings: Settings has very few things to change (Date Format and Phone Show/hide) which feels Settings might be unnecessary. If you set the date in according to the Swedish standard and add the "Phone number show/hide" option on the "Add offer page", then you the Settings are not needed any more.

SL card offers

- Integrating Maps through Google Maps api is very wise and nice.
- Search results or Overview: the current date representation takes too much space and could be shortened as, for example, "21.11.16 - 12.12.16" (again we suggest using the common format in Sweden). Consider omitting the year from the date if both dates are within the current year.
- It is not clear whether the search results can be sorted by those columns, for example by category or price; this option could be useful.
- In the Specify search screen, the current date could be set by the default as the start date.

Log in/out

- The button "Log out with Facebook" looks confusing on the Login screen: is it a mistype? The Logout option is also located on the side menu.
- The meaning and the origin (how it was called) of the splashscreen "Logged in as" is unclear.

Other suggestions

- Reminder about expiring validity of the SL card in an offer.
- Based on our own experience and understanding, most people who buy 30-day or 1 year SL cards keep the receipts: if they lose the card they can go to SL and show the receipt, and the old card will be then canceled a new card will be issued. A possible fraud can occur if the original owner of the card claims that the card was lost and shows the receipt. A suggestion for preventing potential fraud: integrate an option for allowing sellers to add a picture of the receipt or indicate in a checkbox that the receipt is available. Such sellers in the mySL app could have a star or sign telling potential buyers that these sellers/cards are "trusted" or so. In such case when the seller sells the SL card he should give the receipt to the buyer. This is important even if mySL is not actually "in the transaction" between the buyer and seller, since it could prevent misuse and thereby adds trust to the app.