

Heuristics Evaluation of [enter product name]

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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

| Description | Suggested Fix | Severity ratings |
|---|---|------------------|
| On the shopping list, when the user clicks add items and enter the item name, the system does not offer any feedback. | There should be some form of system feedback for every operator action. | 1 |

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

| Description | Suggested Fix | Severity ratings |
|---|--|------------------|
| On the fridge page, when the user clicks the milk icon, there are two opinions showing on the top right of the page. The left icon is a gear that makes the user thinks it is the setting. But it turns out that is the calendar. | The gear icon should be replaced with a calendar icon. | 1 |

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

| Description | Suggested Fix | Severity ratings |
|--|---|------------------|
| The users cannot delete items on the shopping list page, so they are unable to undo their actions. | Include a delete function on the shopping list page | 3 |
| On the notification page, the user cannot undo the delete action. | Include an undo function on the notification page | 3 |

4. Consistency and standards

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

Evaluation

| Description | Suggested Fix | Severity ratings |
|---|---|------------------|
| On the main page, there are more than four colors and they are far apart along the visible spectrum | Change the colour of these icons on the main page | 1 |

5. Error prevention

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

Evaluation

| Description | Suggested Fix | Severity ratings |
|---|----------------------------------|------------------|
| There is no error message on the system | Add error messages to the system | 3 |

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

| Description | Suggested Fix | Severity ratings |
|--|-----------------------|------------------|
| On the milk page, there is no color and brightness contrast between the image and the background | Fuzzy the background. | 1 |

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

| Description | Suggested Fix | Severity ratings |
|---|--|------------------|
| For the add item function, the expert users do not have the option of entering multiple items in a single string. | Add an input field for the add item function and allow the users to add multiple items at one time | 3 |
| | | |

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

| Description | Suggested Fix | Severity ratings |
|-------------|---------------|------------------|
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9. Help users recognize, diagnose, and recover from errors

- Expressed in plain language (no codes)
- Precisely indicate the problem
- Constructively suggest a solution.

Evaluation

| Description | Suggested Fix | Severity ratings |
|-------------|---------------|------------------|
| | | |
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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

| Description | Suggested Fix | Severity ratings |
|---|-----------------------|------------------|
| The system should provide a help function on the setting page | Add the help function | 2 |
| | | |