

Heuristic Evaluation

Structure of the individual report

Part I: Your Name

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Part II: Project Description

A little application for augmented reality that allows the user to interact with all the world's monuments.

Part III: Evaluation Execution

I conducted the heuristic evaluation as requested from professor: first I met the group in the classroom during the lab and asked them questions about their prototype; then using the lessons material I carefully looked at the prototype while consulting the ten Nielsen's 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]

For example:

1. H1 Visibility of system status

Where: Colosseum Info

What: It isn't shown at what point of the lecture you are with a scrollbar

Why: You don't have a way to know how much text you still need to read

Severity: 1

2. H2 Match between system and the real world

Where: Colosseum view page

What: There is a scrollbar used to change historical period

Why: It has no sense using that scrollbar with only 2 points where to scroll

Severity: 3

3. H3 User control and freedom
Where: Everywhere
What: There isn't a home button that allows the user to return to the main page
Why: Interface not comfortable
Severity: 4
4. H4 Consistency and standards
Where: Send button in suggest an edit
What: The position of the buttons cancel and send is inverted respect to the form sure and not sure buttons
Why: Could generate confusion to the user
Severity: 2
5. H5 Error prevention
Where: Suggest an edit
What: If the form is empty you can still send the edit request
Why: You must not send an empty request, the app should return an error
Severity: 3
6. H5 Error prevention
Where: Suggest an edit
What: If you haven't chosen the topic you can still send the edit request
Why: You must not be able to send a request without first choose the topic
Severity: 3
7. H5 Error prevention
Where: Suggest an edit
What: If the topic is "title" you still can upload a photo
Why: It has no sense uploading a photo in this context, the app should return an error
Severity: 3
8. H6 Recognition rather than recall
Where: Suggest an edit
What: It isn't shown the original text which you want to suggest an edit
Why: If you want to change different things it can be difficult to remember all
Severity: 3
9. H7 Flexibility and efficiency of use
Where: In the readme explanation of functionalities
What: If you move the screen away from the monument you go back to the loading page
Why: If you want to use the app you must frame the monument, it's super uncomfortable
Severity: 4
10. H8 Aesthetic and minimalist design
Where: Colosseum Info
What: There is a difference style of writing between the two info (80ad and now), in now info after going to a new line there is a space, while in the 80ad not.
Why: Ugly to see

Severity: 1

11. H8 Aesthetic and minimalist design

Where: Colosseum Info

What: The space between words is different each time, there isn't a proper text formatting

Why: Ugly to see

Severity: 1

12. H8 Aesthetic and minimalist design

Where: Left Sidebar

What: The left sidebar is unnecessary

Why: It contains only one button, an entire sidebar for one button is too much, only the button can be left

Severity: 2

13. H8 Aesthetic and minimalist design

Where: Left Sidebar

What: It isn't shown a button for closing the navbar

Why: It isn't intuitive, there should be a "go back" button together with clicking randomly out of the left-sidebar

Severity: 1

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	1
H4: Consistency and standards	1
H5: Error prevention	3
H6: Recognition rather than recall	1
H7: Flexibility and efficiency of use	1
H8: Aesthetic and minimalist design	4
H9: Help users recognize, diagnose, and recover from errors	0

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

The application seems good at first impression, but there are a lot of little things that make it bad. First all the superfluous functionalities and accessories must be removed, like the sidebar which has one button or the “update a photo” which is useless in almost all contexts. Then the consistency between the tasks and functionalities is not perfect, they must be reformulated in better words. Last there are graphical inconsistencies and improvable layout. But the most important thing is that the basic concept from which this application born is wrong: the choice to allow the user to use the application only while framing the monuments, and not permanently after the frame, is absurd.