Slay_The_Final_Group
Jieyao Heuristic Evaluation Workbook

📝 **Reference Framework:** Jakob Nielsen's 10 Usability Heuristics
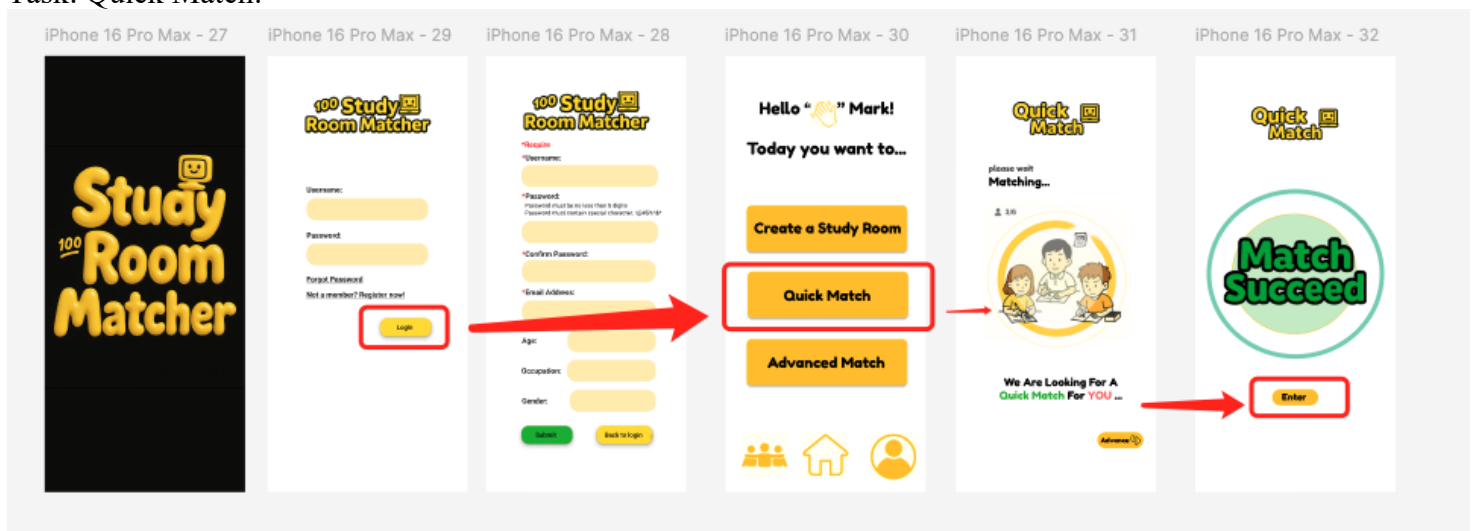
Evalutor: Jieyao Chen
Date:April.7
Product: StudyRoom Matcher Phtotype
User Group: Students
Device :Laptop
Task: Quick Match:

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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

- The "Matching..." screen only shows a static "Processing Time" counter, with no animation or feedback.
- The user might think the app is frozen or unresponsive, especially if network delay occurs.

Recommendations

- Add a visual loading indicator (e.g., spinning icon, animation, or pulsing dot).
- Display dynamic status feedback (e.g., "Searching for users...", "Almost there...").
- Show estimated waiting time or a progress ring.

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

- The final confirmation screen says "Match Succeed" which is grammatically incorrect and uncommon in user-friendly interfaces.
- Terminology like "Enter" is vague and lacks contextual meaning.

Recommendations

- Replace "Match Succeed" with "Match Successful" or "You are Matched!"
- Add a sentence that aligns with users' real-world expectations: "You are matched with 2 study buddies."
- Replace "Enter" with "Join Room"

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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

- There is no way for the user to cancel or go back once the matching process has started.
- No visible "Back" or "Home" navigation on the Matching screen.

Recommendations

- Include a "Cancel Matching" button.
- Add a persistent back/home icon or swipe-back gesture support.

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

- The "Enter" button on the Match Success screen has a different size and color treatment compared to the "Login" or "Quick Match" buttons.
- Icons and labels are inconsistently styled (some outlined, some filled, some

Recommendations

- Unify the button style (color, radius, padding, font) across all screens.
- Apply consistent icon style and align it with material or iOS design standards.

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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

- There is no confirmation screen or constraint before beginning the Match.
- Users may accidentally tap "Quick Match" without understanding what will happen.

Recommendations

- Provide a pop-up confirmation: "Are you ready to match now?"
- Include a short tooltip on first-time use explaining "Quick Match" function.

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

- There is no visual summary of what the Quick Match process will do once the user taps the button.
- The user has to remember what comes next.

Recommendations

- Add a brief description below the "Quick Match" button: "Automatically connects you to study groups based on your time."
- Use icons with labels to visually represent progress steps (e.g., Login > Select > Match >

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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

- No shortcuts or user preferences available for returning users.
- The process is identical every time, even if the user is familiar.

Recommendations

- Add a "Skip to Match" or "1-click Quick Match" for returning users.
- Allow users to set their preferred study mode and auto-apply it in future sessions.

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, unnescessary elements been removed?

Issues

- The "Match Succeed" text has a green fill with thick black outline that is visually heavy.
- Text size is disproportionately large.
- The welcome page color should be more light, dark background is too heavy. not to energetic suit for the study type

Recommendations

- Use modern flat typography without outlines.
- Maintain hierarchy using font weight and spacing, not just size or stroke.
- Reduce text size and align with overall minimalist visual identity.

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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

- No error message shown when matching fails or times out.
- No guidance provided if something goes wrong (e.g., no network, no users).

Recommendations

- Implement a failure fallback: "No match found. Try again or switch to Advanced Match."
- Use friendly error visuals (sad emoji, empty state illustrations) with retry options.

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

- The app does not provide any help popups, walkthroughs, or onboarding.
- First-time users are not informed of what "Quick Match" means.

Recommendations

- Include a quick onboarding screen or tooltip on first launch.
- Provide a "?" icon near major buttons for optional help.