Heuristic Evaluation Process for TransLoc

List of Issues: **+user tasks below**

Severity codes: catastrophe, major, minor, cosmetic

<mark>Common issues between everyone to focus on:</mark>
- Inaccurate bus routes / inaccurate bus arrival/departure times
- Unknown capacity of buses
- Confusing map layout
- Too many options for Bus Routes

Mason:
- The location of the menu at the bottom is clunky
- The bus routes are not accurate
- There needs to be a way to limit the amount of routes that can be seen in a clearer way
- No way to exit OnDemand without closing app (Minor)
- The alerts are not prioritized for the location the user selected
- No way to filter different routes
- Search bar at top
- Too many options (Minor)

Makayla:

Bus times inaccurate - (Major: This issue prevents the service from being done accurately, and effectively)

Full buses, you don't know if they are full or not - (Major) (Knowing whether a student can get on a bus or not is vital information the app needs)

No labels (what exactly do the numbers mean, number of roads, stops, buses, etc.) (Major) (If the labels are not clear, this is a hindrance to the usage of the app)

Maps are confusing (sometimes the colors are the same, lack of organization) (Major)
(The app relies on the use of maps to locate routes and buses. If the maps are confusing, this affects the usage of the app.

A lack of clarity in Logging In (Do I have to log in to achieve everything I need) (Minor) (The app still works even if a person does not Log In. However, the app does need to clarify the benefits of logging in without having to look it up)\

Too many route options (Minor) (This does not hinder the usage of the app. However, having too many options can create stress and unnecessary searching.)

kendria:

-time inconsistencies for arriving/departing buses are still prevalent (Major)

-limited to only buses on school campuses(ksu for instance) as there's no way to track cobb linc buses (some students, take that bus to the kennesaw/marietta campus but you are forced to use a separate app to track it) (Minor)

-not much explanation on the ondemand area- maybe for uber services? never works

-doesnt say capacity for buses despite it having the option (Minor)

-for kennesaw/marietta route- only shows one possible route the bus is likely to take

-not clear if u can switch routes (no back button or "routes" section on the main menu)

-routes are inconsistent (zoom in multiple routes, zoom out, some routes are gone/disappear)

visuals:

-dull looking colors (Cosmetic)

List of improvements

Common improvements to focus on:

- Add labels (the information that is included, clarify exactly what the information means)

- Add important information   (whether the buses are filled or not)

- Color Correcting   (having the website include brighter colors)
  - Include colors of the bus route to match the UI so the user won't be confused about which route they're using

- A clear map format (Have the lines not overlap each other, clear colors for each location, etc.)

- Have the bus times be accurate. If they are not accurate, have the times be close enough to avoid issues

- Limit the options to the routes for each location   (3 - 5 at most)

User tasks: ideas for it

Task 1:
1. Find the KSU campus on the Transloc app.
2. Tap on the Big Shanty bus route.
3. Switch to the Kennesaw/Marietta bus route.

Task 2: Check the time on when the next Town Center bus will arrive.
1. Find the KSU campus on the Transloc app.
2. Tap on the Town Center bus route.
3. Check the info for the bus.
4. Check when the next estimated arrival will be.

Task 3:
1. Find the KSU campus on the Transloc app.
2. Look through the list of bus routes.
3. Find the bus number for the West Campus bus route.

Task 4
1. Go to settings
2. Find Agency Preferences
3. Select an Agency from the list
4. Turn off Visibility and Receiving Alerts