Heuristics Evaluation of "Culina" (Mobile app & <u>Console app</u>)

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The severity ratings are added as {rating} when needed before the explanation.

Overall, the console version of the app looks better and more complete than the mobile version.

The problems that appear in the mobile app usually also appear in the console version and should be reviewed in both, on the other hand, the app is really easy to understand and to use in a few minutes for someone that is used to similar apps. The small amount of buttons, their size and their names would make actions easy to perform for someone who is not accustomed to use an app of this kind and even for seniors.

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1. Visibility of system status

- Always keep users informed about what is going on.
- Provide appropriate feedback within reasonable time.

Evaluation

POSITIVE
1. When the users buy an item a pop-up appears as confirmation.
2. All the pages have a title so the users know were in the system they are located.
3. Whenever a button is clicked a transition to the new page starts.
4. <u>Shopping list provides a useful adding option ("Recommended")</u>

NEGATIVE
1. {1} The speed of sliding transitions (except when clicking the notification button) are a bit slow. *A faster feedback when changing pages could be a solution.*
2. {3} Pantry (in homepage) does not have a functionality included. *Add missing connections.*

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2. Match between system and the real world

- Speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms.
- Follow real-world conventions, making information appear in a natural and logical order.

Evaluation

POSITIVE
1. Almost all icons used are consistent in their use with the ones you can find in similar apps.

NEGATIVE
1. {0} In (7/12) when clicking the gear icon getting to a buying page is not something you expect. *Although once you know what its use is it is easy to remember, it is not intuitive.*

3. User control and freedom

- Users often choose system functions by mistake.
- Provide a clearly marked "out" to leave an unwanted state without having to go through an extended dialogue.
- Support undo and redo.

Evaluation

POSITIVE
1. Users have the option to go back when getting into a page.

NEGATIVE
1. {3} There is no option to cancel after buying a product. *A page containing the information of ordered products with the chance to cancel particular items within x amount of time could be a solution.*
2. {2} There is no option to delete an item from the shopping list (5/12). *Add a [x] at the side of the items could be a solution.*

4. Consistency and standards

- Users should not have to wonder whether different words, situations, or actions mean the same thing.
- Follow platform conventions.

Evaluation

POSITIVE

NEGATIVE
1. {0} Users can buy items individually but the system does not offer the option for more than one item. *Adding a "buy" option to the shopping list page (5/12) could be a solution.*
2. {1} The transitions between pages are all different (slide to the left, up, no transition…) without an apparent reason. *Although sliding pages seems to be a good transition (by speed the best of them is when clicking the notification button in the homepage) they should be consistent, maybe all slides to the right except "back" (to the left) could be a solution.*
3. {1} The different pages (menus, buttons…) are not consistent through the app. *The page titles should be located in the same place, etc.*
4. {1} Pop-ups appear in different places when clicking "buy product" (7/12) and "1-click order" (7/12). *The centered pop-up used for "buy product" looks better.*

5. Error prevention

- Even better than good error messages is a careful design which prevents a problem from occurring in the first place.

Evaluation

POSITIVE
1. The user receives feedback when buying an item.

NEGATIVE
1. {2} Users may click the "buy product" button (7/12) by mistake. *Add a confirmation pop-up when buying items could be a solution.*

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6. Recognition rather than recall
- Make objects, actions, and options visible.
- User should not have to remember information from one part of the dialogue to another.
- Instructions for use of the system should be visible or easily retrievable whenever appropriate.

Evaluation

POSITIVE
1. The app is easy to use and intuitive.

NEGATIVE

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7. Flexibility and efficiency of use
- Accelerators -- unseen by the novice user -- may often speed up the interaction for the expert user so that the system can cater to both inexperienced and experienced users.
- Allow users to tailor frequent actions.

Evaluation

POSITIVE
1. N/A

NEGATIVE

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8. Aesthetic and minimalist design
- Dialogues should not contain information which is irrelevant or rarely needed.
- Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.

Evaluation

POSITIVE
1. Notifications (9/12) looks really good, if changing the overall design of the app to make it more consistent it would be a good template to follow.
2. Quick notes is a good addition for the console version.

NEGATIVE

9. Help users recognize, diagnose, and recover from errors
- Expressed in plain language (no codes)
- Precisely indicate the problem
- Constructively suggest a solution.

Evaluation

POSITIVE
   1. No error messages are seen so N/A.

NEGATIVE

10. Help and documentation
- Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation.
- Help information should be easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large.

Evaluation

POSITIVE
   1. Supposing that clicking "Culina v1.0" (8/12) would take you to the documentation of the app (as it is usual) it is all good.

NEGATIVE