

Heuristic Evaluation of Get Your Ride

Log In Page

User name Password OR

Get Your Ride

Carpool Search

Enter your event's identification code

1. **Affordance:** Identification Code is not really a code, but keywords. As a user, I was looking for an ID code on the instruction page to enter but couldn't find one.

Next Date Page

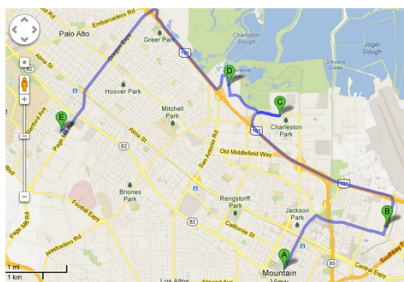
Welcome, Jane.
Today's Date: April 24, 2013

Get Your Ride

Next Date [Swap Dates](#) **1** [My Carpools](#) [Pending Groups](#) [Carpool Search](#)

My next date is

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



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

From Alyssa's house to Vladimir's house

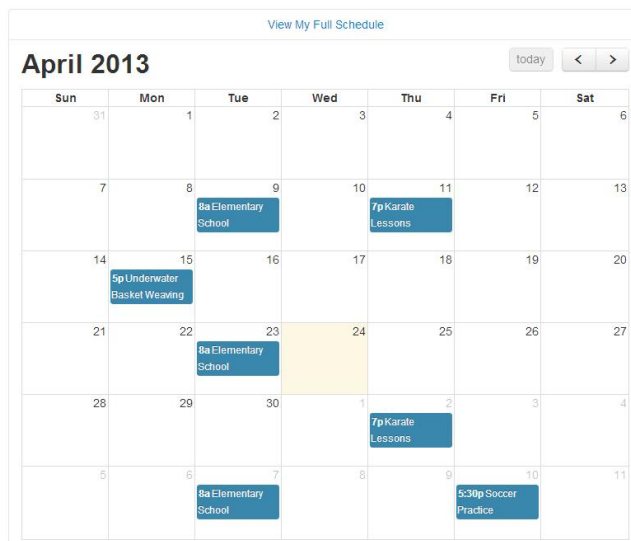
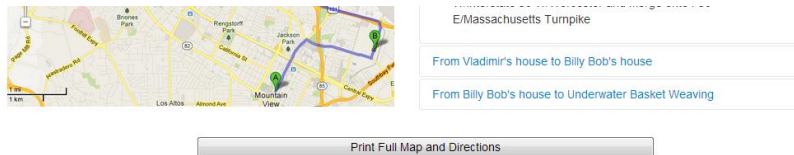
From Vladimir's house to Billy Bob's house

From Billy Bob's house to Underwater Basket Weaving

2. **User Control and Freedom:** Since there was the Log In button, the interface should also give users the control of logging out for privacy reason or multiple users using the same computer.

3. **Metaphors:** “My next date” can be misinterpreted. I think a better wording is “next ride assignment”.
4. **Efficiency:** “Monday 02/25 @ 5:00pm” requires users to translate that into “2 days later”. I suggest visualizing it with either calendar or “In X days and X hours”.
5. **Good:** I like being able to contract and expand the sub-routes
6. **Natural Mapping:** “From xxx to yyy” doesn’t pass the squint test. It should be easier to identify the from-location and the to-location by left-justifying the “from” and right-justifying the “to” and connect them with something like an arrow.
7. **Error Prevention:** The Confirm and Swap Time buttons can be bigger and separated further apart to prevent user accidentally clicking confirm when he/she meant to click on the swap time.
8. **Reversible Action:** If the user confirms by accident, there should be a way to un-confirm.
9. **Visible Navigation:** The tabs are locked at the top of the screen, making jumping to different tabs less efficient.

Next Date Page, continued.



10. **Readability:** The time and the event name should be on different lines or have more spacing between them. I read “7pKarate Lessons” initially.
11. **Efficiency:** Why not color-code the different kinds of events Karate Lesson and Elementary School with different colors?

6.831 HW2

Brian Chang (No collaborator)

4/24/13

- 12. Help and Documentation:** Instead of today, use this month, since that's what the button really does.
- 13. Shortcut:** Why not give the users the option to jump to the Swap Dates tab by clicking on the calendar? I find it annoying to have to remember the date and the event from looking at my schedule, then scroll all the way to the top and click on the Swap Dates tab, then make the request.

Swap Dates Page

Respond to Swap Requests **1**

Step 1:
Select one of your dates to swap.
03/25/13

Step 2:
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](#)

April 2013 today < >

Sun	Mon	Tue	Wed	Thu	Fri	Sat
31	1	2	3	4	5	
7	8	8a Elementary School	10	7p Karate Lessons	12	1
14	5p Underwater Basket Weaving	16	17	18	19	2
21	22	8a Elementary School	24	25	26	2
28	29	30	1	7p Karate Lessons	3	
5	6	8a Elementary School	8	9	5:30p Soccer Practice	10

- 14. Flexibility and Efficiency:** There are two mechanisms for date-selection and another mechanism for date-viewing, namely on a calendar. It would be more efficient if the user can achieve both step 1 and 2 on the same calendar that he/she is viewing. That way the user doesn't even need to first filter by event type but can just view all the events and make swap requests on the same interface object.

Respond to Swap Request Page

Welcome, Jane.
Today's Date: April 24, 2013

Get Your Ride

From Jane: Underwater Basket Weaving, 03/25/13

- 15. Visibility:** Since there shouldn't be a long list of swap requests, the interface should expand the pending requests by default.
- 16. Consistency:** The "From Jane: Underwater..." will turn blue after expanding and contracting. It will confuse the user as what has happened to the state of the event even though nothing has changed.

Respond to Swap Request Page, continued

- 17. Reversible Action:** There is no confirmation after the user clicks on "submit", nor is there a way to reverse that action.

6.831 HW2
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Respond to Swap Request Page, continued

Welcome, Jane.
Today's Date: April 24, 2013

Get Your Ride

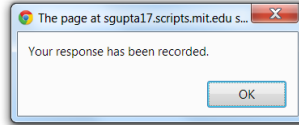
[Next Date](#) [Swap Dates](#) [My Carpools](#) [Pending Groups](#) [Carpool Search](#)

[Propose a Swap Date](#)

[Respond to Swap Requests](#)

Respond to Swap Requests

You have not received any swap requests.



- Feedback:** The dialog after “submit” is too generic to provide any user feedback as to what just happened. It should say something like “You have swapped your 5/23 with Jane’s 3/25 ride assignment”.