

# Heuristic Evaluation

## Structure of the individual report

### Part I: Your Name

LORENZO SCIARA s303462

### Part II: Project Description

A prototype of a smartphone app called Monument Viewer which allows you to individually see how the outdoor monuments were built originally and their description just by pointing the phone camera to them.

### Part III: Evaluation Execution

Firstly, to evaluate the project, I asked the group members about mine initial misunderstandings about the software; then, I analyzed the medium fidelity prototype, reading every single task and analyzing it by following the steps of the "Nelson heuristic" rules.

### Part IV: List of Violations

Report the heuristics' violations you identified. Each of them must be numbered sequentially, formatted as follow:

**[Issue #]. [Heuristic #] [Heuristic Title]**

*Where: [Where the issue occurred – task, step, page] What: [Description of the problem]*

*Why: [Reason why it violates the heuristic]*

*Severity: [0-4, according to Nielsen's severity rating]*

#### **1. H1 Visibility of system status**

Where: In the "Colosseum info" page.

What: When I click on the "see info" button, the pop-up page does not show that I'm actually in the info section.

Why: The user should always know where he is in the application.

Severity: 1

#### **2. H1 Visibility of system status**

Where: In the "Suggest an edit" page.

What: There is a "Colosseum" entry that does not specify what it is.

Why: A didactic title should be inserted above each form.

Severity: 2

**3. H2 Match between system and the real world**

Where: "Colosseum view" page

What: The application gives the possibility to move continuously in a time-line while the effective options are only two.

Why: The user may want to move on intermediate dates while it is not allowed by the application.

Severity: 3

**4. H2 Match between system and real word**

Where: In the "See informations" page.

What: The edit button has no caption title for the action it performs.

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

Severity: 1

**5. H2 Match between system and the real world**

Where: In the "Are you sure" pop-up.

What: "Are you sure" is too general, the pop-up should give information about what the app is going to do.

Why: It is not clear what the pop-up refers to.

Severity: 2

**6. H4 Consistency and standards**

Where: In the "Waiting for monument" page and "Reconition monument" page.

What: The burger button does nothing even if it is clickable.

Why: Everything clickable in the page must trigger an action.

Severity: 4

**7. H4 Consistency and standards**

Where: In the "Are you sure" pop-up.

What: The order of "Sure" "Not sure" buttons is different from the order of "Cancel" "Send" buttons.

Why: Buttons with similar functions should be same position.

Severity: 2

**8. H5 Error prevention**

Where: "Suggest an edit" page.

What: The application does not give an error in case of inconsistent or empty forms.

Why: The user should not be able to enter empty reports.

Severity: 3

**9. H6 Recognition rather than recall**

Where: In the "See monument" page.

What: The application does not explicitly indicate the actual date of origin of the monument when moving through the time-line.

Why: The user can't know that the first indicate date is the origin date of the monument.

Severity: 3

**10. H7 Flexibility and efficiency of use**

Where: In the “Suggest an edit” page.

What: The user can add a photo even if the selected issue is not related to the photo.

Why: The user doesn’t need to add photos if the selected problem is another.

Severity: 4

**11. H8 Aesthetic and minimalist design**

Where: In the “See informations” page.

What: There is too much informations without titles and highlighted keywords or images.

Why: Makes it difficult to read and does not hold the user’s attention.

Severity: 2

**12. H8 Aesthetic and minimalist design**

Where: In the “Suggest an edit” page.

What: “Upload a photo” feature isn’t necessary to “Suggest an edit”, about written information and its functioning is not very efficient.

Why: The user doesn’t need to add photos.

Severity: 3

**13. H10 Help and Documentation**

Where: in the “README”

What: The simple task says that you have to provide quick information but both descriptions of the monument in the prototype are not quick.

Why: The simple task doesn’t match with the prototype features.

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	2
H2: Match between system and the real world	3
H3: User control and freedom	0
H4: Consistency and standards	2
H5: Error prevention	1
H6: Recognition rather than recall	1
H7: Flexibility and efficiency of use	1
H8: Aesthetic and minimalist design	2
H9: Help users recognize, diagnose, and recover from errors	0

H10: Help and documentation	1
HN: Non-heuristic issue	0

At first glance the application seems well structured, but there are some errors both graphic and conceptual. The biggest inconsistency is that the simple task says that the information provided are quick but in the prototype there is a long list to read which is not quick; there are also several minor problems in the edit page that all together cause a significant problem in using the application.