Nielsen Norman Group

Heuristic Evaluation Workbook

Course: CO2214:Practical work on CO2224

Group Number/Name: Group 12

1

Visibility of System Status

The design should always keep users informed about what is going on, through appropriate feedback within a reasonable amount of time.

- Does the design clearly communicate its state? Is feedback presented quickly after user actions?

Issues

- Scheduled messages do not visually show their pending state.

- Users can't easily tell who is online at a glance.

- No visual feedback for Flight Mode when active.

Recommendations

- Show a clock icon on scheduled messages.

- Display green dot for online users.

- Use airplane icon on home screen when Flight Mode is active.

2

Match Between System and the Real World

The design should speak the users' language. Use words, phrases, and concepts familiar to the user, rather than internal jargon. Follow real-world conventions, making information appear in a natural and logical order.

Will user be familiar with the terminology used in the design? Do the design's controls follow real-world conventions?

Issues

- Scheduling interface may feel unfamiliar.

- Ghost Mode behavior can be confusing without explanation

Recommendations

- Use calendar and AM/PM pickers.

- Add tooltips to explain Ghost Mode functionality.

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3 User Control and Freedom

Users often perform actions by mistake. They need a clearly marked "emergency exit" to leave the unwanted action without having to go through an extended process.

- Does the design allow users to go back a step in the process?
- Are exit links easily discoverable?
- Can users easily cancel an action? Is
- *Undo* and *Redo* supported?

Issues

- No option to edit scheduled messages.

- Ghost Mode cannot be timed.

- Flight Mode toggle is not easily accessible.

Recommendations

- Allow canceling scheduled messages.

- Add temporary Ghost Mode toggle.

- Place airplane icon toggle on home screen.

4

Consistency and Standards

Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform and industry conventions.

Does the design follow industry conventions?

- Are visual treatments used consistently throughout the design?

Issues

- Green dot may not behave as expected.

- Flight Mode may be confused with system airplane mode.

Recommendations

- Follow standard green dot behavior.

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Error Prevention

Good error messages are important, but the best designs carefully prevent problems from occurring in the first place. Either eliminate error-prone conditions, or check for them and present users with a confirmation option before they commit to the action.

- Does the design prevent slips by using helpful constraints?

- Does the design warn users before they perform risky actions?

Issues

- Poll anonymity unclear to users before voting.

Recommendations

- Display a label like 'Votes will be anonymous' before submission.

6

Recognition Rather Than Recall

Minimize the user's memory load by making elements, actions, and options visible. The user should not have to remember information from one part of the interface to another. Information required to use the design (e.g. field labels or menu items) should be visible or easily retrievable when needed.

- Does the design keep important information visible, so that users do not have to memorize it? ● Does the design offer help in-context?

Issues

- Users forget poll anonymity after voting.

- Ghost Mode effects are not obvious.

Recommendations

- Label polls clearly with 'Anonymous'.

- Add tooltip or icon indicating Ghost Mode is active.

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Flexibility and Efficiency of Use

Shortcuts — hidden from novice users — may speed up the interaction for the expert user such that the design can cater to both inexperienced and experienced users. Allow users to tailor frequent actions.

● Does the design provide accelerators like keyboard shortcuts and touch gestures? ● Is content and funtionality personalized or customized for individual users?

Issues

- Polls cannot expire automatically.

- Flight Mode might need scheduled use

Recommendations

- Allow setting expiration for polls.

- Enable scheduled Flight Mode activation

8

Aesthetic and Minimalist Design

Interfaces should not contain information that is irrelevant or rarely needed. Every extra unit of information in an interface competes with the relevant units of information and diminishes their relative visibility.

● Is the visual design and content focused on the essentials?

● Have all distracting, unnecessary elements been removed?

Issues

- Scheduling interface might be visually cluttered.

Recommendations

- Minimize fields to only date and time for clarity.

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Help Users Recognize, Diagnose, and Recover from Errors

Error messages should be expressed in plain language (no error codes), precisely indicate the problem, and constructively suggest a solution.

- Does the design use traditional error message visuals, like bold, red text?
- Does the design offer a solution that solves the error immediately?

Issues

- Users may misinterpret Ghost Mode as a bug.

Recommendations

- Message Info screen should note: 'Ghost Mode Active – Read Receipts Disabled'.

10 Help and Documentation

It's best if the system doesn't need any additional explanation. However, it may be necessary to provide documentation to help users understand how to complete their tasks.

- Is help documentation easy to search?
- Is help provided in context right at the moment when the user requires it?

Issues

- New icons (ghost, clock, airplane) may confuse users

Recommendations

- Add onboarding tooltips or first-use explanations.