Antonio Moreno
Collaborators: None

Heuristic Evaluation for GetYourRide

Enter your event's identification code [   ] [Submit]

1. **Welcome Screen:** Enter ID code prompt confusing.
   Principles violated: Help and Documentation, Defaults
   > Severity: Major
   > The first thing the user sees at the welcome, is the option to join an event by entering an id code. At first the user does not know what the id code is or what it does. If a user is referred to by someone who gave them a code then this prompt makes slightly more sense. But as a user who just found out about this website, it's already asking me for an id which I don't have, instantly off-putting.
   > Solution: friendlier message that allows first time users to make an account without an ID, and perhaps a message dictating what the ID code is, how they would get one, and if they have one enter here.
   > I also assume as soon as you enter a code it will prompt you to log in/make an account.

User name [   ] Password [   ] [Log in] OR [Sign up]

2. **Welcome Screen:** Log-in Prompt Location
   Principles Maintained: Consistency, Visibility of Status
   > User sees a login prompt similar to other sites, and once he/she login, the user sees they are a confirmed user, in the top right corner of the screen. The first instinct if someone has an account is to login at the top right, so this is correctly positioned.
3. **Welcome Screen:** Sign up button location is confusing
   Principles Violated: Consistency, Error prevention
   > Severity: Major
   > As a new user, I see that all I need is username and password to make an account, but how will the website assure my identity? It does not ask for an email to sign up with. As a new user I would be off put. In addition, I already don't know what an ID code is. So while the prompt to make a new account probably will pop-up, I don't know what information I can trust the website with before clicking the sign-up button.
   >
   > Solution: Separate the Sign up button from the log-in button, perhaps on a different row, and demarcate it with a different message. In addition, it should look secure.

Next Date | Swap Dates ❶ | My Carpools | Pending Groups | Carpool Search

4. **Main screen:** Usage of tabs is efficient and well done
   Principles Maintained: Defaults, Consistency, Visibility of System Status, Explorable Interface
   > Having tabs that are both informative and explorable is a great idea, user is able to clearly see the selections he/she may choose, and the first selection is the most informative at the moment. Alerts are great overall.

My next date is

Monday 02/25 @ 5:00 PM
for Underwater Basket Weaving

| Confirm | Swap Times |
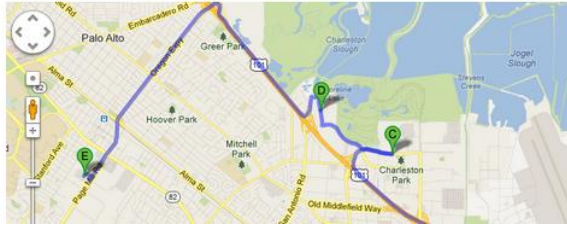
Directions

From my house to Alyssa's house

1. Head southwest on Memorial Dr toward Fowler St
2. Turn left onto Western Ave
3. Turn left onto Soldiers Field Rd

5. **Next Date Tab:** Start prompt should be confirmed before showing map
   Principles Violated: Visibility of Status, Error Prevention
   > Severity: Catastrophic
   > As a user, I can see that my next date is soonish, the date, time, and directions. But being able to see directions *before* the user confirms is risky. In a rush, the user would see the directions first and follow them, before hitting the confirm button. Hence a user can take on a job before confirming the job, and that would be confusing.
   > Suggestions: make the appointment red (for warning) until the user confirms, do not show the directions until after they hit confirm, as another indicator that the user has confirmed the job.

View My Full Schedule

April 2013

| today | < | > |

6. **Next Date Tab:** View full schedule option is hidden at the bottom, will not be used
   Principles Violated: Consistency, Visibility, Usability
   > Severity: Major
   > As a new user I would not scroll all the way down past directions (which can be lengthy) to view my full schedule. As far as positioning is concerned, it's too far down to be used consistently by the user, and it would be more practical elsewhere, as you do in other tabs (so that is done excellently, by the way).
   > Suggestion: make it an individual tab to have an overarching look at your month.
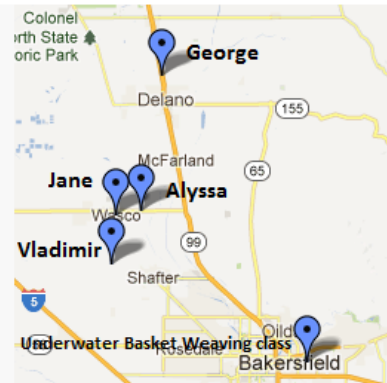
Is this your event?

Underwater Basket Weaving
Bakersfield, CA

Yes   No

Underwater Basket Weaving

Mondays from 5-6pm from Feb 4th through April 29th
236 Brunswick Ave., Bakersfield, CA

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

Arrange carpool with the selected people

7. **Carpool Search**: Prompts to user at carpool search are justified
   Principles Maintained: Safety, Learnability
   > I appreciate that (after entering an ID code) the user gets to confirm with minimal information what the carpool, then I get to see more information about the carpool to see the location of others, and whether I get to accept or not in a second prompt. Thus two layers of security are made, and they are inobstrusive.
   > Suggestion: make it such that the "Yes" button indicates that you are not accepting the carpool yet, e.g. "Yes, now show me more information"
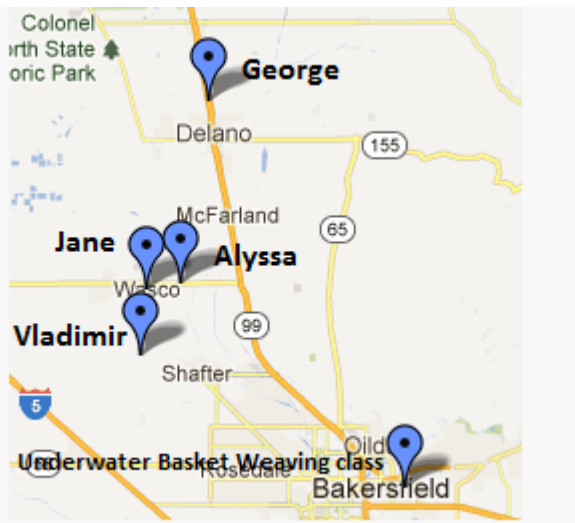
8. **Carpool Search:** Map labeling is not visible, no contrast with map.
   Principles Violated: Visibility, Readability, Aesthetic design
   > Severity: Minor
   > I cannot read the "underwater basket weaving class" prompt overlayed onto the map.
   > Suggestion: make it outside the map such that the user can read it.

9. **Carpool Search:** Locations on map are confusing and not differentiated
Principles VIoloated: Readability, Visibility of State, Efficiency

      Severity: Minor

      I would say the user cannot differentiate with my location on the map, and others, we are all blue markers. In addition, what if there is another Jane? Sure the user will know where they live, but they will have to think, and at first glance I cannot tell whose house is whose.

      Suggestion: Make the user marker a different color, and the name of the user a different color/font.

Propose a Swap Date

Respond to Swap
Requests **1**

Choose the carpool for which you need to swap a date.

Elementary School

Karate Lessons

Underwater Basket Weaving

Soccer Practice

Piano Lessons

Select all dates for which you are available.

☑ 04/01/13   ☐ 04/29/13

☐ 04/08/13   ☐ 05/06/13

☐ 04/15/13   ☐ 05/13/13

View My Full Schedule

10. **Propose a Swap Date:** Ordering would be better being able to see a calendar first, then choosing a carpool to swap.
Principles Violated: Efficiency, Error Prevention

      Severity: Major

      The user can maintain control of which option they want to do, either propose or respond. But by making the user choose the carpool to swap a date with, without allowing them to see their full schedule beforehand, the user will be confused. He will not be sure of what carpools are on which dates, so he will not know which ones to swap out, and so he will choose one, see the calendar, go back, and choose another, until he/she gets the right one.

      Suggestion: would it be better to see full schedule before choosing the carpool? Yes, perhaps in the tentative "Swap Dates" page, in addition to "Choose an action from the menu on the left" prompt which is helpful.

11. **Swap Dates Tab:** The user is unable to see any outgoing pending swap requests
   Principles Violated: Efficiency, user control
      Severity: Catastrophic
      There is no way the user can see all his outgoing pending swap requests. It seems that the user only gets a confirmation, and all he/she can do is wait and hope.
      Suggestion: have a proposed swap dates outbox, which lists all proposed swap dates that you have asked for, in addition to an inbox.

12. **Respond to Swap Request:** Good view, could use hue differentiation better.
   Principles Maintained: Efficiency and Error Prevention
      Both the highlighting of the important dates and the ability to view the full schedule really help to drive the point that this is a major change, and that the change will happen on those dates. The Default option is safe, no swap will occur, and the submit button is clear and large.
      Suggestion: change the highlighting color of the swappable dates, to differentiate what you will take on, and what you can swap out. Red and green work well, although green and yellow make for more tentative colors.

Antonio Moreno
Collaborators: None

Members

Photo	Name
	Jane
	Alyssa
	Vladimir
	Billy Bob

Upcoming Driving Dates

Date	Who's Driving
Tuesday - 2/26	Vladimir
Thursday - 2/28	Alyssa
Tuesday - 3/5	Jane
Thursday - 3/7	Billy Bob
Tuesday - 3/12	Jane
Thursday - 3/14	Alyssa
Tuesday - 3/19	Vladimir
Thursday - 3/21	Billy Bob

13. **My Carpools Tab:** Well done and informative

Principles Maintained: Efficiency

I really like the set up here, you can see members and their drive times, everything that is relevant to the selected carpool, and down the page is a map to be reminded of what the paths are.

Suggestion: make a title of the carpool at the top, not just highlighted, just to clarify which carpool you are currently looking up. Also, contact information under each user?

Next Date   Swap Dates   My Carpools   Pending Groups   Carpool Search

Elementary School
Karate Lessons
Underwater Basket Weaving
Soccer Practice
Piano Lessons

John Hopkin's Elementary School

Monday - Friday from 8:00 a.m. - 3:00 p.m., February 4th - May 27th

236 Brunswick St., Bakersfield, CA 93307

Members

Name	Status
Jane	✔
Alyssa	❓
Vladimir	❓
Sally	❓

Suggested New Members

Name	Distance	Invite to Group
Jeurgen	5.4 mi.	✉ Send Invite
Sven	8.2 mi.	✉ Send Invite
Olie	9 mi.	✉ Send Invite
Natasha	28.7 mi.	✉ Send Invite

14. **Pending Groups Tab:** The naming is extremely confusing, user cannot tell what is pending.

Principles Violated: Consistency

Severity: Major

Here I am extremely confused... All of these groups that are presented seem like the

user has already accepted them (as illustrated by the checkmark next to user's name) so the fact that they are in the pending tab does not seem correct. In addition, by being able to invite new members in the pending tab, there is no safety whether anyone who has not accepted an invitation can invite someone else.

Suggestion: merge all the information in this tab (ability to suggest new members, header with information about the carpool) to the "My Carpools" tab, because these are extremely useful, and good ideas, just relevant only to the other tab.

In addition, make this tab an inbox where you can accept all pending group invites, or get rid of it all together.

If you mean to put all pending *outgoing* requests in this tab, you might want to rename it, because the name really confused me, and it does not seem consistent with the functionality you want to express.

Get Your Ride
The Mobile App

Select a Group

Elementary School

Karate Lessons

Underwater Basketweaving

Piano Lessons

Underwater Basketweaving

Enable Ride Tracking

Get Directions

Get Contacts

15. **Mobile App:** It seems that usability is not what would be optimal.

Principles Violated: Help and Documentation, Usability

Severity: Catastrophic

When a user opens the app, this appears. The only options are to select a group, but the user knows not for what purpose. Until the user clicks on the group, he does not know which ride he is on, or what he is to do next. After clicking, there are three options, one of which he/she might or might not be using at the time ("ride tracking", and two that might come in handy later. These are not the options the user might want looking at a mobile app.

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Suggestion: Make this homepage like the website homepage, an ability to see your next assignment, a choice whether to accept it or not, a link to a map, and a link to enable ride tracking if this next appointment is within 30 minutes.