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LAB-9

SYSTEM'S EVALUATION BASED ON NEILSEN'S HEURISTICS

Part 1: Heuristic Evaluation Table (Facebook Interface)

Feature	Heuristic Violated	Issue Description	Severity	Suggested Improvement
Add Friend	User Control & Freedom	No option to cancel request immediately after sending	Major	Add an "Undo" or "Cancel Request" option right after clicking
Change Password	Error Prevention	No clear confirmation before saving new password	Major	Add a confirmation dialog with option to view new password

Upload Cover Photo	Visibility of System Status	No progress indicator or success confirmation after upload	Minor	Add loading bar + “Upload Successful” message
Search a Person	Recognition Rather Than Recall	Search suggestions don’t show recent profiles clearly	Minor	Show recent searches and match highlights
Update Timeline Post	Help Users Recognize, Diagnose, and Recover from Errors	Errors (like post failure) show generic messages	Major	Show specific reasons (e.g., "Connection Lost")

Part 2: Filled Questionnaire Results (Sample Responses)

For 3 participants (example only):

Question	P1	P2	P3
1. Does FB provide clear feedback after actions?	Yes, always	Sometimes	Sometimes
2. Are the terms clear (e.g., Timeline)?	Very clear	Somewhat	Very clear
3. Can you undo friend requests/posts?	Somewhat	No, difficult	Somewhat
4. Do buttons behave consistently?	Yes	Sometimes	Yes

5. Does Facebook warn you before irreversible actions?	Sometimes	Sometimes	No
6. Do recent profiles help in search?	Very helpful	Somewhat	Not helpful
7. Are shortcuts/quick actions available?	Somewhat	No	No
8. Is interface cluttered?	Minimal	Somewhat	Somewhat
9. Are error messages helpful?	Somewhat	No	Somewhat
10. Is help easy to find?	Very easy	Somewhat	No

Part 3: Analysis and Insights

• Common Violations Identified:

- Poor user control and freedom (e.g., canceling friend requests).
- Lack of error prevention and specific feedback.
- Inconsistent visibility of system status (e.g., uploading images).

• Heuristics Most Violated:

- User Control & Freedom
- Error Prevention
- Help Users Recognize, Diagnose, and Recover from Errors

Part 4: Redesign Suggestions

Feature	Problem Identified	Redesign Suggestion
Add Friend	No cancel option	Add a temporary “Undo” banner or icon
Upload Cover Photo	No confirmation of success	Display toast message + image preview after upload
Change Password	Easy to save by mistake	Add “Show password” toggle and confirmation step
Update Post	Errors are vague	Provide error code or description (e.g., “You’re offline”)
Search	Poor recognition	Add “Recent Searches” list and “Suggestions” box below the bar

Part 5: Reflection (Theory vs Practice)

Aspect	Theory (Nielsen’s Heuristics)	Practice (Facebook)
Error prevention	Should warn users before they make irreversible actions	Often skips warnings (e.g., no prompt before saving new password)
User control	Users should be able to easily undo mistakes	No undo after sending a friend request

Recognition over recall	System should help users remember (e.g., search history)	Doesn't provide search history or smart suggestions
Feedback	System should inform users of progress or success	Uploads and actions sometimes lack feedback
Recovery from errors	Users should get helpful error messages	Facebook's error messages are generic or uninformative

THE END