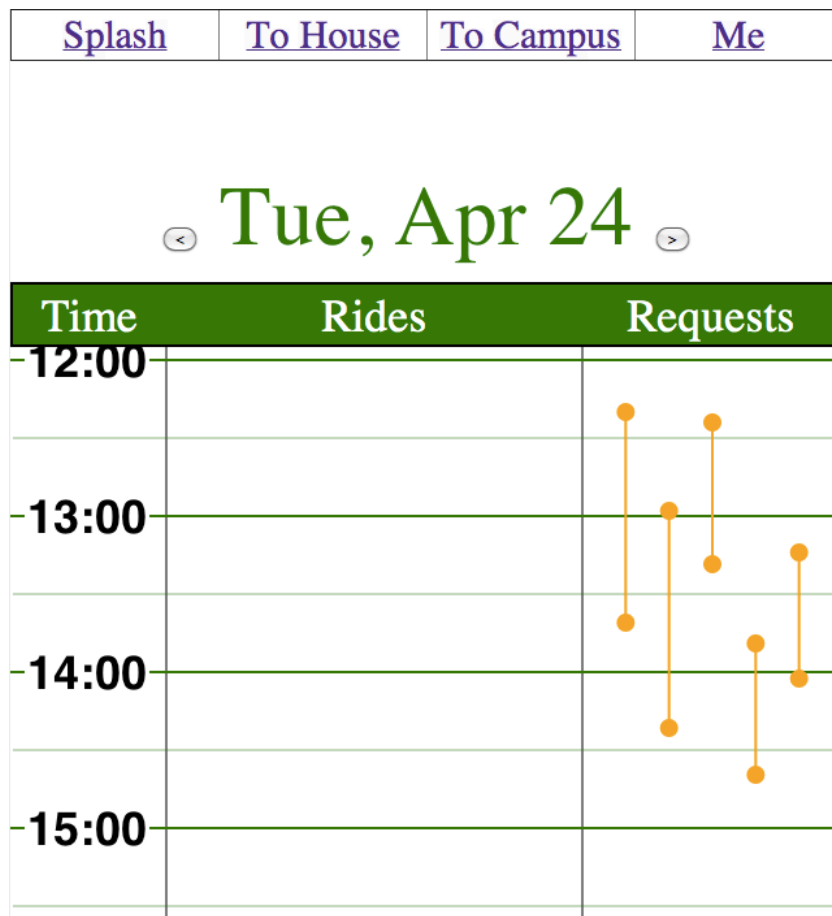


Heuristic Evaluation of Next Ride

Good Feature 1: Temporal display makes for easy temporal analysis

Heuristic: Visibility

Users with cars who have some flexibility regarding what time they leave can have an easy time setting the car time to accommodate as many people as possible. They merely need to click on a part of the graph that has the most overlapping vertical lines in the right column, and they will be as accommodating to their friends as possible. See screenshot below:



Good Feature 2: Consistency with real world in “Planner” type view.

Heuristic: Affordances

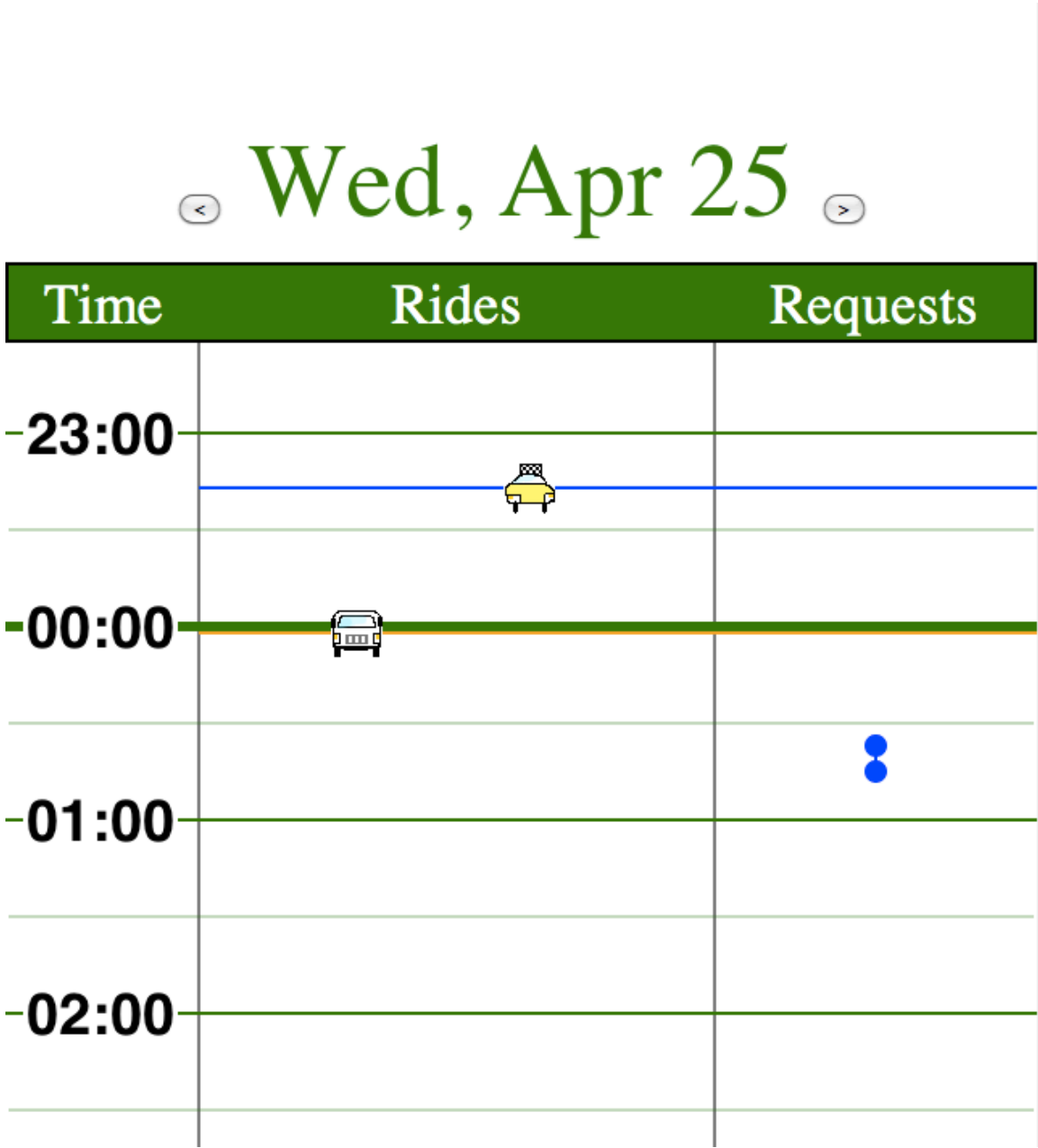
The “To House” and “To Campus” pages have a nice layout that looks a lot like a daily planner someone would use in the real world. There are clear “Time, Rides, and “Requests” columns, with times labeled on the left with strong lines for the hour, and weaker lines marking the half hours. People using the app for the first time will immediately know they’re looking at a schedule. See screenshot below:

Splash	To House	To Campus	Me
<div><div><</div><div>Tue, Apr 24</div><div>></div></div>			
Time	Rides	Requests	
09:00			
10:00			
11:00			

Good Feature 3: Icons indicating Taxi, Car, or Van

Heuristic: Visibility of System Status

When looking at the schedule view, rides that are already displayed have icons showing whether they are a car, van, or taxi. See screenshot below:



Problem 1: Military time vs. standard time

Heuristic: Consistency & standards




Severity: Minor

On either the “To House” or “To Campus” pages, the time column shows time using a format that differs from that of the home page.

In the following page, times are displayed using in a 24 hour format (circle added for emphasis):

Splash	To House	To Campus	Me
<div>< Tue, Apr 24 ></div>			
Time	Rides	Requests	
14:00		<div></div>	
15:00	<div></div>	<div></div>	
16:00		<div></div>	
17:00		<div></div>	

but on the home page, a 12 hour am/pm system is used. See screenshot below. Box added for emphasis.

Splash	To House	To Campus	Me
<hr/>			
My Next Ride			
To House		2:28pm	
To Campus		3:51pm	
<hr/>			
To House			
<hr/>			
		1:16pm	
		2:00pm	
		1:10pm	
<hr/>			
To Campus			
<hr/>			

Problem 2: Unable to see who is requesting a ride

Heuristic: Visibility of System Status

Severity: Major

It seems that a driver is unable to see who is requesting a ride. If this is the case, a driver hoping to accommodate the requests for rides from his peers will be unable to contact those people prior to leaving. As a result, a car may leave without fulfilling the requests of others using the service.

Problem 3: Clicking on rides takes user to a different location than expected

Heuristic: Affordances

Severity: Minor

On the “Me” page, I can see a list of rides I have either reserved, or offered. There is a small arrow to the right of each listing, which in other applications suggests that it is clickable to see more information about the object. Upon clicking the object, however, I ended up at the “Splash” page which was not what I was expecting. See screenshot below. Arrows added for emphasis.

Splash	To House	To Campus	Me
------------------------	--------------------------	---------------------------	--------------------


Name:

Phone:

Save


Offers

▼

2:28pm to House  >

Reservations

▼

3:51pm to Campus  >

Requests

▼



3:58pm - 1:40pm to Campus >

Problem 4: Misalignment of Features

Heuristic: Readability

Severity: Cosmetic

Certain features are not aligned as well as would normally be expected in list formats. See the following screenshots. The rides displayed in the lists have bounding boxes that do not align vertically. Lines added for emphasis:

Splash	To House	To Campus	Me
<p>Name: <input type="text"/></p> <p>Phone: <input type="text"/></p> <p><input type="button" value="Save"/></p>			
<h3>Offers</h3> <div>2:28pm to House  ></div>			
<h3>Reservations</h3> <div>3:51pm to Campus  ></div>			
<h3>Requests</h3> <div>3:58pm - 1:40pm to Campus ></div>			

Problem 5: Newly created rides aren't displayed

Heuristic: Visibility of System Status

Severity: Major

Creating a ride is done by clicking on the “rides” area of the temporal graph. While the mouse button is pressed, a car shows up with a horizontal line to show that a ride is being created for that time. However, upon completing creation of the ride, it no longer shows up. This caused me to accidentally double or triple book rides I was attempting to create.

Problem 6: Unbounded scrolling on time graphs

Heuristic: User Control & Freedom

Severity: Minor

Users can scroll by clicking and dragging on the column showing times in the car time graph. However, this is unbounded (i.e the user can scroll past midnight and therefore technically into the next day). Due to the fact that buttons at the top of the page allow the user to select the date they wish to edit, this does not seem like ideal behavior. The picture below shows the state of the screen when the user has scrolled to the midnight mark:

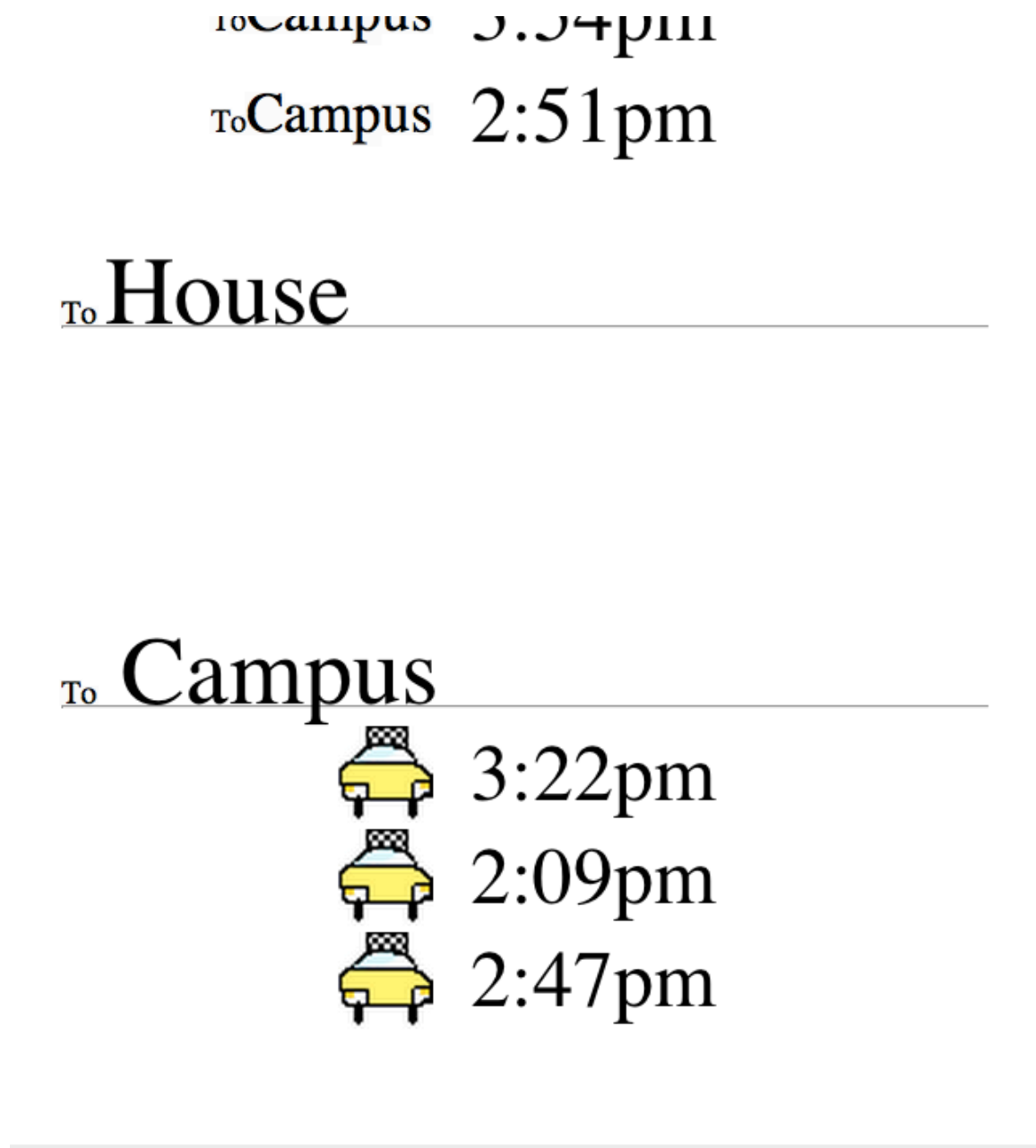
-23:00		
-00:00		
-01:00		
-02:00		
-03:00		

Problem 7: Rides not sorted correctly by time

Heuristic: Consistency and Standards

Severity: Minor

When rides are listed one after the other, they can appear in an order that is unsorted by time. Other applications and real world signs often sort things by time, and this would be the behavior most users would expect from Next Ride. Below a screenshot is shown in which ride times are listed in an order unsorted by time.



Problem 8: Incorrect formatting of time field

Heuristic: Consistency and Standards

Severity: Cosmetic

When clicking a time that is exactly on the hour, the minutes are displayed as “:0” instead of “:00”. See screenshot below.

Offer

for to House

Tue, Apr 24

At: :

leave notes here

Problem 9: Time ranges display improperly if segment is drawn from bottom to top.

Heuristic: Consistency & Standards

Severity: Major


If I create a request on the “to Campus” or “to House” pages by drawing a line segment from the bottom to the top, the corresponding request has a backwards time range on the “Me” page. The back end likely reads the time from the first user click and then the time from the second user click, without regards to which time comes first. This may cause confusion about when the range actually runs. If I saw “12:30 am – 11:00 pm” I would think it’s a nearly 24 hour request! The result is shown in the screenshot below under the “Requests” section:

Name:


Phone:

Save

Offers ▼

12:09am to House  >

Reservations ▼

12:09am to Campus  >

Requests ▼

12:38am - 10:14pm to House >

12:26am - 11:30pm to House >

11:25pm - 10:53pm to House >

Problem 10: Inconsistency in number of seats in a car

Heuristic: Consistency & Standards

Severity: Minor

When clicking on one of the cars, I see that there are 4 seats available. The resulting, drop down, however, ranges from 1 to 5 seats. I assume this is a mistake and the drop down should only count up to the number of seats currently available in the car. A screenshot is included below of this issue:

Reserve

✓ 1

2

3

4

5

seat(s) of 4 in Sandra's Car to House

Tue, Apr 24 at 2:00 pm
(773)-456-6123

leave notes here

Problem 11: What is my Next Ride?

Heuristic: Affordances

Severity: Minor

I think I understand what “My Next Ride” is supposed to be; it should show me what car I need to catch next. However it shows me two rides in the screenshot below, both to the same destination and 30 minutes apart. Shouldn’t “my next ride” just be the next ride? Or is it multiple rides?

Splash	To House	To Campus	Me
------------------------	--------------------------	---------------------------	--------------------

My Next Ride

ToHouse 11:09pm

ToHouse 10:29pm

To House



11:33pm



11:08pm



11:14pm


To Campus

Problem 12: Requests do not roll over to next day

Heuristic: Error Prevention

Severity: Minor

If I make a request from 11:00 pm on Thursday and draw the line to 1:00am Friday, and then look on the Friday page at that time, I do not see that line. I should be able to do this task without having to create two different tasks, one for each day. A user might think that they've indicated they want a ride, but a user making a ride might not notice their request if they didn't make separate ones for each page. I show two screen shots below, one with a request on the Thursday April 26th page and one without requests on the Friday April 27th page.

Splash	To House	To Campus	Me
⏪ Thu, Apr 26 ⏩			
Time	Rides	Requests	
23:00			
00:00			
01:00			
02:00			

Splash	To House	To Campus	Me
------------------------	--------------------------	---------------------------	--------------------

< **Fri, Apr 27** >

Time	Rides	Requests
00:00		
01:00		
02:00		