

# Heuristic Evaluation

## Part I: Your Name

Federica Terramagra 305777

## Part II: Project Description

Trips planning with the help of AI

## Part III: Evaluation Execution

I conducted the heuristic evaluation in-person interacting with the group, using paper prototypes. I tried to interact with the platform prototype with the help of the group whenever something was not clear. The information I was given was clear and satisfactory.

## Part IV: List of Violations

Report the heuristics' violations you identified. Each of them must be numbered sequentially, formatted as follow:

*[Issue #]. [Heuristic #] [Heuristic Title]*

*Where: [Where the issue occurred – task, step, page]*

*What: [Description of the problem]*

*Why: [Reason why it violates the heuristic]*

*Severity: [0-4, according to Nielsen's severity rating]*

For example:

1. H4

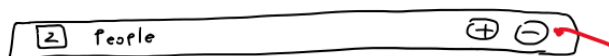
Where: Plan your next trip

What: The platform allows you to increase/decrease the number of people but the buttons + and - are inverted compared to what users are usually used to

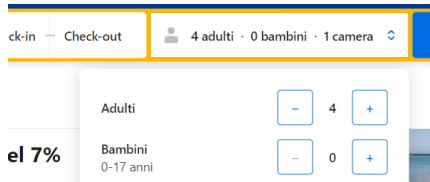
Why: buttons should be inverted

Severity: 2

. How many people are going?



Example on booking.com:



2. H3
 

Where: Plan your next trip

What: The platform allows you to increase/decrease the number of people but it should be included the possibility to add kids(0-17y/o)

Why: It is important to include also families as target-users of this application

Severity: 2
3. H3
 

Where: Plan your next trip

What: The platform allows you to only increase/decrease budget and not non-round numbers

Why: It would be better to just write the exact budget the user wants, instead of increasing/decreasing, cause it can be inconvenient and the user can have a really precise budget

Severity: 2
4. H7
 

Where: Preferences

What: The platform allows you to answer to “more questions” but it could be good to add whatever preferences you want even on the first step

Why: It would be better to add your preferences in a box in the first step of “preferences”, instead in this way I have to click on “more questions” and answer to questions that maybe I don’t even want to answer.

Severity: 3
5. H4
 

Where: Trip overview

What: Home button on the top left

Why: It is an inconsistent design in the application, which can create confusion given the fact that usually you have the back button in every other page of the platform

Severity: 1
6. H7
 

Where: Trip overview - add attraction

What: The design is not clear, it is a textbox but with the icon of a sliding window ( v )

Why: It seems that you can select something from a list but actually you have to write something beforehand. So, default options may speed-up the process

Severity: 1
7. H3
 

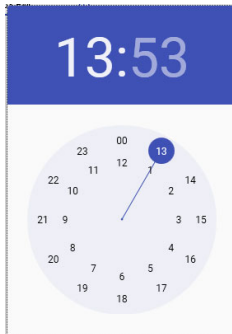
Where: Trip overview - add attraction

What: Selecting the hour, you only have half-hour time ranges

Why: It can be easier for the user to select the exact time since they may want to follow a strict timetable

Severity: 2

For example:



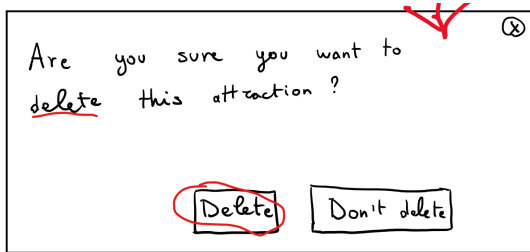
8. H4

Where: Trip overview - delete attraction

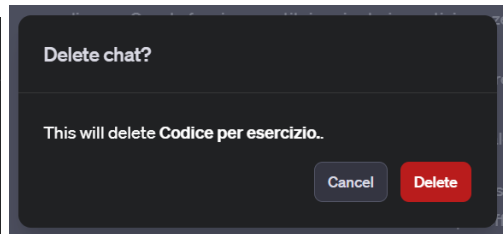
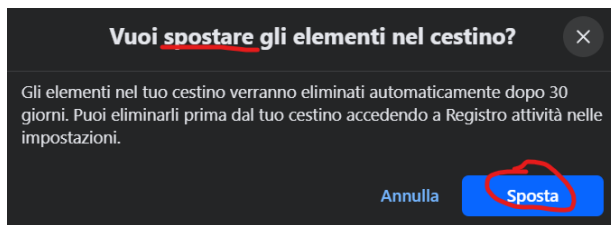
What: The confirmation of the deletion of the attraction is on the left of the window

Why: Usually in web applications the confirmation of an action is located on the right

Severity: 1



examples:



Source: <https://bootcamp.uxdesign.cc/confirmation-button-placement-c32292fab848>

9. H4

Where: Trip overview - add attraction

What: The confirmation of the save of the attraction is on the left of the window

Why: Usually in web applications the confirmation of an action is located on the right

Severity: 1

10. H4

Where: Trip overview

What: The status bar is no longer present

Why: If it doesn't affect the visibility of the whole page it could be great to keep the status bar  
Severity: 1

11. H10

Where: Trip overview

What: Adding websites to buy tickets

Why: It's convenient for the user to find directly the websites where you can buy the tickets for the attractions in your scheduled trip

Severity: 1

12. H3

Where: Preferences

What: Adding more options other than breakfast, lunch and dinner

Why: In a lot of cities typical dishes are sweets, so since AI in this platform is essential, why not add morning or afternoon snacks to fit into the schedule?

Severity: 0

## Part V: Summary and Recommendations

Report in the table below the total number of identified violations.

Heuristic	# violations
H1: Visibility of system status	
H2: Match between system and the real world	
H3: User control and freedom	4
H4: Consistency and standards	5
H5: Error prevention	
H6: Recognition rather than recall	
H7: Flexibility and efficiency of use	2
H8: Aesthetic and minimalist design	
H9: Help users recognize, diagnose, and recover from errors	
H10: Help and documentation	1
HN: Non-heuristic issue	

Finally, write 1-2 paragraphs covering general impressions and any recommendation you have for improving the interface.

The platform is consistent with regards to the prevention of errors and the visibility of system status, indeed each cancellation of a trip and cancellation of an attraction requires a confirmation. The status bar is present in every step of the itinerary creation, except for the last one, which I would not consider a serious issue.

The design of the application is minimal and minimizes the user's memory load.

Improvements in flexibility and efficiency can be achieved by allowing users to input preferences directly in the initial steps rather than navigating to a separate section for additional questions.

I would integrate the presence of AI into the application more, allowing the user to choose more flexible dates (and number of days) and not precise ranges, perhaps recommending the best seasons to visit certain places of interest.

Furthermore, from the paper prototype that I analyzed it is not clear to me how the cancellation/modification of an attraction influences the timetable, what happens if I add an attraction that requires more time to visit than the one proposed by the AI? Is the entire timetable modified? Furthermore, it could be efficient for the AI to know the precise age of the people participating in the trip, in order to suggest activities, places, local attractions appropriate to the age groups, especially in the case of the presence of children.

Overall, I found no big issues that violate Nielsen heuristics. The platform is efficient and straight to the point.