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6.813 HW2: NextRide Heuristic Evaluation

1. There is no way to tell which page you are currently on. One way to help the user remain aware of where they are on the site would be to highlight the link in the header corresponding to the page that they're on.
   1. Heuristic: Visibility of system status
   2. Severity: Minor

2. The header link colors are browser-default, meaning that they show different colors for visited and unvisited sites. This doesn't really seem consistent with an HTML5 app; since they seem more like links instead of buttons.
   1. Heuristic: Aesthetic and minimalist design; consistency and standards
   2. Severity: Minor

3. I liked the way you implemented making requests; drawing a line to indicate the span of time needed was very good.
   1. Heuristic: Efficiency of use

4. Using a line to make requests wasn't immediately obvious. It required too much poking around to figure it out. Clicking on the "Request" section suggested that something was possible, but users generally be sure what. A tooltip indicating that a line should be drawn would have been helpful.
   1. Heuristic: Visibility

5. Since the display on the request pages only explicity showed hours, a user would have guess what the exact times they wanted to request a ride for based on the distance of the dots from the hour lines. If the time corresponding to the dot location was shown in a tooltip or something similar while drawing, that would be helpful.
   1. Heuristic: Efficiency
   2. Severity: Major

6. Showing the type of vehicle offering a ride (van, taxi, etc.) is a great idea. A user can tell what it is for without having to click on the icon. Saves time.
   1. Heuristic: Efficiency

7. On the "Me" page, the button or clickable area allowing a user to collapse a section (Offers, Reservations, etc) is too small. Maybe on a touchscreen phone it wouldn't make a difference, but it requires a bit of focus to hit it with a mouse. The clickable area could be made larger.

Heuristic: Efficiency
Severity: Minor

8. On the "Me" page, the button or clickable area allowing a user to collapse a section (Offers, Reservations, etc) is too small. The clickable area could be made larger.

Heuristic: Efficiency
Severity: Minor

9. On the "Me" page, the text boxes can be still be typed into even after clicking "Save." This poses a problem because a user would have to refresh the page to undo that if they saved by mistake.
   1. Heuristic: Error recovery
   2. Severity: Major

10. On the splash screen, it's not easy to tell if rides are being offered or asked for by myself or someone else. There could probably be an easier way to indicate which is which.
    1. Heuristic: Recognition
    2. Severity: Major

11. The schedule view of the request pages To house and to campus matches the real world. That makes it intuitive to understand.
    1. Heuristic: Match the real world, consistency

12. There is no obvious way to delete a drive request. If a user is suddenly unable to offer their car for a particular time, other users relying on them could probably end up in a bind. It's not enough to assume that they'll contact each other beforehand, nor is it fair to put the burden on the driver to call all the reserved riders.
    1. Heuristic: Error prevention; User control and freedom.
    2. Severity: Major

13. In the "Rides" section, it is possible to get pinpoint accuracy with respect to selecting a time using the mouse. This is just not practical (or even possible) with a mobile phone (most of them are touchscreen). This would really hamper a user's efforts to get an exact time directly from that section.
    1. Heuristic: Efficiency
    2. Severity: Minor; could be Major depending on the expectations of the user.

14. Date changing buttons move around depending of the string length of the date. Time is wasted moving the mouse to find the button again.
    1. Heuristic: Efficiency
    2. Severity: Minor

15. AM/PM toggle button looks like an ON/OFF switch, based on what's been seen on other

(Apple) interfaces. The affordance is not correct.
1. Heuristic: Efficiency
2. Severity: Minor