Heuristic Evaluation

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Evaluator: Megan Vela.

Heuristics (write down your chosen heuristics)	Nielsen's severity ratings
I. Visibility of system status II. Match between system and the real world III. User control and freedom IV. Consistency and standards V. Error prevention VI. Recognition rather than recall VII. Flexibility and efficiency of use VIII. Aesthetic and minimalistic design IX. Help user recognize, diagnose, and recover from errors X. Help and documentation	0) I don't agree that this is a usability problem at all 1) Cosmetic problem only: need not be fixed unless extra time is available on project 2) Minor usability problem: fixing this should be given low priority 3) Major usability problem: important to fix, so should be given high priority 4) Usability catastrophe: imperative to fix this before product can be released

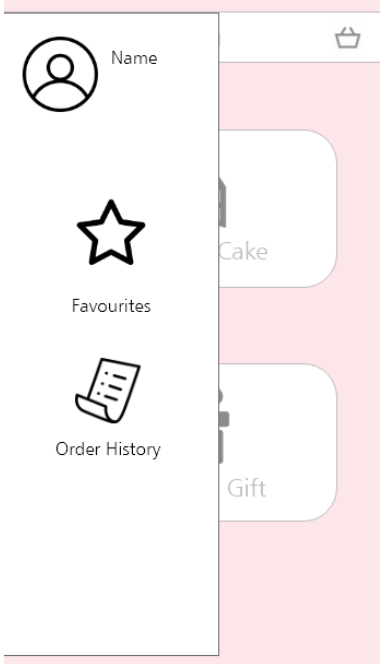Number of Heuristic assessed: VII (Flexibility and efficiency of use)

Task/issue/recommendation	Evidence (e.g. screenshot)
Requirement assessed (Must have): The user should be able to navigate the application with ease. The user interface should be well thought out and fit the target audience that is being reached. **Rating: 4/5** Major usability problem: important to fix and should be given high priority. **Recommendation:** The interface is clear and well-structured, with instructions given to the user in the form of on-screen buttons. However, one issue with the interface design that was recognised was that when the application opens the user shouldn't	

have to log in or make an account to just browse the application.	

Number of Heuristic assessed: III (User control and freedom)

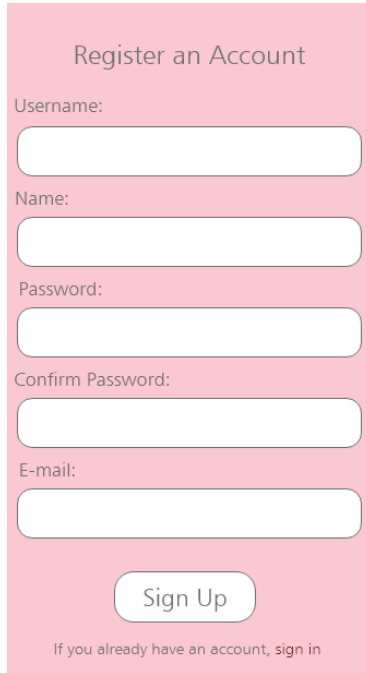| Task/issue/recommendation	Evidence (e.g. screenshot)
Requirement assessed (Must have): The user should be able to customize and design their own cake/s or cupcake/s. **Rating: 3/5** Minimal usability problem: important to fix. **Recommendation:** This is a core requirement for the mobile application, as without it being met, the application will not run as intended, taken into consideration that the original concept behind the artifact was a cake decorating app where the user can create and customize their own cake/s or cupcake/s.	

Number of Heuristic assessed: IV (Consistency and Standards)

Task/issue/recommendation	Evidence (e.g. screenshot)
Requirement assessed (Must have): Performance – serves should be stable, without crashing due to many users making purchases at the same time. Various user interface buttons – such as menu, login, purchase, cancel, back. **Rating: 3/5** Usability problem: important to fix and should be given high priority. **Recommendation:** Interface buttons were implemented to make the application fluid and easy to navigate. A hamburger style menu button was implemented to make it easy for the user to find, the button are all responsive and will redirect the user to the correct pages.	

Number of Heuristic assessed: VIII (Aesthetic and Minimalistic Design)

Task/issue/recommendation	Evidence (e.g. screenshot)
Requirement assessed (Must have): Aesthetically the overall design of the application should be fluid and visually appealing to the targeted audience. **Rating: 5/5** No major usability problems. **Recommendation:** Using minimalistic designs helps reduce clutter on the interface; it also helps the user focus on the important elements on the screen which can improve the user experience.	

Number of Heuristic assessed: V (Error prevention)

Task/issue/recommendation	Evidence (e.g. screenshot)
Requirement assessed (Must have): The user should be able to create their own profile. The information that the user inputs should be kept encrypted. Legal information – database. **Rating: 5/5** Major usability problem: important to fix and should be given high priority. **Recommendation:** The user will be inputting data and information that should be kept secure and safe from being released. The user will be making transactions on this app and their information must be kept private.	Register an Account Username: Name: Password: Confirm Password: E-mail: Sign Up If you already have an account, sign in