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| **Rule of Thumb** | **Is this rule being applied? How so?** | **Is this rule violated? How so?** | **How can this rule further improve usability, utility, and desirability?** |
| 1. Visibility of system status | The virtual map always shows where the user is. The time tour always demonstrates how much time is available clearly |  |  |
| 2. Match between system and the real world | Language consists of using generic icons such as the help being a ‘?’, audio/video players using conventional controls, and the camera icon being generic as well. |  |  |
| 3. User control and freedom | A back key is implemented in most (all but time tour and ticket page) areas in case the user mis clicks | Ticket page does not allow for an escape if the wrong museum is picked. | The user should be able to get back to where he wishes easily if he has made a mistake. |
| 4. Consistency and standards | Home, scan, and map are always available to the user to select. | The top left key is not always the same sometimes it is a menu other times it is a back key | Better consistency does not confuse the user |
| 5. Error prevention |  | AR Scanning has no error prevention if they cannot scan the artifact properly | If they cannot scan, they cannot go forward |
| 6. Recognition rather than recall | Help menus for timed tour and AR scanning help users who may be forgetful. Pictures of museum to help users identify issues | Timed tour exit is hidden away in a menu, it is not clear on how to exit without it. | Users being able to end tour is an integral part of the tour. This leads to poor usability |
| 7. Flexibility and efficiency of use | Users always have the options to switch between the most used functions (home, scan, and the map) |  |  |
| 8. Aesthetic and minimalist design | Help options readily available in multiple places. Icons used often to demonstrate functionality |  |  |
| 9. Help users recognize, diagnose, and recover from errors | Help menus available for AR scanning if the user cannot scan the AR |  |  |
| 10. Help and documentation | Help options are available in several locations if need be | Help options are missing in some locations specifically in related artifacts has no indication on how to end the tour. And AR model does not show you can interact with the frame | Being lost in a new app is common help buttons to guide the user will greatly increase usability. |