

# Heuristic Evaluation

## Structure of the individual report

### Part I: Your Name

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### Part II: Project Description

The project enables users to apply for a specific job, remote and on site, assessment within a defined timeframe, preceded by an interview conducted by a supervisor.

### Part III: Evaluation Execution

On the 29th of November 2023, I conducted the evaluation during the laboratory session on theme 2. The assessment took place in person, utilizing the printed prototypes provided by the group. The steps involved:

- 1) An explanation of the project, the device on which they intend to develop the application, and the three tasks to be completed.
- 2) The initiation of the application, performing a series of actions that allowed me to navigate through some sections until the completion of the tasks.
- 3) At the end of the actions for the assigned tasks, other sections of the project that I had not previously explored were also presented to me.

### Part IV: List of Violations

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

[Heuristic – Severity Order]

Issue #1 – Heuristic H1 – Visibility of System Status

Where: Page with all Company's Proposals.

What: It's not intuitive to know in what page the user is, without guessing.

Why: There isn't the page's title.

Severity: 2

Issue #2 – Heuristic H3 – User Control and Freedom

Where: Book an Appointment page.

What: The user cannot choose the date and time at a later moment.

Why: If the user started to choose the booking date and time, but something happens so he/she needs to choose the details at a later moment, he/she cannot do it.

Severity: 2

Issue #3 – Heuristic H3 – User Control and Freedom

Where: Almost All.

What: In multiple pages there isn't the possibility to go back to the previous page.

Why: Because there isn't the "Back" button or something similar.

Severity: 3

Issue #4 – Heuristic H3 – User Control and Freedom

Where: Application List Page or Application Details Page.

What: The user can't delete or modify an application he made.

Why: If a user made a wrong application or he/she can be present anymore, he/she can't delete or modify it.

Severity: 3

Issue #5 – Heuristic H3 – User Control and Freedom

Where: All pages with no "Home" Button.

What: The user cannot go back to home page easily.

Why: The user doesn't have a simple way to go back to home page.

Severity: 3

Issue #6 – H4 – Consistency and Standards

Where: Pages with "Not Interested Anymore" button.

What: The button contains a too long text for a simple button.

Why: Because, normally, the user doesn't have time to read all the text, or the text could be too small to be read in a simple way (Especially on a mobile device).

Severity: 2

Issue #7 – Heuristic H5 – Error Prevention

Where: Join Interview Page and Calling Page.

What: The system doesn't show a method to change the starting configuration for the call.

Why: The user could want to start the call with the microphone or the camera, (or both), turned off.

Severity: 2

Issue #8 – Heuristic H5 – Error Prevention

Where: Call Page.

What: The system doesn't show a confirmation popup before exiting from a call.

Why: The user could mis click the "Exit" button of a call.

Severity: 2

Issue #9 – Heuristic H5 – Error Prevention

Where: Send messages to Company pages.

What: The “Send” button doesn’t show a popup with message the user wants to send.

Why: If I click “Send” button and then I forgot something in the message, I can’t change it.

Severity: 3

Issue #10 – Heuristic H5 – Error Prevention

Where: Start job Page.

What: The system doesn’t show a confirmation popup before starting a job.

Why: The user could mis click the “Start the job” button and he/she doesn’t want to start it.

Severity: 3

Issue #11 – Heuristic H5 – Error Prevention

Where: Application Page.

What: The system doesn’t show a confirmation popup before applying for a job.

Why: The user could mis click the “Apply” button and he/she doesn’t want to apply for it.

Severity: 3

Issue #12 – Heuristic H6 – Recognition rather than recall

Where: Available Company’s Applications.

What: The page doesn’t show the scrollbar that indicates how many applications there are.

Why: The user doesn’t know how much he/she needs to scroll to see all the applications.

Severity: 3

Issue #13 – Heuristic H6 – Recognition rather than recall

Where: User’s application list.

What: The page doesn’t show the scrollbar that indicates how many filters there are.

Why: The user doesn’t know what filters he/she can use.

Severity: 3

Issue #14 – Heuristic H7 – Flexibility and Efficiency of use

Where: On each page in which following the click of a button, a popup is displayed.

What: The popup button can be closed by only clicking the X. (It is not automatic).

Why: It could be more efficient to use a button that disappear automatically.

Severity: 1

Issue #15 – Heuristic H7 – Flexibility and Efficiency of use

Where: Send a message for an available date and time.

What: The page doesn’t allow the user to pick a date and time with a component.

Why: It could speed up the interaction for the expert user or could simplify the interaction for an inexperienced user.

Severity: 1

Issue #16 – Heuristic H7 – Flexibility and Efficiency of use

Where: My Feedbacks.

What: The system only allows the user to download the feedback and not to see it into the software.

Why: The user wants to just see the feedback in a simple way without download it. Because if it has got too many feedbacks, he/she has to download them and then delete them manually.

Severity: 3

Issue #17 – Heuristic H8 – Aesthetic and Minimalistic design

Where: Book an Appointment.

What: The page shows both of morning and afternoon slots.

Why: The user wants to book just for morning slots, so the afternoon slots are irrelevant.

Severity: 1

Issue #18 – Heuristic H8 – Aesthetic and Minimalist Design

Where: Page where there is the “Details” button.

What: The page shows the card with a “details” button without having the card clickable.

Why: In order to open a details page, the user has to click only on the “details” button and he/she can’t clicks directly on the card.

Severity: 2

Issue #19 – Heuristic H10 – Help and Documentation

Where: All pages.

What: The page doesn’t allow the user to understand better what the status of an application means.

Why: The user could not understand deeply what some status means, for example what “In progress” means.

Severity: 2

Issue #20 – Heuristic H10 – Help and Documentation

Where: All pages.

What: The system doesn’t provide a quick way to contact the customer service.

Why: The user could have some problem during his interaction with the system and he wants to contact the customer service without going to a particular page with “Send a Message”.

Severity: 3

Issue #21 – HN – Non Heuristic Issue

Where: All pages with “Send a message” functionality.

What: Missing information on where the user will receive the answer for a sent message

Why: The provided pages don’t include where the user will receive the answers for the sent messages.

Severity: 2

## Part V: Summary and Recommendations

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

Heuristic	# violations
H1: Visibility of system status	1
H2: Match between system and the real world	0
H3: User control and freedom	4
H4: Consistency and standards	1
H5: Error prevention	5
H6: Recognition rather than recall	2
H7: Flexibility and efficiency of use	3
H8: Aesthetic and minimalist design	2
H9: Help users recognize, diagnose, and recover from errors	0
H10: Help and documentation	2
HN: Non-heuristic issue	0

### Recommendations

After careful analysis and use of the application, the overall impressions are positive.

The minimalistic and intuitive graphics make the application accessible to a broad audience without excessive complications. However, some challenges arise concerning error prevention by users and the promotion of their freedom of interaction.

To enhance the user experience, it would be advisable to implement additional controls that require user confirmation before executing crucial actions, such as clicking a button, to prevent accidental clicks. Furthermore, it is suggested to make the application more autonomous and efficient, reducing

unnecessary clicks and enabling users to perform actions quickly and seamlessly. These improvements will contribute to greater user satisfaction and the overall effectiveness of the application.