

# Evaluation Report 2

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## *HEURISTIC EVALUATION*

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*Team iPATTS*

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### **TEAM 5 DETAILS: -**

<b>S. No.</b>	<b>Name</b>	<b>Role</b>
1.	Gabriel Revells	Technical Lead
2.	Bradley Turner	Client Lead
3.	Justain Cain	Team Member
4.	Duncan Fox	Team Member
5.	Nick Lindsley	Team Member
6.	Nick Thomas	Team Member
7.	Ameya Deshpande	Consultant
8.	Abhishek Umachigi	Consultant
9.	Ali Jalooli	Consultant

### **DESCRIPTION OF UNDERGRAD DESIGN: -**

Team iPATTS is designing an app for smart phone application. This app can be used track travel details of an individual based on travel information provided by that individual. For this particular app server is web interface and database to keep track of the location. This app has been primarily designed for MTU students (Dr. Kulin Zhang students to test is first).

Students using this app will feed their starting point or location and destination point. This travel includes driving, walking or cycling. This can be done in two ways. First GPS in mobile devices will automatically provide the source and destination of travel. Else students can feed their travel information manually. This app requires an account to utilize its services. Students can login through their MTU email id only and their desired password. Once the information is gathered in the database scientist will analyze the data for each student. In this way we will be able to study the travel behavior of students and simplify their travel activities.

### **UI DOMAIN IDENTIFICATION AND DESCRIPTION: -**

Since this app being developed uses server as web interface this app belongs to web UI domain. This app uses database to store travel information hence it also belongs to data catalog website UI domain.

## **HEURISTIC USABILITY PRINCIPLES FOR DESIGN'S UI DOMAIN**

### 1. Visibility of system status

The system should always keep track of surroundings and inform the users about the same with clear and suitable message.

The system should inform users about the location they are providing also the other information they are providing. Continuous pop-ups should be advisable in this case.

### 2. Match between system and real world

The system would look appealing if it is user-friendly. Its language should match with the users' language so that users can handle the system conveniently.

In this application, system should give a message or pop-up to the user whenever he/she reaches to the destination or completion of his/her trip.

### 3. User control and freedom

Humans are meant to make mistakes and he should be given a fair chance to correct his mistake. So the system should be made by taking this into account. Systems should have "EXIT" state whenever unwanted state is chosen by user.

In this application, if student feeds wrong travel information manually system should have option of "Edit".

### 4. Consistency and standards

There should not be any sort of confusion while using the system. User should be able to understand meaning of each and every word.

In this application, system should follow the standard conventions. User should not get confused while entering the source and destination of a trip.

### 5. Error prevention

System should design in such a way that it should detect the common errors and prevents them by providing user confirmation window.

In this application system should ask twice while entering source and destination of a trip manually. This will prevent users from entering wrong travel information.

6. Recognition rather than recall.

System design should be in a such way that user's memory should be used minimally. Users should not have to memorize about the information he provided.

The application should be developed in a such a way that user do not have to remember the source while entering the destination. While entering the destination, source point must be visible.

7. Flexibility and efficiency of use.

System should be designed in a way so that beginners as well as expert users can handle it conveniently.

In this application beginners who do not have account on this app should be able to open the account smoothly.

8. Aesthetic and minimalist design

System should not contain any irrelevant information which is rarely or not at all required.

Application should be developed with neat and clear information which is relevant. Application should not ask information about students except their email id, password and trip details such as age.

9. Help users recognize, diagnose and recover from errors

System should display errors in plain language understandable to any kind of user. It should display the exact error and precise solution in user friendly manner.

If user enters other valid email id other than MTU id message should be displayed correctly that "Please enter valid MTU id".

10. Help and documentation

System should provide an option for help and documentation. It should provide an easy option for search.

In this application help and documentation should be provided in appropriate manner.

## **USABILITY CONCERNS: -**

- There is no option for FAQ. This will help first time users in understanding the app.
- There will be many users who will use this app for the first time. While creating the account there must be an option to save the progress so that user can return and start from where they left.
- The app should contain the filter for the purpose of the trip. This will help users categorize their trips.
- “Back” button is missing.
- There should be a pop-up while providing password if Caps lock is on.
- Undo or Redo options should be included in the design.

## **CRITICAL USABILITY CONCERNS**

- Adding a trip should not be too much of hassle to deter users from logging every small trip they go on.
- There should be a control for users which type of trips should be logged and which should not
- The users should be comfortable putting their location data online, as opposed to using paper.

## **SHORT STORY: -**

Peter Parker is a PHD student under Dr. Kulin Zhang. He is using iPATTS app to log her travel details on her iPhone 7 plus. He is pretty satisfied with the app as he finds it useful to track her travel details. He daily records his travel data to the app. But sometimes he forgets to log the travel details time to time on the app. So he updates the details later offline. When he travels for short distance say from Daniel heights to SDC or from MUB to library, he thinks it is little useless to add details of such a small trip. There is not an option to save the username so he has to fill the credentials every time he wants to update the data. Also she wants to filter the type of trip but even this feature is absent in the app.