

# Heuristics Evaluation of Sneakers Webapp

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## 1. Visibility of system status

- **Issue:** When user try to checkout the cart the page isn't responding because it's processing the order to the payment options.
- **Recommendation:** Add a loading screen to let know the user that the page is loading to the payment options.

## 2. Match between system and the real world

- **Issue:** The options on the navbar are plain text.
- **Recommendation:** Add icons to the options so it can be more attractive visually. For example, add a cart icon to the cart option or a home icon to redirect to the home page.

## 3. User control and freedom

- **Issue:** Users who entered the wrong information cannot go back to make changes. They have to cancel the entire transaction and start from scratch.
- **Recommendation:** Give users the option to backtrack and correct the wrong information.

## 4. Consistency and standards

- **Issue:** The website uses credit, payment, and deposit to refer to the same thing on different parts of the transaction page. Some users may find this confusing.
- **Recommendation:** Use the same term to refer to the same action on all pages to avoid confusing users.

## 5. Error prevention

- **Issue:** Users who have entered the wrong information can still complete transactions, leading to payment delays or cancellations.
- **Recommendation:** Before users can proceed to new stages in the payment process, let them revise the information they've provided. Also, highlight fields with incorrect information so users can spot and correct them before proceeding.

## 6. Recognition rather than recall

- **Issue:** The website's simple design resembles other sneakers websites like Nike or adidas.
- **Recommendation:** No need for changes.

## **7. Flexibility and efficiency of use**

- **Issue:** Users cannot use shortcut commands like CTRL+C or CTRL+V to enter repetitive information, such as address and phone number.
- **Recommendation:** Allow shortcut commands for copying and pasting information.

## **8. Aesthetic and minimalist design**

- **Issue:** The UX design is simple and easy to understand. However, the color scheme does not match the brand logo colors.
- **Recommendation:** Make the website easily identifiable by using more colors that represent the brand.

## **9. Help users recognize, diagnose, and recover from errors**

- **Issue:** Easy-to-understand error messages pop up when users make mistakes. However, the error messages do not simplify solving the issue.
- **Recommendation:** Clicking the error message should take the user to the exact problem area so they can fix it.

## **10. Help and documentation**

- **Issue:** The button to access the Help page is not easily accessible.
- **Recommendation:** Make the button for the Help page more visible so users can find needed information quickly.