

Usability Evaluation MRM App

Faizan Zahid

Irshath Ahamed

Pritesh Chavan

Ashwin Yogesh

Goals (high to low priority)

1. User should be able to navigate quickly and easily
2. Users should be able to learn on their own
3. Product should not load user's memory / product should not put cognitive load on a user
4. Information architecture: Information should be well aggregated, well categorized, well presented
5. Communication should be clear / user should easily understand text, visuals
6. Findability : options / data / information should be visible / easy to find
7. User should take less time to learn: (e.g. in < 10 minutes, in < 2 hours practice, in < 2nd attempt)
8. User must be able to do the primary task / the most frequent tasks quickly, easily, at all times
9. Intuitiveness: User should be able to predict the next step / task
10. Product should require no unnecessary tasks

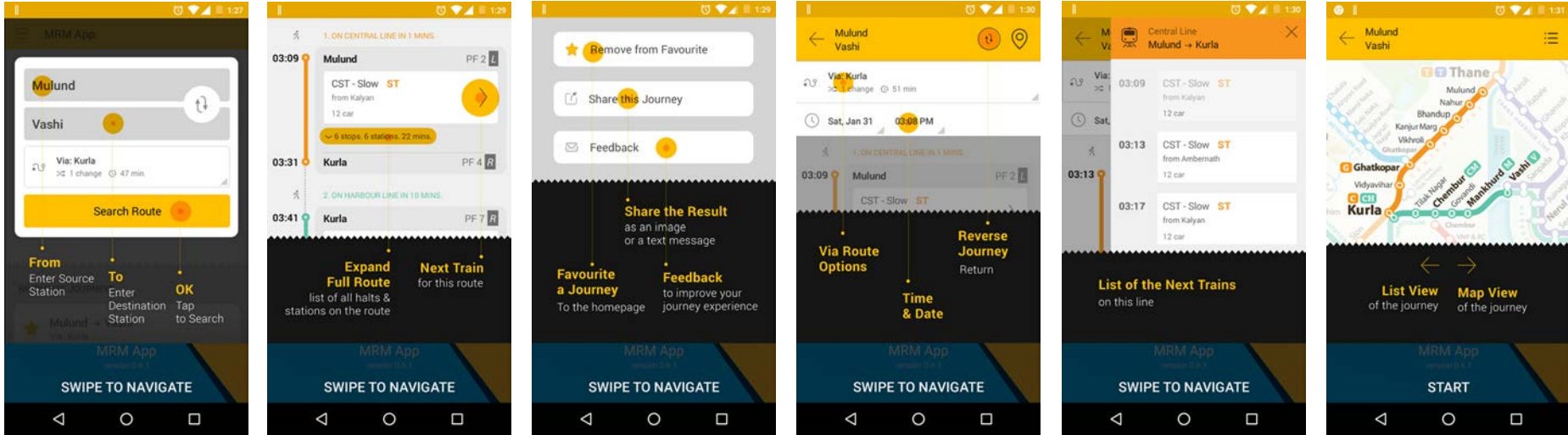
Issues

1. Some famous places are not present. e.g Dharavi, Colaba, Marine drive
2. Map is not updated
3. It's not interactive
4. You can't locate yourself in map
5. Every time you have to go through a longer path even to search for previously used choices
6. It does not update, no real time changes
7. No fare estimation
8. Hard to find on Google play, onlineanywhere
9. Share journey does not work
10. Too many bugs
11. Metro and mono are not easily accessible
12. Invisible options.....still don't know what they do.
13. Logo misleads about the language
14. Help menu is confusing..... only one set of screenshots
15. Help shows up everytime can't skip help.
16. Navigating between list of trains in a route and the route information is tedious
17. Colors of the different railway lines are not emphasized properly.

Issues

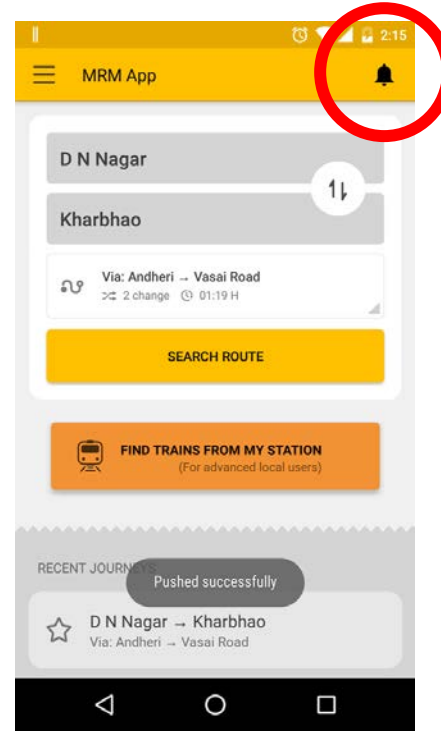
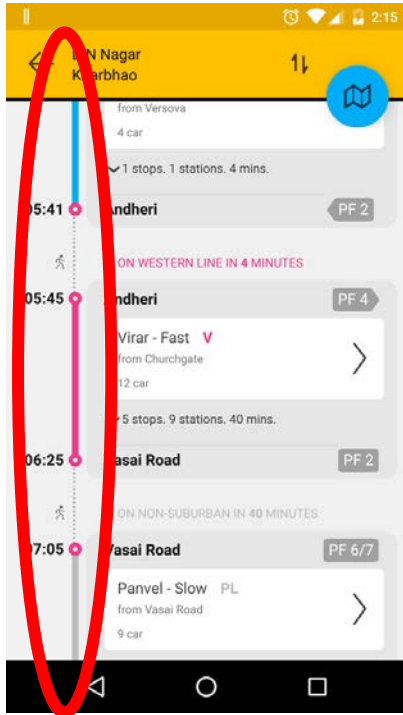
18. Difficulty in interpreting the via root.
19. Extra touch Keyboard
20. Font size very small.
21. Walk icon is small and difficult to recognise.
22. Confusing initials (e.g. ST for CST)
23. Hard to categorise the railway lines for first time users
24. Change of trains takes time to understand i.e. switching between trains

User should be able to navigate quickly and easily
Product should require no unnecessary tasks



The app opens with the help menu, from where one has to swipe 5 times to get to the main page.

Users should be able to learn on their own



One has to use the app multiple times in order to read/understand the data.

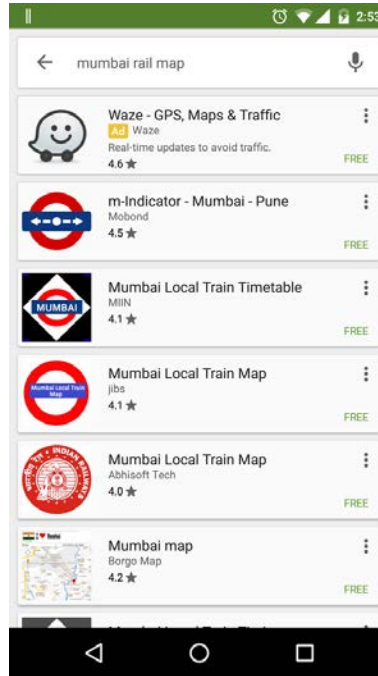
- Colors of the different railway lines are not emphasized properly.
- It's not really clear what kind of notifications you would get.

Product should not load user's memory / product should not put cognitive load on a user



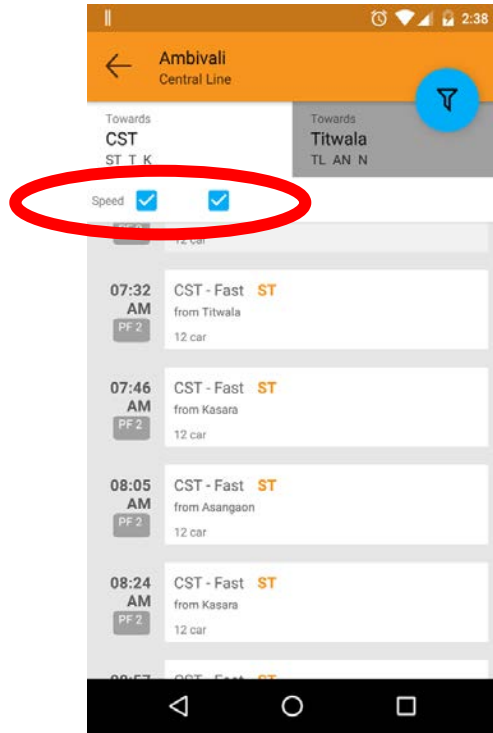
1. All the places are not listed except for the stations
2. The map doesn't give you your location

Information architecture: Information should be well aggregated, well categorized, well presented



The probability of finding the app in the Appstore/PlayStore is very less since the name is MRM
Anyone who wants would search for “mumbai rail map” (which is more probable) rather than
“MRM”

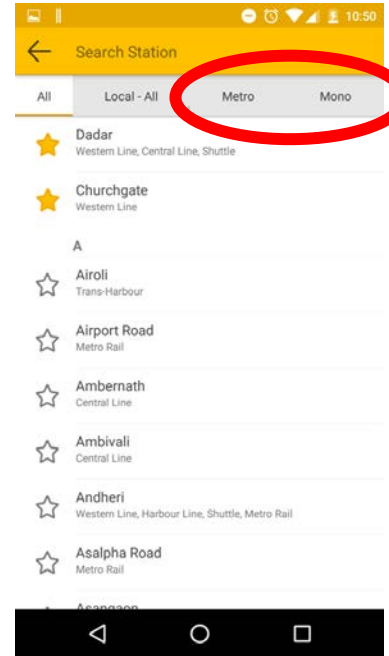
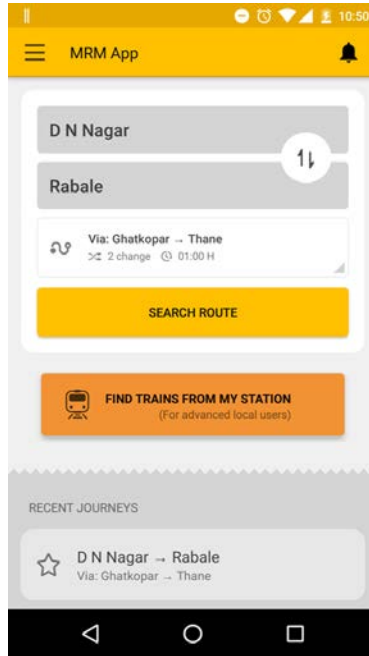
Communication should be clear / user should easily understand text, visuals



App Icon

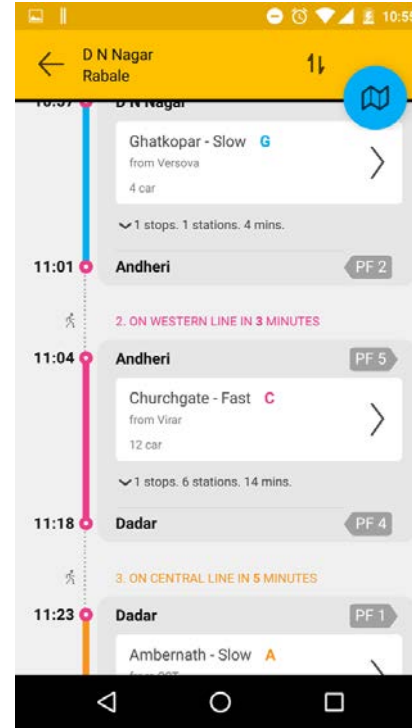
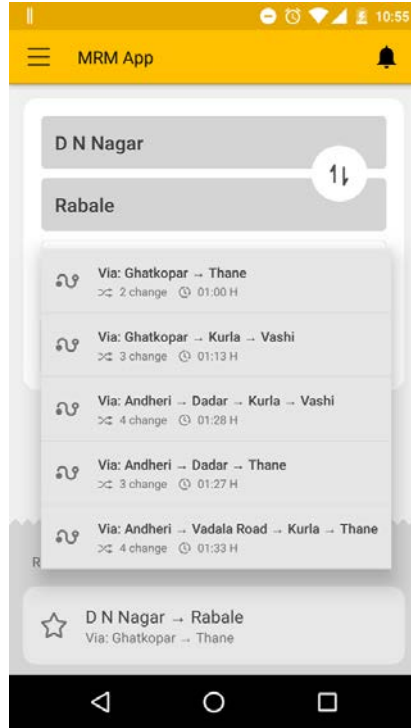
There are some information that are hidden and confusing
The logo kind of tricks you into thinking that the app has multiple languages

Findability : options / data / information should be visible / easy to find



Metro and mono are not easily accessible
Invisible options.....still don't know what they do.

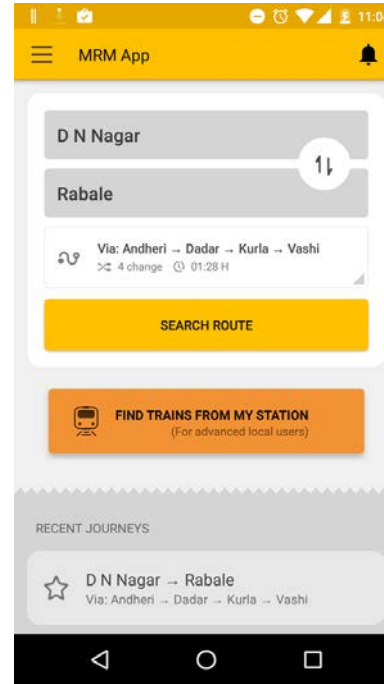
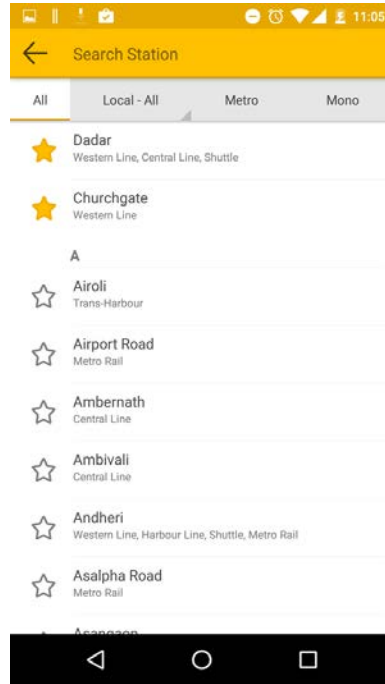
User should take less time to learn



Confusing initials (e.g. ST for CST)

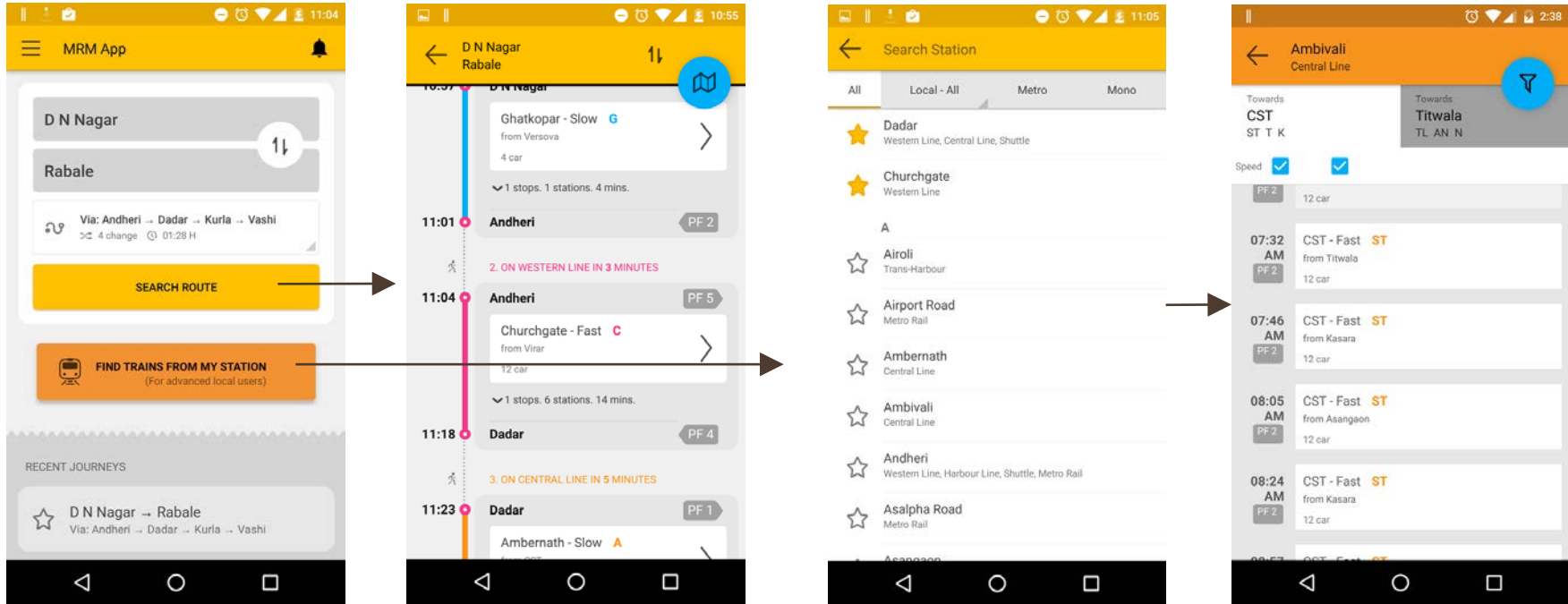
Difficulty in interpreting the via root

User must be able to do the primary task / the most frequent tasks quickly, easily, at all times



Frequently used options are on home screen and ready to be accessed.
Frequently used stations and routes can be favoured for easy access later.

Intuitiveness: User should be able to predict the next step / task



Only 2-3 screens to navigate back and forth which makes it easy for user to make conceptual model of it,