Heuristic Evaluation

Problems

Find next train

*minor*

*visibility of system status*

I need to tell the system my location and then the destination. The system showed me a pop-up window with my coordinates and after clicking ok, I go back to the same window. I was expecting my coordinates to be shown there.

![Location Based]

<table>
<thead>
<tr>
<th>Location Based</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Location</td>
</tr>
<tr>
<td>Search By Line</td>
</tr>
<tr>
<td>Blue Line</td>
</tr>
</tbody>
</table>

Current location

*minor*

*visibility of system status*

I don't know what my current location is. It isn't displayed anywhere.

Current location in wrong language

*Minor*

*Speak the user's language*

When the system finds my location it shows me two coordinates. It'd be more useful to show the current street or the nearest station.

Can't find next step

*Major*

*Visibility*

In the next train screen, because the three options (Location based, search by line, search station) are in the same level, it's hard to tell what the next step after finding my current location is.
Can't see what search by line means

*Major*

*Mapping*

In the next train screen, Current Location finds the current location and displays it to the user.

Search by line is mapped to searching a destination, whereas the name suggests that I choose my current location from a list.

**Time and date input**

*Major*

*Error prevention*

I don't know the format in which I should input the time. 04:00, 4pm, 4.00?

![Depart By](image)

![Arrive Before](image)

Plan Trip

The design should minimize the chances of inputting it in the wrong format.

Can't remove a station of a trip

*Major*

*User control and freedom*

I can't undo adding a station to a trip, or even removing the trip. To integrate it with a mobile platform, long click might open a context menu with the delete option.

Show current time

*Minor*

*Visibility of system status*

If the app is full-screen the user won't see the system clock on the top right corner.

Color of lines

*Minor*

*Internal consistency*
Maybe it would help keeping the different colors for each line. For instance, in the list of all stations Red line has the default blue background.

**Good parts**

**Favorites**
favorite trips and stations make the app more efficient for experienced users.

**No help or documentation**
The app is distributed as is, without any help files, manuals or documentation. I don't need on-screen hints or any text describing features. Everything is clear.

**Match between the system and the real world**
The vocabulary of the application and the domain are like the ones we use everyday. Trips, departures, stations... is the terminology used by both the T system and the users.

**Internal and external consistency**
The application has two buttons on top, back and home, that behave the same way in all screens. They are placed where the platform standards stablishes.
Filtering
Provides quick access to contents to experienced users.

Aesthetics
Fonts have contrast and the color scheme is harmonious. The two main tasks, see the next train and plan a trip, are right on my fingertips.

Back button
The back button on top provides an easy exit to the current screen.

Choosing stations from a list
Helps preventing errors. Choosing is better than typing.

Order of stations in a list
Stations are grouped by line and ordered as they appear in the real line. This is better than ordering them alphabetically because lets the user find nearby stations in frequent areas of
the city.