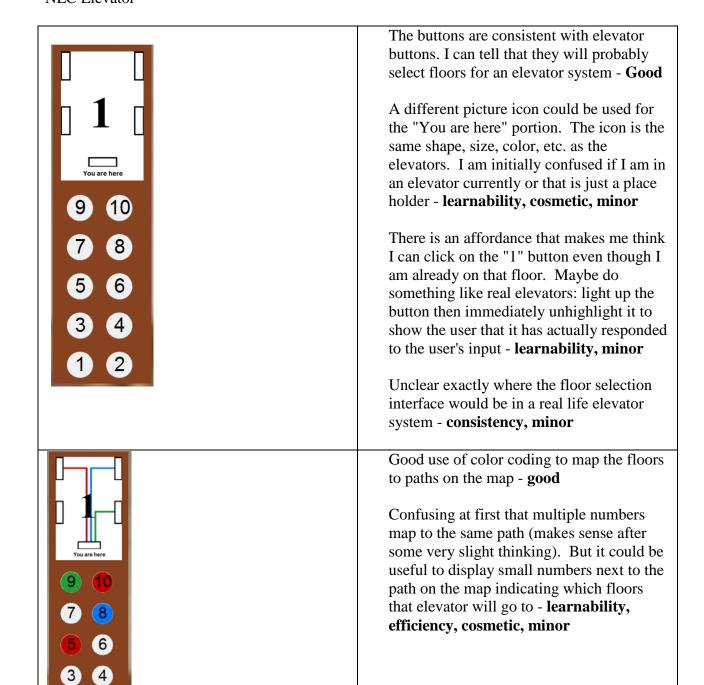
Stephen Chang 6.813 HW2 - Heuristic Evaluation NLC Elevator





Not consistent with real elevator systems (with floor displays above each elevator) in that it doesn't tell you where the elevator is at that time. Not a necessity, but in trying to simplify the complexity of the information system, you are removing information that elevator users are used to-consistency (Nielson #2), learnability, minor

If the timer stalls for any reason while the user is waiting for the elevator, there is no way to tell why. If there was some sort of indication that the elevator got stuck at a floor and is not moving, it offers the user some insight and comfort - visibility of system status (Nielson #5), safety, consistency with real world, minor

Redundant elevator bar: highlights the floors above the elevator as well as displays the large numbers. Doesn't seem to be simplifying anything. - **efficiency, minor** 



Didn't notice the blurred background at first, but good use of clearing up the image to help the user figure out where to focus on next - **good** 

Takes a long time for the unblur animation to take place. I get impatient waiting for it - **efficiency, minor** 

When done selecting floor, automatically scrolls back up to elevators - **good** 



Assigns the same elevator going to two separate directions, confusing because your floor selection might get discarded for no apparent reason - **error reporting**, **safety**, **major** 



After the map disappears, there is no way for the user to know which elevator goes where unless they specifically recall that information - recognition not recall (Nielson #8), major



No way to change your mind once inside the elevator - **safety**,

The interface inside the elevator is very simple and clean. Tells user the next floor the elevator will arrive at and when (I am assuming that it will not be interrupted at another floor for any every-day reason) - **good** 

Other Bugs: Floor 10 doesn't work