Comments:

1. Good layout and screen flow – not overly cluttered (good aesthetic & minimalist design) - Good
2. Mechanism for rearranging the order of the tour is unclear (bad help & documentation) – *Minor Correction*
3. When user searches for a landmark, takes user to the correct general area but does not highlight landmark (bad help & documentation) – ***Major Correction***
4. List of landmarks on the tour seems clickable, but is not (poor external consistency) – ***Major Correction***
5. Map View and List view represent two different things (bad internal consistency & standards) – *Minor Correction*
6. Very slow feedback for start tour button (bad visibility of system status) – **Catastrophic Correction**
7. Location of path is confusing and does not line up with the marker (poor external consistency & standards) – *Minor Correction*
8. Bad feedback when you try to save the tour with neither or only one field filled out – gives the user a "please fill in both fields" error and dismisses the popup entirely (poor error recovery and poor user control) – *Minor Correction*
9. Created tour has wildly illogical path (poor error prevention) – ***Major Correction***
10. In general, good guides for how to use interface (hints in the search box, for example) (good help & documentation) - Good
11. Good feedback when you select a landmark to add to a tour; landmark gets highlighted orange and added to the list of landmarks (good visibility of system status) - Good
12. Continued use of pictures and maps are helpful for the user to know what's going on (good for recognition, not recall) - Good
13. Little information about the landmarks is given on the initial landmark selection page – not good for users who don't know what the landmarks are (bad error prevention) – ***Major Correction***
14. Clicking on the zoom buttons when it's over a landmark clicks on and off the landmark (bad error prevention) – *Minor Correction*
15. No way to select particular landmarks on a tour – goes automatically to the location the user is closest to (poor user control and freedom) – *Minor Correction*

Notes and Screenshots:

1. The first screen in particular is well designed; the only two options you need (the ability to find a tour or create a tour of your own) are prominently displayed, but the screen is still well-laid out and attractive. Other screens

are similarly minimalist but well-laid out.  This is a sign of good aesthetic & minimalist design.

2. When the user is in the process of creating a tour, the mechanism for reordering the list of landmarks on the tours is unclear (it is clear that the user can click on and off landmarks, but short of sequentially unclicking and re-clicking landmarks it seems impossible to reorder).  As it turns out, the user can drag and drop landmarks in the list to re-order, but the landmarks in the list do not seem like they would be easily re-arranged, and, in fact, as you drag items around in the list it doesn't seem as though you've been successfully able to reorder items until you actually take your finger off of the screen (as seen in Screenshot 1, below). This is somewhere between a minor and major change that needs to be made, and is a sign of poor help and documentation
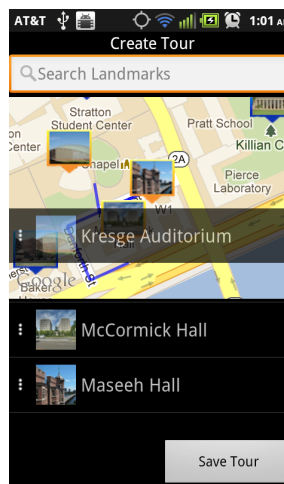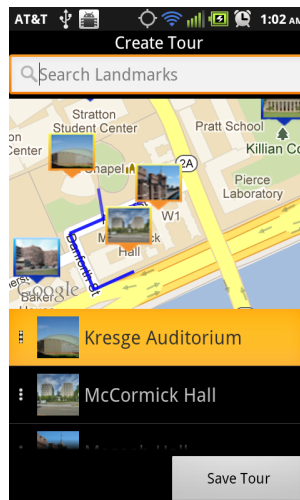

Screenshot 1

3. When the user is in the "find a tour" screen and searches for a landmark, the system takes the user to the correct general area but doesn't highlight a particular landmark (shown in Screenshot 2).  This means that if the user doesn't know the MIT landmarks, there's no easy way for him to identify which of the landmarks that just showed up on the screen is the one he wants. This is a major problem and a sign of bad help and documentation.
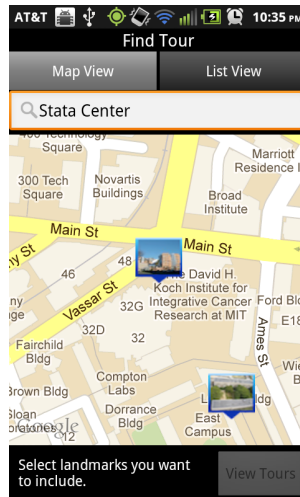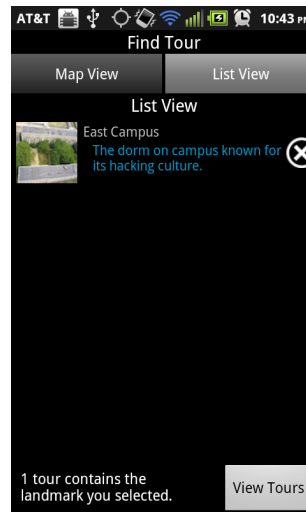
Screenshot 2

4. This list of landmarks on a selected tour looks clickable (in fact, the landmark names look like they've been pressed by flashing orange when you click on them) but the system doesn't respond (Screenshot 3). Given that this is a tour, I would have expected clicking on a landmark to provide more information on the landmark itself, so this is a sign of poor external consistency. I would say that it's a major problem that should be fixed, simply because the tour as it stands now should provide more information.
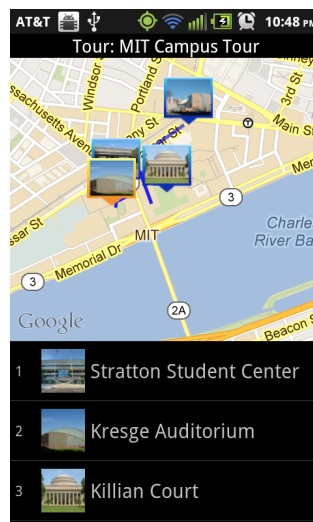

Screenshot 3

5. When searching for a tour, the screen displays two things: map view and list view. As the map view showed all of the different landmarks, I would have expected the list view to show a list of all of the different landmarks (and instead it just shows the landmarks that the user has selected, screenshot 4) I would call this an example of bad internal consistencies and standards. I do see the value of what is currently represented in the list view tab, so I would call this a minor change, but it's certainly something you should discuss!

Screenshot 4

6. There is very slow feedback once you've clicked to start the tour (that could have merely been a function of my phone's slow GPS signal, the system exhibiting no additional information is shown in Screenshot 5); it took as long as 15 or so seconds for me to see my position on the screen. The first few times I ran the app and tried to start the tour, I thought that all it did was show a list of landmarks and highlight the first landmark on the tour. This is a sign of bad visibility of system status; the system should show some sort of message saying that it's trying to locate your current location. This is a catastrophic error, especially as you increase functionality around the tour.
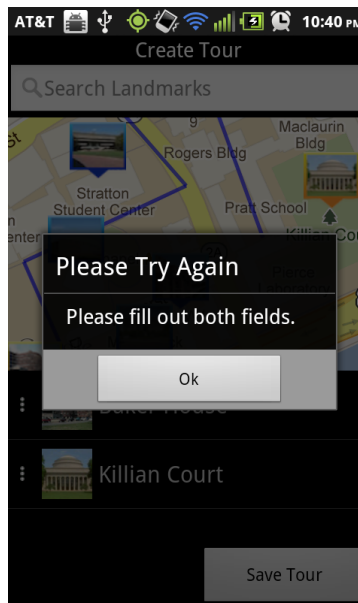


Screenshot 5

7. When a number of landmarks are on the path, the path ends don't line up with the markers, which is a sign of bad external consistency (and could result in a number of user errors). This problem is again shown in

Screenshot 5, where the path to Killian Court ends somewhere near Building 1. As users, we expect the path to take us directly to the landmark, not stop somewhere close to the landmark. This is a minor correction that's needed; the paths lead fairly close to the landmarks so the users shouldn't be too confused, but it is a useful correction to make.

8. The system's feedback when you try to save a tour with either neither of the save fields or only one of them filled in is poor. The system gives an error (screenshot 6) but then does not return to the screen that you just tried to submit. Since it clears any data that you just entered, there is poor error recovery and lack of user control. This is a minor change; it would be nice to have more.



Screenshot 6

9. As you add landmarks to tours, the paths that Torch leads you on seem very illogical (an example is shown in Screenshot 7). This could lead to extreme user confusion (the user could indeed get very lost trying to follow some of the paths) and thus shows poor error prevention. This is a major problem that should be fixed.
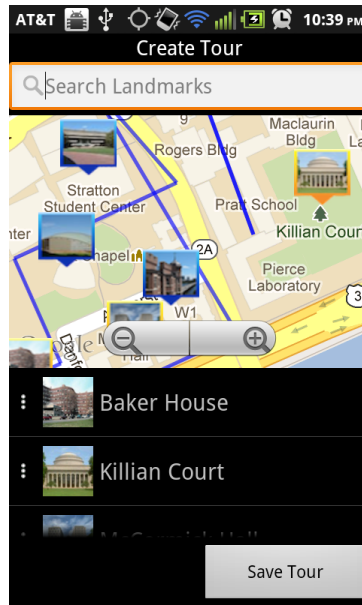
Screenshot 7

10. In general, the interface gives good hints for the general ways to use the interface (as shown in Screenshot 7, the search bar shows that it's a search bar both by showing the usual magnifying glass and with the hint text of "search landmarks".) The landmarks on the create tours and find tours are all clearly clickable, which is also good; these are both signs of good help and documentation.

11. The system gives great feedback when you select a landmark in the create tour page; it both highlights the landmark you've select and adds it to the list of landmarks you've selected. This is a good sign of the system status.

12. Torch repeats the use of maps and landmark images, which helps the user keep track of where he is and what he's viewing. When he arrives at a landmark he can use the picture from Torch to make sure he knows where he is. This is a good use of the user's recognition, and does not require him to recall details about the landmarks.

13. Little information about all of the different landmarks is given (the only place I could find details about the landmarks is on the List tab; the lack of information is shown in Screenshot 7, while the information in the List tab is shown in Screenshot 4). This is fine for a user who knows what the landmarks are and what's interesting about them, but it would be good for a user to see this information about the landmark when he clicks on the landmark in the screen. This is a major correction that needs to be in place if it's going to be useful for actual tourists.

14. If the zoom in/out buttons are over one of the landmarks (as shown in screenshot 7), clicking on the zoom buttons is actually fed to the landmark under the button (which means you just repeatedly add the landmark and remove the landmark from the tour).  This is really a minor change – most users will realize that they should just move the map around and then try again.

15. When the user is on a given tour, there's no way for the user to select a particular landmark (or even to rearrange the list of landmarks on the tour that he's on).  The system automatically highlights the closest landmark, but doesn't give the user ability to decide if he's interested in going to a different particular landmark.  This reduces the user's freedom and control.  There are both advantages and disadvantages to changing this, so I would call it a minor correction that you should discuss!