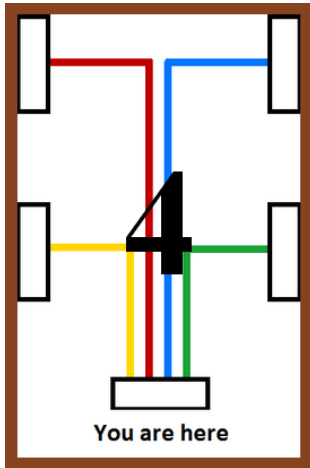


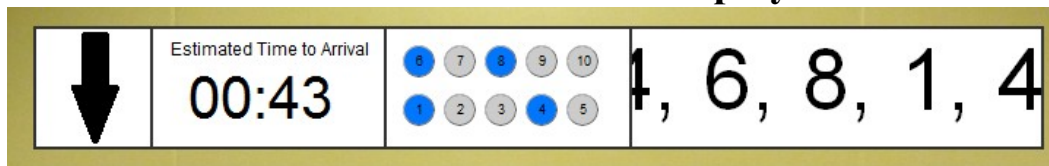
Heuristic Evaluation of NLC Elevator

The Selection Panel



- Minor Color Blindness Issue: Using both green and red might lead to issues for color blind users. If no floors have been selected users can see which path appears on the screen when the button is pressed. However, if multiple floors have already been selected, the user may be unable to tell if the button they just pressed is for the green or red elevator.
- Minor State Visibility Issue: The button corresponding to the floor the user is currently on should be dimmed, or not present at all.
- Minor Error Recovery Issue: There is no way to un-select a floor on the selection panel.
- Minor Internal Consistency Issue: The display uses the same symbol to represent both the elevators and the panel's location.
- Cosmetic Graphic Design Issue: Elevator icons are not balanced with the background whitespace.
- Cosmetic Aesthetics Issue: The floor number on selection panel display obscures colored paths.

The Above-Elevator Display



- Major System Visibility Issue: The elevators are color coded, but there is no constantly visible indicator of which elevator corresponds to which color.
- Major State Visibility Issue: There's no indication to the user that they will need to wait for a second elevator. For example, if the user is on floor 3, and floors 1, 2, 4, and 5 have been assigned to the same elevator.
- Minor Aesthetics Issue: For the lit buttons above the elevator, the black text can be difficult to read on some of the colors, especially blue.
- Minor External Consistency Issue: Showing a single large arrow above each elevator, instead of two arrows like usual, does not communicate to users that the elevators can go in both directions.
- Good State Visibility: Floor numbers being displayed in a very large size on the right compensates for the small light-up floor numbers. The light-up numbers can only be seen close up, but the large numbers could be viewed from across the room.
- Good Scalability: Scrolling lets the display show many numbers in a limited space.
- Good State Visibility: Users are shown exactly how long they will have to wait for the elevator.



The In-Elevator Display

- **Major State Visibility Issue:** Putting the display inside the elevator on the panel next to the door means that users in a packed elevator may not be able to see when they arrive at their floor.
- **Minor Internal Consistency Issue:** Using yellow on the panel in the interior of the elevator may lead users to believe they mistakenly entered the yellow elevator.

Additional notes: The prototype seems to be buggy on floor 10; From there, I was able to get to floor NaN.