**Project Task 6: Heuristic Evaluation of [Restaurant Ranking App ]**

## Problem

*Promoting local food by ranking their services and providing home delivery!*

## Violations Found

#### 1. H2-1 Visibility of Status / Severity 1 / Found by: A

The interface should have headings on every screen.

#### 2. H2-2 Match between System and Real World / Severity 3 / Found by: B

Not everyone knows what is branded food (Screen 2) and terms used are confusing (Midwest on screen 5).

#### 2. H2-3 User Control / Severity 4,2 / Found by: B,C

No option to switch screens and turn back.

#### 2. H2-4 Consistency / Severity 4,2 / Found by: B,C

Font keeps changing.

#### 2. H2-5 Error Prevention / Severity 1,4,1 / Found by: A,B,C

No error prevention seen.

#### 2. H2-8 Minimalistic Design / Severity 3 / Found by: B

Color scheme keeps changing.

#### 2. H2-9 Help Users / Severity 2,4,2 / Found by: A,B,C

No Error msgs shown if something goes wrong.

#### 2. H2-10 Documentation / Severity 4 / Found by: B

No README document.

## Summary of Violations

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Category** | **# Viol. (sev 0)** | **# Viol. (sev 1)** | **# Viol. (sev 2)** | **# Viol. (sev 3)** | **# Viol. (sev 4)** | **# Viol. (total)** |
| H2-1: Visibility of Status | 1 | 0 | 0 |  |  | 1 |
| H2-2: Match Sys & World | 0 | 3 | 0 |  |  | 3 |
| H2-3: User Control | 0 | 4 | 2 |  |  | 6 |
| H2-4: Consistency | 0 | 4 | 2 |  |  | 6 |
| H2-5: Error Prevention | 1 | 4 | 1 |  |  | 6 |
| H2-6: Recognition not Recall | 0 | 0 | 0 |  |  | 0 |
| H2-7: Eficiency of Use | 2 | 0 | 0 |  |  | 2 |
| H2-8: Minimalist Design | 0 | 3 | 0 |  |  | 3 |
| H2-9: Help Users with Errors | 2 | 4 | 2 |  |  | 8 |
| H2-10: Documentation | 0 | 4 | 0 |  |  | 4 |
| **Total Violations by Severity** | 6 | 26 | 7 |  |  | 39 |
| **Note: check your answer for the green box by making sure the sum of the last column is equal to the sum of the last row (not including the green box)** |  |  |  |  |  |  |

1. **Evaluation Statistics**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Severity / Evaluator** | **Evaluator A** | **Evaluator B** | **Evaluator C** | **Evaluator D** | **Evaluator E** |
| sev. 0 | 6 | 3 | 6 |  |  |
| sev. 1 | 2 | 0 | 1 |  |  |
| sev. 2 | 2 | 0 | 3 |  |  |
| sev. 3 | 0 | 2 | 0 |  |  |
| sev. 4 | 0 | 5 | 0 |  |  |
| **total (sev. 3 & 4)** | 0 | 7 | 0 |  |  |
| **total**  **(all severity levels)** | 10 | 10 | 10 |  |  |

1. **Summary Recommendations**

*Severity 4: User control, Consistency, Error Prevention, Help with Errors*

*We should introduce buttons to move along the app, a fixed color and text scheme and generate some errors when needed.*

*Severity.3 Minimalistic Design and Match Sys and World :*

*Color scheme should be consistent and easy terms should be used.*

*Severity 2: User Control, consistency and help users*

*Work on error msgs, flow from one screen to other and help if needed.*

Severity 1: Visibility of status

Every screen should have a heading.

### Severity Ratings

0 - don’t agree that this is a usability problem 1 - cosmetic problem

1. - minor usability problem
2. - major usability problem; important to fix 4 - usability catastrophe; imperative to fix

### Heuristics

#### H2-1: Visibility of System Status

* + Keep users informed about what is going on

#### H2-2: Match Between System & Real World

* + Speak the users’ language
  + Follow real world conventions

#### H2-3: User Control & Freedom

* + “Exits” for mistaken choices, undo, redo
  + Don’t force down fixed paths

#### H2-4: Consistency & Standards H2-5: Error Prevention

**H2-6: Recognition Rather Than Recall**

* + Make objects, actions, options, & directions visible or easily retrievable

#### H2-7: Flexibility & EWiciency of Use

* + Accelerators for experts (e.g., gestures, kb shortcuts)