HW2: Heuristic Evaluation for "Get Your Ride"

This report summarizes my heuristic evaluation of the "Get Your Ride" application. Each page/tab with its respective comments is presented in order of its appearance (left to right) in the interface.

I did not collaborate with anybody on this assignment.

Homepage (logged out)

User name Password Log in OR Sign up
Submit

Figure 1: The homepage when the user has yet to log in.

1. Cosmetic: There's no real need for the tabbed interface in the homepage, where "Carpool Search" is the only tab (simplicity in graphic design).

Carpool Search	
Enter your event's identification code	Submit

Figure 2: In the central content area, there are no tabs other than "Carpool Search".

2. Major: Clicking the 'Submit' button with an empty event identification code brings up a result (poor external consistency with search fields in other applications, and also unexpected feedback for the user).

Carpool Search	
Enter your event's identification code	Submit
Is this your event? Underwater Basket Weaving Bakersfield, CA Yes No	

Figure 3: In the central content area, even with no identification code, an event is found.

- **3.** Good: Prompts for user input (e.g. ID code field, "Is this your event?") are clear, concise and understandable (efficiency and simplicity).
- **4.** Minor: Clicking the "No" button in response to "Is this your event?" (Figure 3) doesn't do anything (no feedback for the user's action).
- 5. Major: Any input into the password field appears as plain text (security issue).

User name	MyName	Password	MyPass	Log in OR Sign up

Figure 4: User account controls located at the top right of the page.

- 6. Cosmetic: The "User name" input field and the "Password" label (Figure 4) are too close together. You could use white space better to clearly associate the labels with their respective input fields. The "Password" input field and "Log in" button are also very close together (graphic design).
- **7.** Cosmetic: The input boxes and buttons (Figure 4) are different sizes, resulting in a strange-looking alignment of the top and bottom edges (graphic design).

8. Minor: The "Sign up" option isn't usually as large as "Log in" option (Figure 4), since the options aren't really of equivalent importance or used with the same frequency for most users. Many other websites will use a small hyperlink under the "Log in" button saying something along the lines of ("Don't have an account? Register now." (poor external consistency).

"Next Date" tab



Figure 5: The main page once the user logs in.

- 9. Good: User is greeted by name (appropriate feedback).
- **10. Good**: The tabbed interface with numerical alerts has external consistency with other tabbed interfaces such as Google Chrome.

11. Minor: Clicking on the "Next Date" tab scrolls the window to focus on "My next date is" (poor internal consistency, since none of the other tabs do this).



Figure 6: Clicking on the "Next Date" tab causes the page to scroll to this content (such that the tabs have disappeared off the top of the page).

12. Major: Clicking on the "Confirm" button causes the browser to pop up the alert "The page at sgupta17.scripts.mit.edu says: You have successfully confirmed your availability." You should try to avoid using alerts when possible, as they may cause the user to question the safety of the application (since it may look like an error) and they will lower the user's efficiency since he/she must then close the alert. There are a number of other alerts used in the application as well.



Figure 7: An alert is shown when the user confirms his/her availability.

"Swap Dates" tab

ap Dates 1 My	y Carpools Pending Groups Carpool Search	
vap Date	Choose an action from the menu on the left.	
Swap		
	wap	wap

Figure 8: The "Swap Dates" tab.

13. Cosmetic: There is a lot of emphasis on the central text, some of which is not necessary. The important dates could be emphasized in bold, without the highlighting, if the rest of the text is non-bold (simplicity).

Propose a Swap Date	Swap Requests List / From Jane: Underwater Basket Weaving, 03/25/13
Respond to Swap Requests 1	Jane cannot drive on 03/25/13 and has requested to
	swap dates with you for 04/15/13 or 05/13/13.
	Which of your dates would you like to swap with Jane?
	I cannot swap with Jane.
	I cannot swap with Jane.

Figure 9: The "swap request" interface.

14. Cosmetic: There is a horizontal scrollbar (Figure 9) even though most of the content appears to fit on the page – the scrollbar is probably unnecessary (simplicity).

"My Carpools" tab

Get Yo	ur f	Welcome, Jane. Today's Date: April 24, 2013 Ride
Next Date Swap Dates 1	My Carpools	Pending Groups Carpool Search
Elementary School		Choose a group to view from the menu to the left.
Karate Lessons		
Underwater Basket Weaving		
Soccer Practice		
Piano Lessons		

Figure 10: The "My Carpools" tab.

15. Minor: Multiple clicks are required to see the details of the carpools I belong to. A summary of the user's carpools in the central content area (with more info than just the event name) may be helpful (low efficiency).

"Pending Groups" tab

			Welcome, Jane.
			Today's Date: April 24, 2013
iet Yo	ur K	KICE	
ext Date Swap Dates 1	My Carpools	Pending Groups	Carpool Search
		Choose a gro	roup to view from the menu to the left.
Elementary School			
Elementary School Karate Lessons			
Karate Lessons Underwater Basket			
Karate Lessons Underwater Basket Weaving			



16. Cosmetic: The user's status in the group is not immediately obvious since there is no emphasis on the user's own entry (low efficiency).

Elementary School	John Hopkin's Elementary School				
Karate Lessons	Monda	v - Eriday from	n 8:00 a m - 3:00	n m February	Ath - May 27th
Underwater Basket Weaving	236 Brunswick St., Bakersfield, CA 93307				
Soccer Practice					
Piano Lessons	Members		<u>Sı</u>	iggested New Mem	bers
	Name	Status	Name	Distance	Invite to Group
	Jane	*	Sally	4.6 mi.	Send Invite
	Alyssa	0	Jeurgen	5.4 mi.	Send Invite
	Vladimir	θ		2.4 m.	
			Sven	8.2 mi.	Send Invite
			Olie	9 mi.	Send Invite

Figure 12: There is no emphasis on the current user's table entry.

"Carpool Search" tab/page

Get)	our Ride	Welcome, Jan Today's Date: April 24, 20
Next Date Swap Da		ps Calpool Search
Enter your even	's identification code	Submit
Underwater Basket We Bakersfield, CA Yes No	aving	
Underwater Bas	ket Weaving	Colonel
Mondays from 5-6pm fi 236 Brunswick Ave., Ba These are other peo event:	rom Feb 4th through April 29th akersfield, CA ple that are interested in carpooling for	r this Jane Alyssa
Name	Dist they live from you (m)	Wesco (m)
👿 Alyssa	3.4	Vladimir
Vladimir	5.1	5 Silale
George	23.5	Ligheriuster Backet Weaving class
Arrange carpool with	the selected people	Bakersfield
Select the dates	that you are available	
These are the date that the optimal schedule.	t you can drive, not the dates you will drive.	After you and your partners select their availability, we will figure out
Date	l can drive	
February 4th		
February 11th		
February 18th		
February 25th		
March 4th		
March 11th		
March 18th		
March 25th		
April 1st		
April 8th		
April 15th		

Figure 13: The contents of the "Carpool Search" tab once the ID code, event, and people have been filled out.

17. Major: The "Arrange carpool with the selected people" button give any feedback after it has been clicked once (no feedback for user action). Clicking it the first time will bring up a list of dates – however, selecting new people and then clicking the button again will not change the list of dates. This is presumably because the dates

are hardcoded in in this prototype regardless of the members of the carpool, but it may be a good idea to provide the user with some indication that the app is regenerating the list of dates based on the updated members of the carpool.

18. Minor: The checkbox next to the "Name" label doesn't do anything (bad affordance and feedback; the checkbox indicates that selecting "Name" will do something -- perhaps selecting/deselecting all -- when in fact it doesn't do anything).

These are other people that are interested in carpooling for this event:		
🔽 Name	Dist they live from you (m)	
Alyssa	3.4	
Vladimir	5.1	
George	23.5	

Figure 14: The "Name" label is associated with a checkbox that doesn't appear to do anything.

19. Minor: The label "Dist they live from you (m)" (Figure 14) looks unprofessional -- you should try to avoid using non-standardized abbreviations to facilitate the user's understanding of the label (efficiency).

20. Major: The long list of checkboxes for available dates should have a "select all" and "deselect all" option (poor efficiency, and bad external consistency compared to say, Gmail).

Select the dates that	Select the dates that you are available				
These are the date that you the optimal schedule.	can drive, not the dates you will drive. After you and your partners select their availability, we will figure out				
Date	l can drive				
February 4th					
February 11th					
February 18th					
February 25th					
March 4th					
March 11th					
March 18th					
March 25th					
April 1st					
April 8th					
April 15th					
April 22nd					
April 29th					
Submit					
1					

Figure 15: In order to select/deselect many dates, the user has to click every checkbox.

•	C More -	
Select	Newegg	Newegg.com - Payme
다 ☆ 🖻	Newegg	Newegg.com - Order (
다 ☆ 🖻	Support	We have received your in
	GoFundMe	Alyssa has posted a ne

Figure 16: Gmail offers many selection options, including select all, select all read, etc.

Mobile application

↑ Home		← Back		
Get Your Ride <i>The Mobile App</i>				
Select a Group				
	Elementary School			
	Karate Lessons			
	Piano Lessons			

Figure 17: Homepage of the mobile application.

21. Cosmetic: The "Enable Ride Tracking" button's text is red, and the "Disable Ride Tracking" button's text is green (poor external consistency). Normally, any "enable" button should be green.

Home +Back	AHome	← Back	
Get Your Ride	Get Your R	Get Your Ride	
Inderwater Basketweaving	Underwater Baskety	veaving	
Enable Ride Tracking	Disable Ride Tracking		
Get Directions	Get Directions		
Get Contacts	Get Contacts		

Figure 18: The text color of the "Enable/Disable Ride Tracking" button lacks external consistency.

22. Cosmetic: The "Back" button in located in the top right of the screen (poor external consistency with other apps such as internet browsers).