Usability Inspection

A complete heuristic evaluation on the 19sheep website has been performed with multiple passes.

The agreed list of evaluations are below:

* Visibility of system status.
* Match between system and real world.
* User control and freedom.
* Consistency and standards.
* Error prevention.
* Recognition rather than recall.
* Flexibility and efficiency of use.
* Aesthetic and minimalist design.
* Help users recognize, diagnose, recover from errors.
* Help and documentation.

These are Nielsen's original heuristics and the results have been attached. Five evaluators have listed severity ratings for each flaw encountered.

The severity ratings are listed as:

0 = I don't agree that this is a usability problem at all

1 = Cosmetic problem only: need not be fixed unless extra time is available on project

2 = Minor usability problem: fixing this should be given low priority

3 = Major usability problem: important to fix, so should be given high priority

4 = Usability catastrophe: imperative to fix this before product can be released

A summary of the most severe (Rated 4) flaws are below:

**Task:**

Register a device with valid username, password and withings device

**Flaws:**

Unable to register device during signup on same page

After registration you have to log in

**Task:**

Register a device with invalid username or password

**Flaw:**

Invalid password (non matching) brings up a message with no way to go back unless browser buttons are used

**Task:**

Preview previous dreams

**Flaws:**

The link "user dreams" is in a location not consistent with the system

When a dream is opened there is no way to return to website other than using the browser navigational buttons

**Task:**

Find information about caffeine

**Flaw:**

The knowledge base does not have a dedicated page and is only available on the dashboard making it look cluttered

**Task:**

Find information about the 19sheep dashboard

**Flaw:**

No information or tutorial about dashboard can be found

Please note that for a flaw to be considered fatal at least one evaluator must have provided a severity rating of 4.

For the less severe flaws please consult the attached table.

Overall the system can be improved to provide a pleasant experience for the user but at its current state 43 flaws for 21 tasks have been found. The tasks cover all aspects of the website and represent typical actions that can be expected during a visit to 19sheep.