Heuristic Evaluation

Structure of the joint report

Part I: Project Description

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

AI Tour Guide is a mobile application where users can chat about their travel needs and concerns, read the public forum, and use a map when navigating.

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:

[Issue #]. [Heuristic #] [Heuristic Title] / Found by: [Evaluator # – do not use names]
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: Chat, Forum, Map, and Settings
    What: No clear indicator of which screen the user is on.
    Why: Assuming the user is "stupid" or does not have much experience with technology, the user might not know which screen they are on. Having text at the top of the screen indicating that the user is on the "Map" section or other section may be helpful.
    Severity: 1

2. H10 Help and documentation
    Where: Settings page
    What: There's no help option
    Why: If users need help with the app itself, for example if there's an error or something stops working for whatever reason there's no way for them to get the help they need
    Severity: 3

3. H2 Match between system and real world

Where: Translate page

What: No written response for the pronunciation question

Why: it might be more help for users to also have a written response rather than just the audio.
For example:

Question: How do you say hello in Korean?

Answer: 안녕하세요 (an-nyeong-ha-se-yo)

Severity: 2

4. H4 Efficient Planning and Budgeting Tools

   Where: Activity planning interface

   What: Lack of an easy-to-use drag-and-drop functionality to rearrange activities within the itinerary.

   Why: Without a drag-and-drop feature, users may find it time-consuming and tedious to reorder activities, negatively impacting the efficiency of planning and organization.

   Severity: 3

5. H6 - Error Prevention and Recovery

   Where: Deleting an itinerary

   What: No confirmation prompt or undo option when deleting an itinerary.

   Why: The lack of a confirmation prompt or undo option increases the risk of accidental deletion, leading to data loss and user frustration.

   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		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			1		
H7: Flexibility and efficiency of use					
H8: Aesthetic and minimalist design					
H9: Help users recognize, diagnose, and recover from errors					
H10: Help and documentation				1	
HN: Non-heuristic issue					

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.

The concept and design of this app is well thought out and the purpose behind it is clear. They considered the user and what they might need. For improvements, it would be good to implement a clearer navigation system through the app, such as a footer navigation bar and back arrows throughout the app. This will also help with consistency with the sidebar issue. As far as UI design goes, it would be good to use photos for each forum guide for consistency. A non-heuristic issue is cleaning the UI of the chat screen by aligning the text and the placement of the chat bubbles.