

Interação Pessoa-Máquina
2021/2022

flashcan

Stage 5: Heuristic Evaluation

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This report contains a heuristic evaluation of the group 19's project. The project was delivered on the 13th of December and the evaluation was sent to the group on the 16th of December, three days later.

<i>Nº</i>	<i>Problem</i>	<i>Heuristic</i>	<i>Description</i>	<i>Severity</i>	<i>Solution</i>	<i>Screenshot</i>
1	Not clear what the three main buttons do	Help & Documentation	"Choose items" doesn't explain what the main buttons do, we had to read the scenarios to understand what was the end goal of the actions	3,(3)	Change the title to better represent that the end goal is to understand how and where to recycle the chosen item	Fig. 1
2	Button for trash pick-up only appears sometimes	Consistency & Standards	Button for trash pick-up only appears after search by "Fridge" but not by searching for "Eletronic Devices"	2,(6)	Button should appear when selecting "Eletronic Devices" in the "Find recycle Bins" page	Fig. 2, 3
3	No list of scheduled trash pick-ups	Visibility of system status	User has no way to check the trash pick-ups they scheduled	3	Keep record of scheduled trash pick-ups and display them in a tab for the user	-
4	No list of requested recycling cans	Visibility of system status	User has no way to check the recycling cans they have requested	2,(6)	Keep record of requested recycled cans and display them in a tab for the user	-

5	Unclear what the “x/√” icons next to the bin items are	Help & Documentation	We are not sure what the symbols mean	2	Its meaning should be made clearer – they could be replaced for a label, for example	Fig. 4
6	Search items page could be improved	Aesthetic and Minimalist Design	The search items page is mostly blank and its structure doesn't make much sense	1,(3)	The list of possible items should appear in the page and be filtered by the search. The item's recycle guide should also appear in the page instead of in a pop-up and it shouldn't need clicking to show the text	Fig. 5, 6
7	Not expected content	Help & Documentaton	Dummy information made it so it was harder to realize what the end goal of the search was	2,(3)	Use dummy data that's structured like the actual data will be. For example, use a step guide structure	Fig. 7
8	No back button in some screens	User control & freedom	Users can't go back after searching, when using the camera and after taking a picture	4	A back button should be added to both pages	Fig. 7, 8, 9

9	Request item picking could be improved	Flexibility & efficiency of use	Someone who frequently requests trash pick-ups could use an easier way to access the request page and know what items can be picked up	2	Add a shortcut for trash pick-up with a selection of all the items that can be picked-up	-
10	Selection should be clearer	Visibility	When selecting topologies it isn't clear which ones are selected or that you can select more than one at a time	1,(3)	More clearly mark which ones are selected by also putting a checkmark over it at the corner, for example	Fig. 10
11	Can input whatever they want in form	Error prevention	In the "Request Item Picking" and "Request a new Bin" the inputs are not checked for correctness	4	Restrict the input so user doesn't add incorrect information. The item could be a selection input	Fig. 11, 12
12	Hidden path and recycle bin feedback buttons	Recognition, Not Recall / Consistency & Standards	The user could want to give feedback about the state of a recycle bin and not ask for directions – this could lead them to not know or recall how to do it	2,(3)	The two buttons could always be visible at the side of the list's items	Fig 13, 14, 15

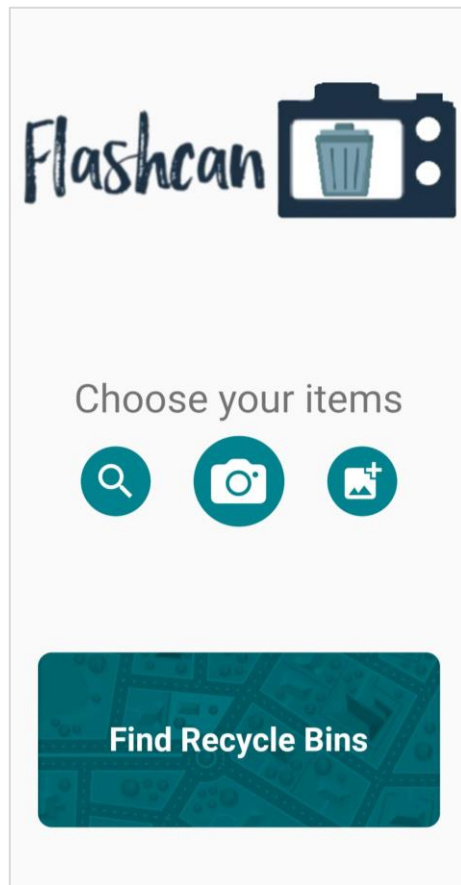


Fig 1 – Three main application buttons

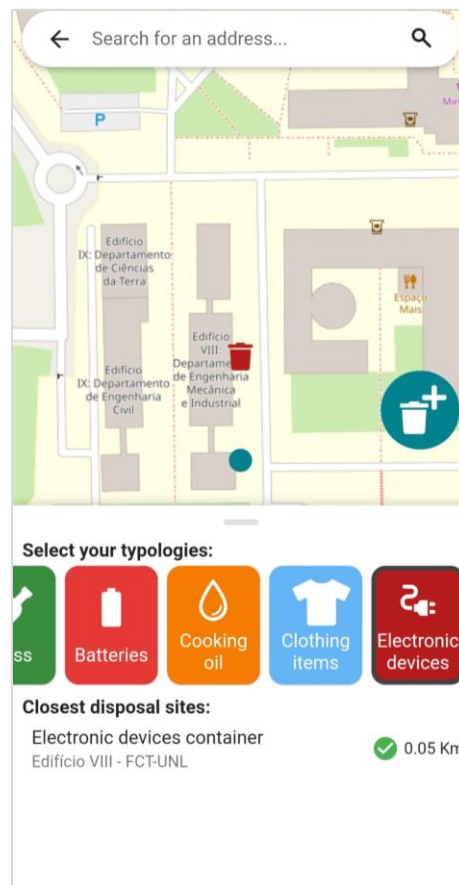


Fig 2 - Map not showing trash pick-up button by selecting "Electronic devices"

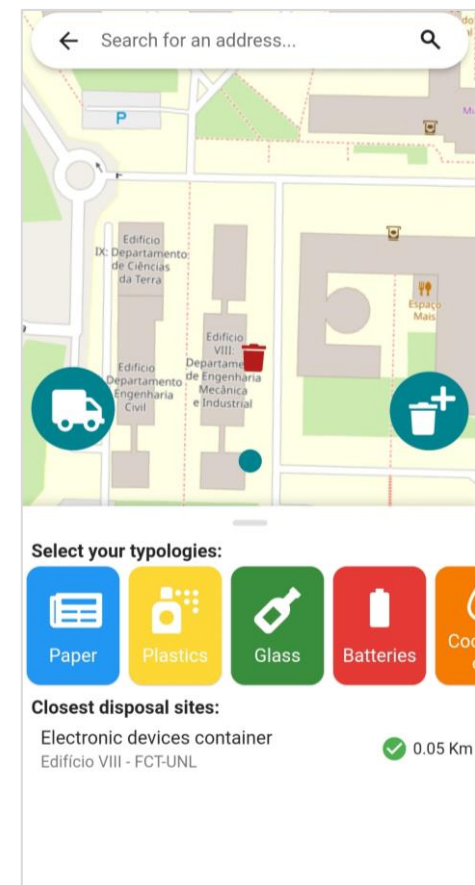


Fig 3 - Map showing trash pick-up button after selecting fridge

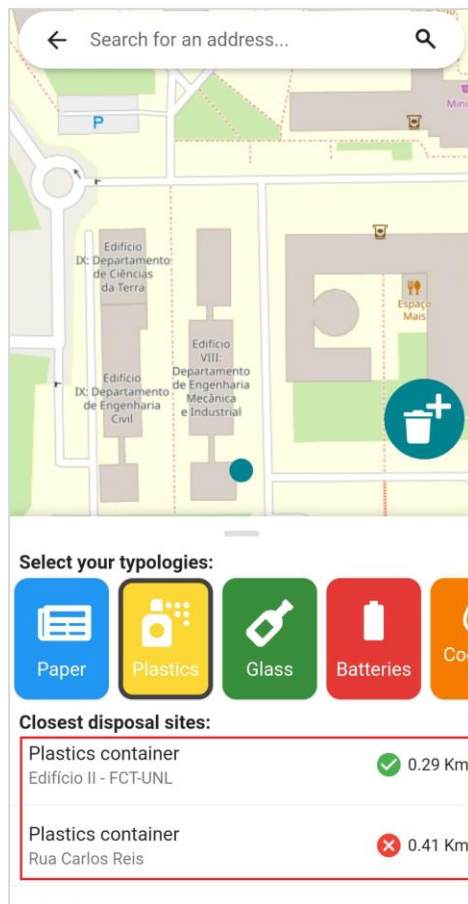


Fig 4 - "x/✓" Icons next to the bin item

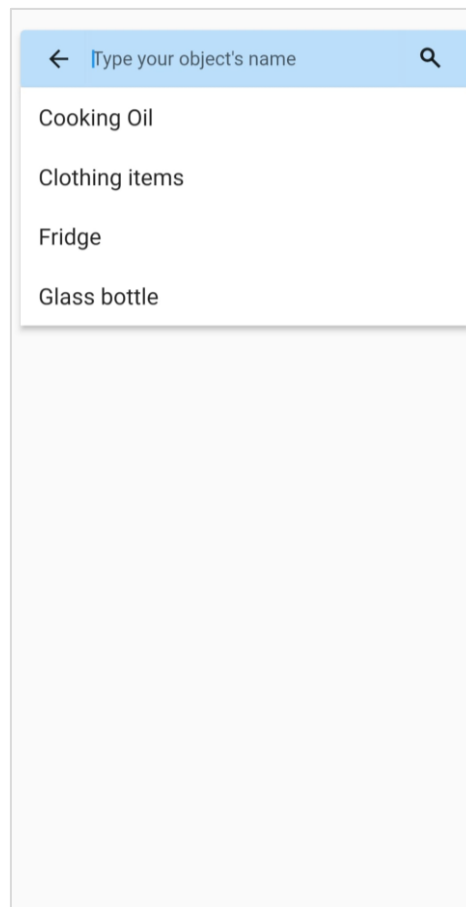


Fig 5 - Search item to recycle page

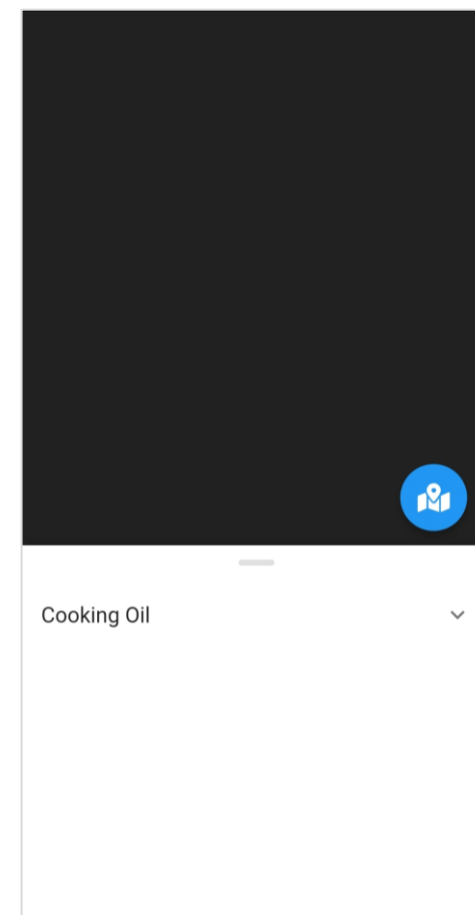


Fig 6 - Result of search by item

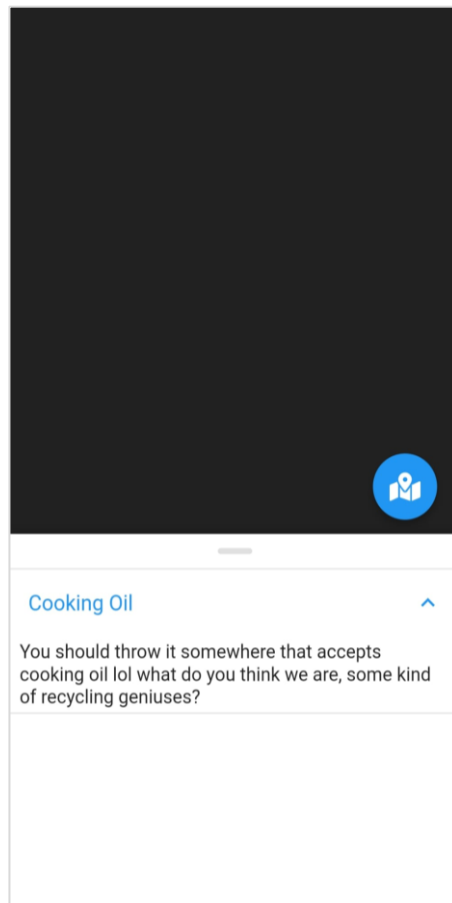


Fig 7 – Unstructured dummy text



Fig 8 – Camera to search items

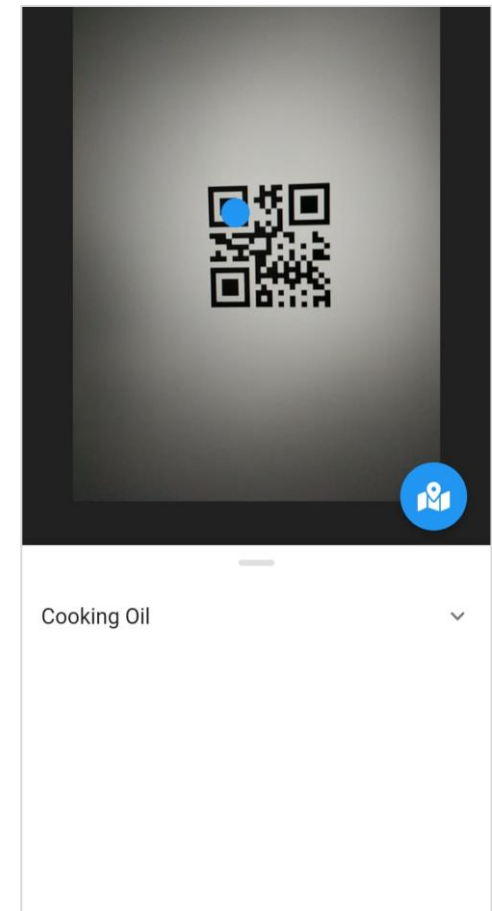




Fig 9 - Result of search by picture


Request a new bin:




Name *
373




E-mail *
75





Address *
183





Select types of bin: *


Paper


Plastics


Glass



Batteries


Compost


CANCEL

SUBMIT


Request item picking:

 Name *

4884



 Phone Number *


65656

 E-mail

4848


Address

 4748 

 Item *

8348

Description

 Enter a description of the item

CANCEL

SUBMIT

