Interaction Prototyping: Heuristic Evaluation

Evaluating group: Team Pacman

Assessed product: App Craftive

Visibility of system status

The user knows at any time on which screen he is. However, a clear, coherent user flow is missing, in which the current progress could also be displayed. Overlays that confirm the success of a created request, for example, would also be useful.

Match between system and the real world

The language used in the app is adapted to the user and does not include technical terms that would be incomprehensible to a novice. However, the user could be addressed a bit more personally in some screens to increase the user experience of the app a bit and to generate motivation to use the app.

User control and freedom

An exit/back button is always given. Thus, the user can always return to the previous step or screen and also navigate through the app bar. If necessary, it would be helpful to be able to edit the profile and also adjust or delete existing requests. This function is already available for comments via the pen button, if the pen is an editing function.

Consistency and standards

A generally consistent design across all screens is given. Clickable buttons, for example, have the same design. The color scheme is also consistent across all screens. However, it would be helpful to have even more consistency, especially with regard to the design and structure of the individual screens, so that the user is immediately aware of the clear course of action. All types of channels or sections should be designed or structured in the same way across all screens.

Error prevention

Explicit error warnings are not implemented. However, this is also due to the depth of the prototype. The input areas always clearly describe what has to be entered. Also, selection fields are partially given, which determines the format in advance and thus avoids errors. An undo function should also be possible for text input, but we assume that this is the case. To avoid confusion, for example, the Explore Screen could integrate the search and keyword search functions.

Recognition rather than recall

Due to the consistency in the design of buttons, etc., the user does not have to recall many things, but can easily recognize the function. No long tutorials or documentation are needed to understand the operation, however, no specific help is provided for individual actions. That might still be a consideration for later deeper design of the app.

Flexibility and efficiency of use

No presettings are provided to allow the user to customize the operation of the app. There is also no settings function yet, but this can still be added in later development phases. For example, setting the font size to one's own abilities would be helpful. Templates could also be offered for creating requests, or users could reuse their own requests that have already been created. Search and filter functions as help are available on the screens to increase efficiency.

Aesthetic and minimalist design

All necessary and relevant information is displayed to the user. However, a small slogan about the app's intention on a start screen or similar would still be a good way to make the app more intuitive. Important features, such as the "show more" option, should be highlighted even more, and buttons and non-clickable options should also be marked and distinguished as such. Some screens, such as the Explore screen, could be structured a bit differently, since a lot of information is already given about the individual projects that may not yet be needed in the overview. Somewhat distracting could also be the constant highlighting of the "+" button for creating new requests. In addition, filling text areas with example text such as "Lorem ipsum" instead of "XXX" would be beneficial for illustration.

Help users recognize, diagnose, and recover from errors

Traditional error notifications have not yet been implemented here. Here, the suggestion of solutions and a detailed explanation of the error would then be helpful. However, as mentioned before, precise descriptions of the buttons and the input fields have been provided and possible errors have been avoided.

Help and documentation

A general documentation or help function has not yet been provided in the app. A clear structure of the documentation and a detailed list of the solution steps would be appreciated.