Rating: major

Heuristic: Predictability - Support for the users to determine the effect of future action based on past interaction history.

Comment: When I type in a station and am taken to that station listing directly, I would expect the "go back" button would take me to the home page I just came from instead of the previous station listings page that I never viewed. This may conflict with "Strive for consistency in action sequences, etc." however it may be appropriate to air on the side of context in this case.

Rating: N/A (All the subway systems, T-stations, brochures and signs in the subway system include inbound and outbound representations. Any user, who's willing to take the T, needs to know which way he/she's headed by means of "inbound" or "outbound". Stations and ways include the directions by means of inbound and outbound representations.)

Heuristic: Use both knowledge in the world and knowledge in the head - systems should provide the necessary knowledge within the environment and their operation should be transparent to support the user in building the appropriate mental model of what is going on.

Comment: The concept of "inbound" and "outbound" is often move ambiguous as you get to the center of the city. Most travelers will struggle with this decision if they are not expert T users. Perhaps you could determine this for them by knowing where they will be departing from and where they will be going to, this will give them the information they desire without having to have that additional knowledge.

Rating: Major

Heuristic: Exploit the power of constraints, both natural and artificial. Constraints are things in the world that make it impossible to do anything but the correct action in the correct way.

Comment: When a user types in a T station name, there should be some form of correction assistance available. Perhaps a screen that says "Did you mean: " and then provides a list of possible candidates based on what they typed.

Rating: Minor

Heuristic #1: Recognition rather than recall: The user should not have to remember information from one part of the dialog to another.

Heuristic #2: Aesthetic and minimalist design: Dialogs should not contain information that is irrelevant or rarely needed.

Comment: On the Oak Grove Station train time page, it is not immediately clear whether inbound or outbound was selected without analyzing the picture and seeing that inbound is highlighted or brighter than the rest of the information. The rest of the information for the outbound may be irrelevant since the user was only interested in the inbound times.

Rating: Major

Heuristic: Consistency and standards: Follow platform conventions and accepted standards.

Comment: On my phone (Samsung Galaxy Nexus / Android 4.0.2) I noticed that when I bring up the virtual keyboard on Screen 1 and then press either button, the keyboard remains visible on the next screen (and any screen after). I would also expect that the "Done" key on the keyboard would do the same as the "Go" button.

Rating: Repetition, Fixed

Heuristic: Show users what is going on

Comment: I think this may only be the problem in the demo. You may fix it in the final edition. The view we jump to when hitting the 'Go' button is always the same view no matter what I put in the input widget. I figure out that if I typed in the station and it will save my time from the detailed choices. But this is a little too soon and I may not know what is going on. When I jumped to the schedule, I always try to click on the 'back' button and it took me into a choice making view. That is also confusing. I may like to jump to the home page instead.

Rating: Repetition, Fixed

Heuristic: Provide real world experience related design in the system

Comment: This whole demo tries to make the transaction more linear. Answer a series of questions and finally find what I need. This will work with the forward path (Click on the I don't know button and answer questions to find answer). But when I try to use the type in name to search for a station, why should I go back to the place to choose which line or which station I need? That may not make any sense. Just like the html language, the reason we would like to use html is it is not a linearly solution which means I can jump to the part I want. My suggestion is this app may only have two inputs, the start and end place. Leave all the other work to this app. Find a nearest stop and the appropriate end stop for the user. I think this is the kind of real world experience we may have (a destination and a start place).

Rating: Minor

Heuristic: Clear display

Comment: The font is big and it will be easy for seniors to use. But it seems that the different font size make the UI feel weird. Maybe the 'OR' text could be smaller or just replace it by nothing. There is also differences font size between the 'back' buttons in different views.

Rating: Minor (The app rather has less components to provide navigations tips thru the process. It has already so similar and small amount of steps.)

Heuristic: Take users feeling into consideration

Comment: When running this demo, I feel like it did not give me enough feed back. Words like 'We find these for you' when you show those results to the users may let your users feel they are respected.

Rating: Major (will be taken care of this issue on the final version, since there are some major modifications need to be done to introduce a solution for this feedback)

Heuristic: Use grouping to help users know connections between elements

Comment: My suggestion is this can be applied to the home page design.

Rating: Major, Fixed

Heuristic: Care about alignment usage

Comment: The alignment is fine. The only problem is the 'I don't know' button. The button's text maybe too long and make the feeling of the overall aligment not right.