HEURISTIC EVALUATION
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Project Description

The project I'm evaluating is about a desktop app which gives the possibility to apply for a small period of time to try a new job position and to receive a feedback based on the experience.

Evaluation Execution

We did the evaluation in presence on November 29, 2023 in a PoliTo room. We used paper prototypes with pages and small popups to be added and removed to simulate the system behaviour. They started presenting me the three tasks and the purpose of the project. Then they left me moving in the app freely and giving me advices to keep me on the right path for their purpose.

List of Violations

1. H3 User control and freedom
   Where: In almost each page
   What: Lack of clear navigation buttons to come back to previous pages
   Why: When I am in a page and I want to come back to check other pages or other information, I cannot, unless I click on the logo which brings me to the homepage but then I have to repeat all the steps to get where I want to go
   Severity: 3

2. H4 Consistency and standard
   Where: In the popup which is shown after a successfull application
   What: Misleading behaviour of the closing X button
   Why: By closing the popup, the system comes back to the homepage that is not what the user meant to do. He just wanted to close the popup.
   Severity: 3

3. H3 User control and freedom
   Where: In the message writing page
   What: Lack of the possiblity to come back
   Why: Even if this problem occurred in other pages also, here it is more serious because the only way to go out from this page is to send the message. So, if the user decides not to write anything, he cannot
   Severity: 3

4. H3 User control and freedom
   Where: In the applications list
   What: Lack of the possibility to undo the application to a job proposal
   Why: In the entire app there is not the possibility to cancel the application of a proposal. So, if a user changes his idea about a job position, he cannot undo his application
   Severity: 3

5. H1 Visibility of system status
   Where: In the application details page
   What: Unpredicted behaviour of the "join the interview" button
   Why: Since the possibility to click on the "join the interview" button depends on the time slot selected for the interview, at a certain point, the button will disappear (since the time slot expires) and the user is never notified about it. Maybe it is better to show not only the start timestamp but also the end timestamp to make the user conscious about the interview situation
   Severity: 2

6. H6 Recognition rather than recall
   Where: In the applications list and in the application details page
   What: Lack of and explicit and clear location indication
   Why: There is no information about the place where the job is. It should be clearly visible instead of looking for it in the long description inside the details page
   Severity: 2

7. H1 Visibility of system status
   Where: In the application details page
   What: Lack of page title
   Why: There is no cue about where I am, I just see random information about a random application. Maybe it is better to let the user know that he is looking at the description and other details about the job he clicked on
   Severity: 2

8. H2 Match between system and real world
   Where: In the time slot selection page
   What: Misleading label of the "Not interested anymore"
   Why: This label is unclear since if the user clicks on it, he doesn't know if he is not interested in the time slot selection or if he is not interested in the application anymore
   Severity: 2

9. H2 Match between system and real world
   Where: In the popup for reverting the selection of a time sot
   What: Misleading "Yes" / "No" buttons
   Why: The buttons "Yes" / "No" are not clear and they require the user to think and read multiple time the question to understand the correct answer. Is the user interested or not interested?
   Severity: 2

10. H7 Flexibility and efficiency of use
    Where: In the application details page
    What: Difficult to distinguish two different job proposals from the same company
    Why: If I have multiple proposals from the same company, they would have the same "company" title and the only way the user has to distinguish them is by reading the description. It is not very user friendly
    Severity: 2

11. H6 Recognition rather than recall
    Where: In the feedback list page
    What: Lack of context, missing Application title
    Why: The user clicked on the "see feedback" button in the application details page and the feedbacks list is shown but in the actual page there is no cue about what application these feedbacks refer to
    Severity: 2

12. H4 Consistency and standards
    Where: in the whole app / to the time slot selection
    What: No way to reach the time slot selection page rather than from the notifications popup
    Why: Since all the other actions related to the applcation can be done from the application page, also the time slot selection for the interview should be done from there and not only from the popup of notification. That could be a shortcut for expert users.
    Severity: 2

13. H2 Match between system and the real world
    Where: In the application details page
    What: Misleading "start the job" button meaning
    Why: The user sees the "start the job" button and when he presses it, the video-call is opened, like the "join the interview" button does. Maybe it is better to clearify what these buttons really do. "Join the interview" is clear, but "start the job" doesn't.
    Severity: 1

14. H8 Aesthetic and minimalist design
    Where: In "Your JustWork" page
    What: Prossibility to have too many items
    Why: Since there is not the possiblity to delete some past job experiences, this page will be soon very busy.
    Severity: 1

15. H8 Aesthetic and minimalist design
    Where: In the time slot selection page
    What: No need of morning/afternoon distinction
    Why: In this type of page, there is no necessity to separate in two different sections time slots for morning and for afternoon. It doesn't add nothing to the user experience. Maybe it is also better to use a select, instead of printing lot of time slot buttons
    Severity: 1

16. H8 Aesthetic and minimalist design
    Where: In the notification popup
    What: Possibility to have a messy, very long, list of notifiactions
    Why: There is not the possibility to remove a notification, so, after a long period of time, too many notifications will be present in this section and the user will not be able to browse them correctly. In addition, this popup is the only window where notifications are listed.
    Severity: 1

Summary and recommendations

Heuristic	# violations
H1: Visibility of system status	2
H2: Match between system and the real world	3
H3: User control and freedom	3
H4: Consistency and standards	2
H5: Error prevention	0
H6: Recognition rather than recall	2
H7: Flexibility and efficiency of use	1
H8: Aesthetic and minimalist design	3
H9: Help users recognize, diagnose, and recover from errors	0
H10: Help and documentation	0
HN: Non-heuristic issue	0

The entire work is well structured in term of pages / windows flow and the sequence of actions to be performed to achieve all the three tasks are clearly understandable. Also the general idea of the app is very good and useful.

To enhance the overall interface, it is recommended to implement clear navigation buttons on each page, ensuring users have the freedom to move between sections easily. Additionally, providing explicit location indications in the application list and details pages can improve recognition rather than recall. Ensuring consistency in button behavior, such as in popups for successful applications or reverting time slot selections, is crucial for user understanding. Clearer labeling, especially in the context of actions like "start the job" and "join the interview," can contribute to better user comprehension. Lastly, addressing issues related to aesthetics, such as minimizing clutter in the "Your JustWork" page and improving notification management, will contribute to a more streamlined and user-friendly desktop app experience.