## Interaction Prototyping: Heuristic Evaluation

Evaluating group: Rolling Penguins

Assessed product: We Deserve Arrays

### Visibility of system status

The app always shows the current table and the total cost of the order. However, after clicking on “ORDER” in the basket, the app should display a message weather the order was successful. Furthermore, it is not quite clear, why the “CONFIRM” button in “Set your preferences” leads to the screen “SCAN QR” and “PREORDER” and not back to the settings area.   
  
Additionally, not every screen provides a headline of the current app area. For instance, the entertainment area and the basket with the “ORDER” button is missing an information that the user is currently in the basket area. The same goes for the pre-order and the menu. A title to differentiate both is required.  
Moreover, the basket in the bottom navigation bar could add an index for the number of items currently in the basket.  
  
There is no visibility about the active tab. It would help the user to know which tab is active by highlighting the active tab.  
  
On the top of the screen, the table number is not visible enough for the user. It could be either bigger or moved the home screen and displayed under the menu for example.  
  
It might be a good idea to also include the restaurant the user is or will be eating at somehow. Maybe through theme personalization or just putting the name on the top of the main window.

### Match between system and the real world

Even though taking into consideration that this is a LoFi Prototype, it might be hard for users to understand the icon in the navigation bar - the symbol on the left is hard to understand. The same applies for the text in the screen for “Home”.  
  
Profile access is inside the settings. Normally the settings can be accessed through the profile. The preferences could also be in the profile (directly and not in extra window) since it is important information it should be clear for the user how to access it.

### User control and freedom

The app always allows the user to get back to the previous screen with the standard Android back button.   
Nevertheless, this can be confusing for some users that are used to apps, where a “back” button is always provided.  
  
The bottom navigation bar allows the user to always access different areas and functions of the app.

### Consistency and standards

It is not obvious to differentiate between a button and an information text field, especially in the Home Screen it is not clear that there are 4 Buttons to be clicked (it becomes clear through the hint on the marvel app)  
  
Aspect from pre-order and menu are consistent. Still, they could be differentiated by adding a tittle to prevent con- fusion.  
  
Preferences and settings use the same icon.

### Error prevention

Maybe a Text like “Basket” together with the navigation icons would help to prevent errors as users might not understand the icons and their function clearly.  
  
Before confirming an order, the service can show a confirmation pop-up to prevent errors. Tab icons could be improved by the use from more relatable vectors. Writing the name from the tab underneath can help.  
  
Visual distinction between pre-order menu and regular menu as well as pre-order payout and in-restaurant payout.  
  
Consistency in the animation used when window changes.  
  
Addition “back” button and tittle when necessary.  
  
“Do not disturb” could have a timer, since users can forget they pressed it beforehand.   
  
How does the service know when you enter and leave the restaurant?  
  
When placing an order, the users could get an estimated time on how long it might take to prevent them from un-necessarily calling the waiter.   
  
If you are ordering for more people, how does the menu change when only one person has allergies or is vegan (for example).  
  
On the “Menu” tab, the buttons for “entertainment”, “do not disturb” and “call a waiter have the same aspect”. These could be visually differentiated to ease the user when selecting a function.

### Recognition rather than recall

On the screen with the list of dishes it might be helpful for the user to be able to go back to the page where the dishes are described in detail (“main dishes”), so that the user does not need to remember what exactly the dish was.   
  
Shifting from one window to the next one is not consistent. Sometimes the next window moves down -> up, some-times right-> left or it pops up. Making it consistent can improve the user to recognize where in the app is he/she standing.

### Flexibility and efficiency of use

Decision on which windows can be accessed through the tab bar can be improved with the help of a function analysis. This might give insights on where to locate the menu and preferences as well as the pre-order menu.

### Aesthetic and minimalist design

Icons used in the settings window are not necessary for the user to understand the information. Leaving them out or using a very minimalistic approach would improve the aesthetics.  
Overall the service shows only the information required for the user

### Help users recognize, diagnose, and recover from errors

Adding the option to check order and modify it (for example change the drink) could help users if they made a mistake when placing an order.  
  
Adding a pop-up when a new item is placed in the basket can help the user by informing him/her in case the food/drink was placed by mistake.

### Help and documentation

In the settings area links to other pages like About us, Help or Tutorials might be of help for the user.