

## Heuristics Evaluation of Culina

By Philip Rea

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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**

All transitions seem to be completed in a reasonable amount of time – does not detract from user experience.

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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**

Very easy to get use to and navigate, matches real world and familiar concepts.

- Severity 2: Using a gear on the milk item to get to a page where you order the item seems out of place. Once the user knows this is what it does its okay.

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### 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**

Operational Back button comes in handy and is accessible from every screen

- Severity 2: Using a gear on the milk item to get to a page where you order the item seems out of place, I was anticipating different functionality when I first visited this page (may be chosen by mistake). Once the user knows this is what it does its okay.
  - Does ordering pay for the item from an online store? This isn't clear.
- Severity 2: Can you remove items from the shopping list or once you add them are they always there for you to uncheck and check?
- Severity 2: You order multiple items at once? Or on individual and the shopping list is for going into a store?

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### 4. Consistency and standards

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

#### **Evaluation**

Seems mostly consistent and follows standards throughout.

- Severity 1: The Browse page of the desktop version has the items in white rectangles while on the mobile they are filled in green.

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## 5. Error prevention

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

### *Evaluation*

- Severity 2: If the order option does pay for an item straight from a connection to a store there should maybe be a confirm pop-up with the price.

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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*

Mostly recognizable except for the same issue:

- Severity 2: Using a gear on the milk item to get to a page where you order the item seems out of place, I was anticipating different functionality when I first visited this page (may be chosen by mistake). Once the user knows this is what it does its okay.
- Severity 2-3: No instructions for use.

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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*

System seems simple enough that users can use efficiently after some practice.

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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*

Love the minimalistic design.

- Severity 1: Lots of white space with black banners, maybe make it 'off' white or add some more colours that compliment each other.
- Severity 1: The Browse page of the desktop version has the items in white rectangles while on the mobile they are filled in green.

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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*

No error messages found.

- Severity 2: Add a cancel button after some actions that the user might want to cancel. Such as adding an item to the shopping list or ordering an item.

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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***

- Severity 2: A few improvements could make the system usable without documentation. Some things are not clear as explained in other issues brought up in the evaluation.