

# Heuristic Evaluation on

Philip's design

Evaluator Name:

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## SEVERITY RATING

- 0** = I don't agree that this is a usability problem at all

**2** = Minor usability problem: fixing this should be given low priority

**4** = Usability catastrophe: fix this before product can be released
- 1** = Cosmetic problem only: fix if time is available

**3** = Major usability problem: important to fix, given high priority

HEURISTICS	VIOLATION	RECOMMENDATION	SEVERITY
<div><b>1. Visibility of system status</b></div> <div>Always keep users informed about what is going on, through appropriate feedback within reasonable time.</div>			<div>0</div> <div>▼</div>
<div><b>2. Match between system and the real world</b></div> <div>Follow real-world conventions, making information appear in a natural and logical order.</div>			<div>0</div> <div>▼</div>

HEURISTICS	VIOLATION	RECOMMENDATION	SEVERITY
<b>3. User control and freedom</b> <i>Users should leave the unwanted state without having to go through an extended dialogue. Undo and redo.</i>	<div>- No back button on Route Information screen</div>	<div>- Add back button to screen to allow users to return to previous screen</div>	<div>2 ▾</div>
<b>4. Consistency and standards</b> <i>Users should not have to wonder whether different words, situations, or actions mean the same thing.</i>	<div></div>	<div></div>	<div>0 ▾</div>
<b>5. Error prevention</b> <i>Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action.</i>	<div></div>	<div></div>	<div>0 ▾</div>
<b>6. Recognition rather than recall</b> <i>Minimize the user's memory load by making objects, actions, and options visible.</i>	<div></div>	<div></div>	<div>0 ▾</div>

HEURISTICS	VIOLATION	RECOMMENDATION	SEVERITY
<b>7. Flexibility and efficiency of use</b> <i>Accelerators. Allow users to tailor frequent actions.</i>	-		0 ▾
<b>8. Aesthetic and minimalist design</b> <i>Dialogues should not contain information which is irrelevant or rarely needed.</i>	- Map in background of Route Planning Screen causes small amount of clutter	- Have blank background for screen and have map as it's own pop-up	1 ▾
<b>9. Help users recognize, diagnose, and recover from errors</b> <i>Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution.</i>	- No error messages are shown explicitly in design	- Ensure error messages are included if not already planned for invalid user input or non-permitted actions	3 ▾
<b>10. Help and documentation</b> <i>Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation.</i>			0 ▾