

Heuristic Evaluation

Part I: Project Description

Joint one-sentence description of the project that was evaluated.

- Advanced version of university student application that combines all the functions and can be customized.

Part II: Joint List of Violations

Starting from the results of the individuals' evaluation and notes, merge duplicate violations and agree on the overall rating for each of them. Your joint list of heuristics' violations must be arranged in a logical order and numbered sequentially. Use the following format:

1. H4 Consistency and standards
Where: Cafeteria menu pages
What: The position of the back button on this section is not consistent.
Why: It is an inconsistency of the user interface, which creates stress to the user.
Severity: 2
2. H7 Flexibility and efficiency of use
Where: Main page
What: Users can customize the main page by selecting their own functions at the front page, but the page that allows users to customize is missing.
Why: Without an additional page, users can't customize their front page and save their customization.
Severity: 3
3. H10 Help and documentation.
Where: Cafeteria menu pages
What: There is no text that supplements the content of this page.
Why: Even though the content of these pages are simple, some users might need some help utilizing it.
Severity: 3
4. H9: Help users recognize, diagnose, and recover from errors
Where: X
What: Pages that cover the error are not in the prototype.
Why: When an error happens on the app, it is necessary to tell the user about it and fix it.
Severity: 3
5. H3: User control and freedom
Where: all pages
What: If a user wants to get to another function, they should do it via their main page.

Why: The page only provides a back button, so it drops the user's control.

Severity: 2

6. H8: Aesthetic and minimalist

Where: The bus timetable seems not too minimalist. I'm a bit confused when reading the schedule.

What: The schedule

Why: It is a redundant timetable. Students do not really need the timetable; instead, they want to have real-time bus tracking. An example can be taken from eWave, of Singapore, or the ETA from Naver Map.

Severity: 3

7. H4: Consistency and standard

Where: the menu loses some important information.

What: the menu

Why: There is some important information that cannot be lost, such as halal/non-halal, veggie-based/meat-based. The menu must cater for different kinds of users, such as Muslim users, or people who have problems eating some kinds of specific meats.

Severity: 3

8. H2: Match between system and real world

Where: the menu loses an important indicator

What: the menu

Why: the menu should contain information such as which dishes have been sold out, and which dishes have not been.

Severity: 3

9. H2: Match between system and real world

Where: Name, No, Major

What: information

Why: I think it will be better to have something to replace those things, for example, "Good Morning, Newt!", or "Good Afternoon, Newt!", instead of No. and Major.

Severity: 2

10. H7: Flexibility and efficiency of use

Where: Dormitory Function

What: Dormitory

Why: It seems to be redundant. Instead of having a dormitory, you should input the booking system so that students can book breakout rooms, gym, etc.

Severity: 3

11. H2 Match between system and the real world Ingredients on food

Where: Menu of the Day

What: *It's difficult to register every meal a university does and list the ingredients*

Why: *Because in the real world some students doesn't care about ingredients, just if it tastes good.*

Severity: 1

12. H7: Flexibility and efficiency of use

Where: Menu of the Day (Food reservation)

What: The student should be able to make a reservation for food instead of making line on the cafeteria

Why: This could give the student a way to be more efficient with his time.

Severity: 2

13. H3: User control and freedom

Where: Prototype (Settings)

What: Settings button might be useful

Why: A settings button may allow the user to decide what his app should look like (font size, background color, etc.)

Severity: 3

14. H5: Error prevention

Where: Prototype (Dormitory for selected students)

What: The dormitory function might be useless for some students

Why: Not everyone stays at the dorm so it might be a useless feature for some students

Severity: 3

15. H1: Visibility of system status

Where: Prototype and Announcement button (Announcement Indicator)

What: It might be useful for the user to notice if there's a notification symbol on the "Announcement" button

Why: This way the student doesn't has to be clicking every time to check if there's an announcement, he just has to know if there's this indicator.

Severity: 2

Part III: Summary and Joint Recommendations

Report in the table below the number of identified violations according to their severity rating.

| Heuristic | # viol. (rating: 0) | # viol. (rating: 1) | # viol. (rating: 2) | # viol. (rating: 3) | # viol. (rating: 4) |
|---|------------------------|------------------------|------------------------|------------------------|------------------------|
| H1: Visibility of system status | 0 | 0 | 1 | 0 | 0 |
| H2: Match between system and the real world | 0 | 1 | 1 | 1 | 0 |
| H3: User control and freedom | 0 | 0 | 1 | 1 | 0 |
| H4: Consistency and standards | 0 | 0 | 1 | 1 | 0 |
| H5: Error prevention | 0 | 0 | 0 | 1 | 0 |
| H6: Recognition rather than recall | 0 | 0 | 0 | 0 | 0 |
| H7: Flexibility and efficiency of use | 0 | 0 | 1 | 2 | 0 |
| H8: Aesthetic and minimalist design | 0 | 0 | 0 | 1 | 0 |
| H9: Help users recognize, diagnose, and recover from errors | 0 | 0 | 0 | 1 | 0 |
| H10: Help and documentation | 0 | 0 | 0 | 1 | 0 |
| HN: Non-heuristic issue | 0 | 0 | 0 | 0 | 0 |

Eventually, merge your final recommendations in a few paragraphs. Make sure that these paragraphs are coherent and consistent with the rest of the joint results.

Generally, the prototype was good. It had a very intuitive user interface and was very aesthetic. Also, the functions that team 2 listed were stated explicitly at their presentation. However, some minor functions that supplements their task were missing and it feels like it deteriorates the quality of the app. By fixing some minor mistakes that are listed here, I believe that the app would be more user-friendly and works better.

For recommendation, I would like to suggest team 2 to implement additional pages that can cover the missing functions of the app. Those pages would be error pages, pages that can customize and save the front page and setting page. Those minor pages would enhance the expandability of the app and can deal with the issues when the app malfunctions.