

# Heuristic Evaluation

## Structure of the individual report

### Part I: Your Name

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### Part II: Project Description

A prototype of a smartphone app called Monument Viewer that was made of 5 slides which allows you to see how the monuments were built originally just by pointing the phone camera to them.

### Part III: Evaluation Execution

The heuristic was conducted in-person, and asking some information about the app functionality to the other group. First of all, I just tried to use the app and understanding his main points without actually executing the tasks. Then I just tried to perform the task starting from the easiest to the hardest and see if they work. I think that the Readme didn't explain too well how the prototype works, because it does not explain what I have to click in the first page to make the prototype run since the visualization of the camera is just simulated in the figma link and not implemented.

### Part IV: List of Violations

1. H1 Visibility of system status

Where: In the second slide, right after the monument is pointed by the phone

What: The app is loading but doesn't tell you what is actually being downloaded

Why: It is inconsistent since maybe the pointed monument recognized by the app is not the one you wanted to see (imagine for example if statues are nearby and both in the camera point of view). Also, an unconscious user might not be able to understand that the monument is being loaded.

Severity: 2

2. H10 Help and Documentation

Where: in the README

What: The simple task says that you have to provide quick information but both description of the monument in the prototype are too long to read for a tourist.

Why: It's inefficient for a user that is pointing his smartphone to a monument to read big paragraphs and scroll while pointing.

Severity:3

3. H7 Flexibility and efficiency of use

Where: In the description of the document

What: There are two different descriptions of the same monument (present and past) but there is no way to understand that the two descriptions are different

Why: User might miss some content of the app

Severity:3

4. H9 Help users recognize, diagnose, and recover from errors

Where: In the propose an edit page

What: There isn't an error message if you try to send an edit with empty fields

Why: This can lead to many fake requests

Severity:4

5. H4 Consistency and standards

Where: In the edit slide when you have to confirm and when there is the popup to make the action go.

What: The positive answer is placed on the right in the first slide but for the confirmation the positive one is placed on the left

Why: This may introduce the user to make mistakes while using the app

Severity:1

6. NH

Where: In the slide after the monument has been downloaded

What: The first page that should be displayed might be the present version, while in the prototype is displayed the old one

Why: If the task is to "view how the monument was originally" you have to do it manually by moving the time bar in the past

Severity:2

7. H2 Match between system and real world

Where: In the slide where the coliseum description is open

What: In the top left of the phone there is an edit button without actually saying what the button does.

Why: The user might not be aware what the icon represents

Severity:3

8. H8 Aesthetic and minimalistic design

Where: In the slide where the monument is shown

What: The time bar allows you only to switch between present and past

Why: There's no sense if you have only 2 time option to use a time bar, when you can just use an ON/OFF switch

Severity:1

9. H7 Flexibility and efficiency of use

Where: In the present description of the coliseum

What: if you click edit and then you undo the click the app doesn't bring you to the same page as before but to the past one

Why: It's inefficient because it makes the user to do many clicks just because he made a bad click.

Severity:1

10. H10 Help and documentation

Where: In the README on the complex task

What: The readme says that the app allows you to signal incorrect information but in reality you propose an edit not a real correction (so you can also add more info instead of correct wrong ones)

Why: The complex task doesn't match with the prototype feature

Severity: 4

## Part V: Summary and Recommendations

Report in the table below the total number of identified violations.

Heuristic	# violations
H1: Visibility of system status	1
H2: Match between system and the real world	1
H3: User control and freedom	
H4: Consistency and standards	1
H5: Error prevention	
H6: Recognition rather than recall	
H7: Flexibility and efficiency of use	2
H8: Aesthetic and minimalist design	1
H9: Help users recognize, diagnose, and recover from errors	1
H10: Help and documentation	2
HN: Non-heuristic issue	1

To summarize, the app doesn't work properly about his tasks, as I pointed out in the Help and documentation, because even if everything works properly it does not match with the description of the task so the first improvement might be to specify better the task in the description.

As for the design of the app I highly suggest to put a single description with 2 paragraphs (before/now) instead of two different description in different places, and to make them much shorter since it is a smartphone app and the user is using it while walking in a place, so he won't have the time to read such long paragraphs.

As the last thing I think it's useless to put a menu on the left if the only option is to edit, just remove the entire menu and put the edit button instead.