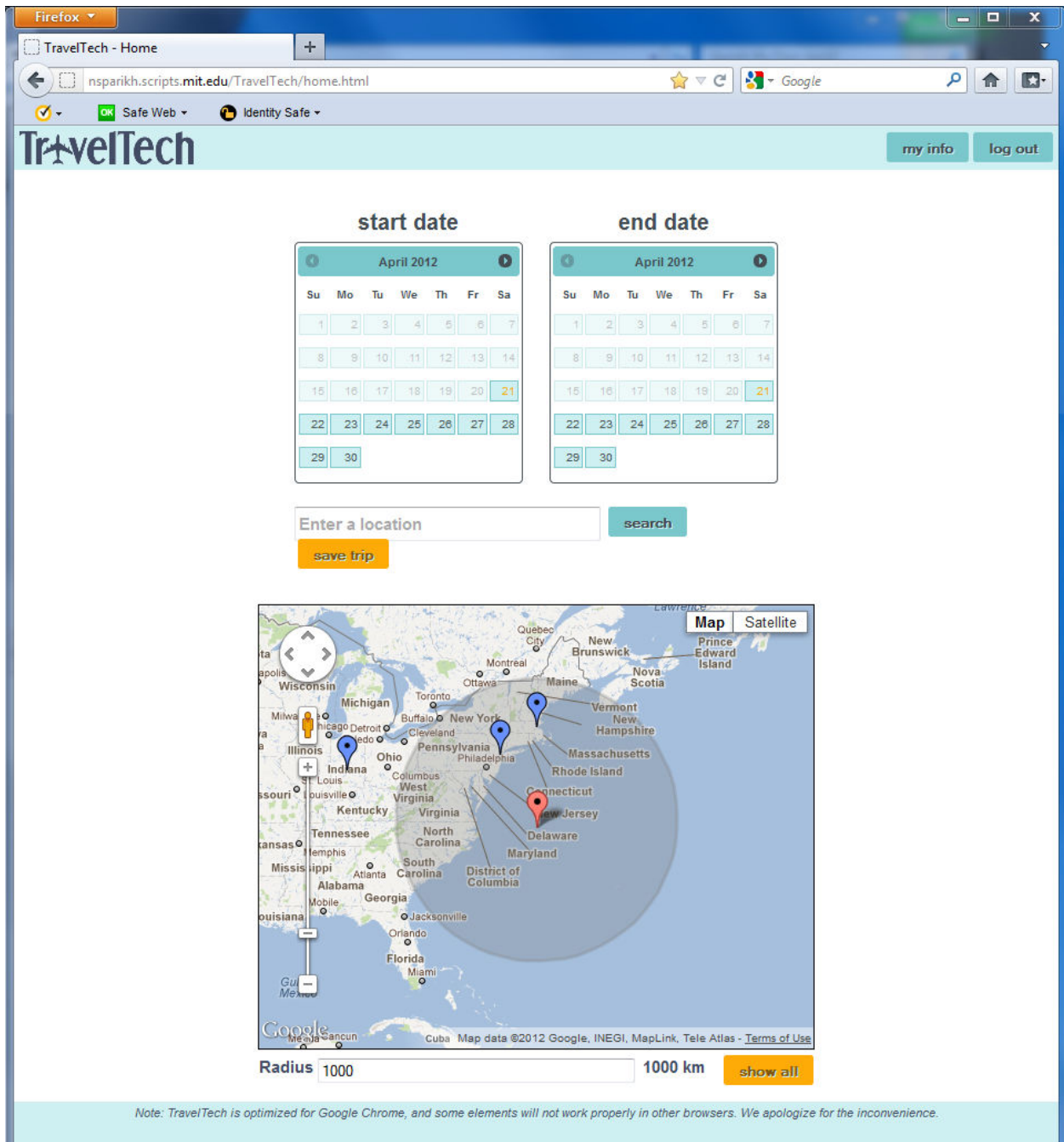



Heuristic Evaluation for TravelTech



1. Balanced colors and minimalist design makes the home screen comfortable to view.
 - Good: Follows Nielsen #10: Aesthetic and minimalist design.
2. The Home screen provides no guidance on using the application. What does TravelTech allow me to do? There is no obvious help button or instructions on the Home screen.

- Violates Nielsen #3: Help & documentation (Learnability).
 - Severity: Catastrophic. After using the tool, I had no idea what it was supposed to do. Most of my clicks seemed random. There was not even a single sentence describing Traveltech's function.
 - Recommendation: Add a help button or provide help text on the Home page.
3. The red placemark, which I interpret as my current location, is set in the middle of the ocean. That seems like an odd location.
- Violates Nielsen #1: Match the real world (Learnability).
 - Severity: Minor. The placemark's location confuses the user. It also reduces the number of map locations covered by the "radius" feature.
 - Recommendation: Prompt the user to specify or place their location on the map.
4. Once I select my start date, the calendar blanks out the dates that have past: good.
- Good: Follows Nielsen #7: Error Prevention (Safety).
5. If I already know my dates, I want to be able to type it in to a text box. For example, if I want to enter dates several months into the future, it will be faster for me to type them in a text box.
- Violates Nielsen #4: User control & freedom (Safety).
 - Severity: Minor. Slows down the user when entering certain dates.
 - Recommendation: Add a text box that allows the user to type in their dates.
6. Once I select a date, there is no way to undo it. For example, I select June 9 as my start date, but realize that I want to change my start date to June 2. The tool doesn't allow me to change to June 2.
- Violates Nielsen #7: Error prevention (Safety).
 - Severity: Major. If the user makes a mistake, they are forced to reload the whole page, erasing all their previous entries.
 - Recommendation: Add a button allowing the user to clear their current date selection.

My Trips

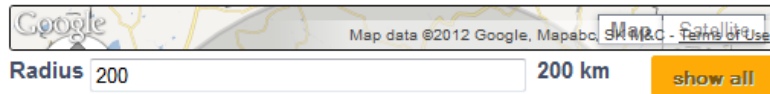


Trip Details

Trip 1: Boston, MA
Trip 2: Berlin, Germany
Trip 3: Beijing, China

7. After searching for "Cape Cod" and clicking the "save trip" button, I reach the screen above. Apparently, "Cape Cod" was not saved. Instead, three other random trips (which I did not enter) are now in my "Saved Trips." WTF?!
- Violates Nielsen #2: Consistency & standards (Learnability).
 - Severity: Major. Your tool is not allowing me to save my trip.
 - If the three trips were saved by other testers, you are also violating their privacy and security.
 - Recommendation: Fix the tool to show my actual saved trip.

My Trips



Trip Details

Trip 3

Location: Beijing, China

Start Date: August 1st, 2012

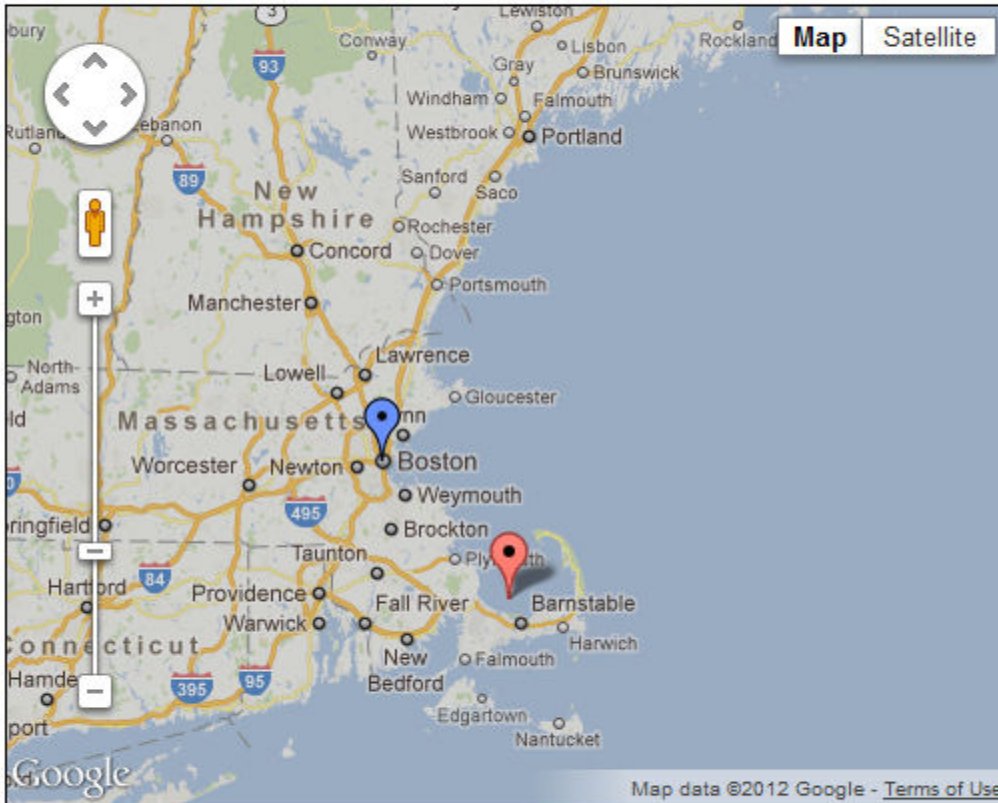
End Date: August 5th, 2012

[edit](#)

[delete](#)

8. After clicking on the placemark for Beijing, the map suddenly becomes minimized.
 - This is a bug. Not applicable to a heuristic.
 - Recommendation: test more!

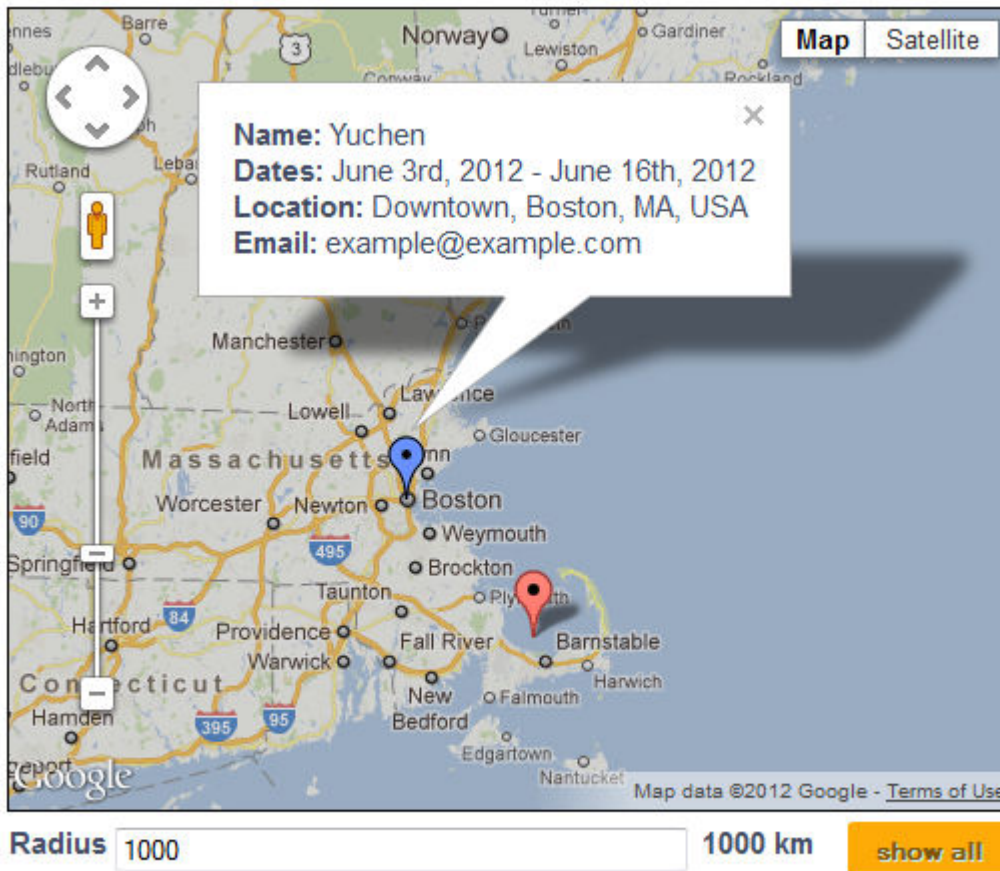
Enter a location



Radius

s optimized for Google Chrome, and some elements will not work properly in other browsers. We apologize f

9. I enter a radius of 1000km that exceeds the size of the displayed map. The map does not zoom out to show me the entire area covered by the new radius.
- Violates Nielsen #2: Consistency & standards (Learnability).
 - Severity: Minor. The user can zoom out to show the expanded view, but it is a hassle.
 - Recommendation: When the radius is larger than the current map view, then zoom out.



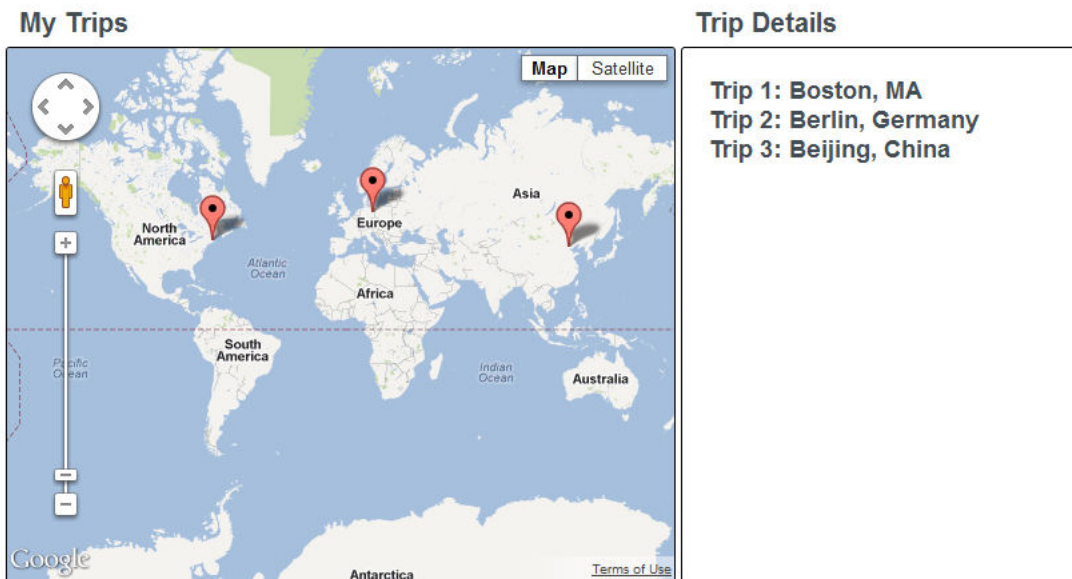
optimized for Google Chrome, and some elements will not work properly in other browsers. We apologize for

10. Clicking the "show all" button does nothing.

- Violates Nielsen #3: Help & documentation (Learnability).
- Severity: Major, because I'm unable to view "My Info" after I choose to view it.

11. I click on one of the blue placemarks already on the map and it shows me some info that I don't understand. If it is describing a person, then I also want to know their phone number.

- Violates Nielsen #3: Help & documentation (Learnability).
- Severity: Major, because I don't know what this new information is about.
- Recommendation: please provide a help button!



12. After clicking the "My Info" button on the top right, I get the screen above. I'm not sure what it means because I never entered three trips for Boston, Berlin, and Beijing.

- Violates Nielsen #3: Help & documentation (Learnability).
- Severity: Major, because I'm unable to view "My Info" after I choose to view it.

13. Clicking the "Log out" button on the top-right of the screen does nothing. I remain on the screen above.

- Violates Nielsen #7: Error prevention (Safety).
- Severity: Major, because I have not logged out, someone may access my private info after I leave the computer.

14. By clicking the TravelTech logo on the top-left of the screen, I return to the main page.

- Good. Follows Nielsen #2: Consistency & standards (Learnability).



15. It's odd that placemarks are shown even though they are more than 1000 km away from my current location (and the radius is set at 1000km).
- Violates Nielsen #7: Error prevention (Safety).
 - Severity: Minor, the additional placemarks makes it difficult for the user to view the correct placemarks.
16. Can you provide an option to specify radius in miles? That is the standard for USA.
- Violates Nielsen #2: Consistency & standards (Learnability).
 - Severity: Major, if the user doesn't understand the metric system.
17. Placemarks are the same color. It will be helpful if they are differentiated using multiple colors.
- Violates Nielsen #6: Flexibility & efficiency (Efficiency).
 - Severity: Minor, because the placemarks still provide info regardless of color.