

Heuristic Evaluation

Structure of the individual report

Part I: Your Name

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Part II: Project Description

Set and track fitness/nutrition goals regularly, adjusting the plan as needed for optimal progress and focus.

Name of group: Health4u

Name of project: GoalTrackr

Part III: Evaluation Execution

I conducted an in-person heuristic evaluation using printed prototypes, with each page on a piece of paper, engaging in discussions about each functionality and page flow while also interacting with the other group during the process in Politecnico di Torino. The discussion was about the prototype and whether it includes all the defined tasks:

- Simple task: Check and Update the nutrition/fitness progress of the user.
- Moderate task: Define the fitness/nutrition goal of the user.
- Complex task: Contacting a coach.

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]

List of Violations:

1. H5 Error prevention
Where: Add new goal
What: The delete icon

Why: It doesn't ask for confirmation for the delete function

Severity: 3

2. H1 Visibility of system status

Where: Add new goal/Modify a goal

What: When you click on type

Why: It doesn't notify us for the changes

Severity: 3

3. H4 Consistency and standards

Where: Add new goal/Modify a goal

What: Number of type

Why: The propose of this function it's not clear.

Severity: 1

4. H3 User control and freedom

Where: My goals

What: Add new goal/Modify a goal

Why: Adding a new goal and modifying one both redirect to the exact same page

Severity: 2

5. H2 Match between system and the real world

Where: All the pages of the app

What: Item at the top right corner

Why: The propose and appearance of the item is not clear

Severity: 1

6. HN

Where: Monday

What: The edit button

Why: It is unclear where we would be redirected to when we tab on the icon as there's no flow to it.

Severity: 4

7. HN

Where: After choosing add a task on Monday

What: The list of tasks

Why: It is not clear how to add a new task

Severity: 4

8. H3 User control and freedom

Where: Adding a task/Adding a new fit data

What: The return icon

Why: When both 'Monday' and 'What did you do?' pages will be redirected to the following page, it brings up the question that which page will it be returned to if we tab on the return icon.

Severity: 3

9. H4 Consistency and standards

Where: Monday/What did you do?

What: Adding a task/Adding a new fit data page

Why: These two pages both provide separate functionalities as one of them adds a new task and the other adds the tasks that we have already achieved but they will be both redirected to the exact same page.

Severity: 4

10. H4 Consistency and standards

Where: Main page/Profile page

What: My profile/My data

Why: There are two different names for the exact same button

Severity: 2

11. H4 Consistency and standards

Where: Profile page

What: Log out

Why: When we tab on log out, it is not clear where we are redirected as there's no flow.

Severity: 2

12. HN

Where: Overall

What: Before the main page

Why: Although a log out functionality has been specified, there's no log in page.

Severity: 1

13. H4 Consistency and standards

Where: My profile/Help

What: Contact a pro/My messages

Why: There are two different names for the exact same button.

Severity: 2

14. H6 Recognition rather than recall

Where: My data

What: The chart on the page

Why: The previews of the graph in the following page is not clear to the user

Severity: 2

15. H1 Visibility of system status

Where: Add new goal/Modify a goal

What: Start date/End date

Why: There's no notification after choosing the start and/or end date in the redirected page.

Severity: 3

Part V: Summary and Recommendations

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

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

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

The prototype does its job to satisfy three tasks. But overall, there are some problems related to user control. There are some pages that are reachable through different paths. In these cases, it is not clear what will happen if user clicks the “back” button.

And also, there are some features that are not clear in the app and confuse the user such as “graphs”. It is better to add some confirmation messages like “Delete goal?” and keep this consistency for all the functionalities. Also notifying user about the result of a function can improve the usability of program.