

Heuristic Evaluation on

Ben's design

Evaluator Name:
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SEVERITY RATING

- 0** = I don't agree that this is a usability problem at all
- 1** = Cosmetic problem only: fix if time is available
- 2** = Minor usability problem: fixing this should be given low priority
- 3** = Major usability problem: important to fix, given high priority
- 4** = Usability catastrophe: fix this before product can be released

HEURISTICS	VIOLATION	RECOMMENDATION	SEVERITY
<div>1. Visibility of system status</div> <div>Always keep users informed about what is going on, through appropriate feedback within reasonable time.</div>	<div>- No progress indicators when exporting to calendar (Assuming it will take time)</div> <div>- Component size of the departure time is small, considering it is a key information</div>	<div>- Add progress indicators when exporting to calendar</div> <div>- Increase the component size / location of the departure time</div>	<div>1</div> <div>▼</div>
<div>2. Match between system and the real world</div> <div>Follow real-world conventions, making information appear in a natural and logical order.</div>	<div>Describe the violation...</div>	<div>- Use more intuitive icons to indicate systems / options</div>	<div>0</div> <div>▼</div>

HEURISTICS	VIOLATION	RECOMMENDATION	SEVERITY
3. User control and freedom <i>Users should leave the unwanted state without having to go through an extended dialogue. Undo and redo.</i>	<ul style="list-style-type: none"> - No "Undo" option (probably remove Saved Plans in this case) 	<ul style="list-style-type: none"> - Add an "Undo" option for removing saved plans 	<div>1</div>
4. Consistency and standards <i>Users should not have to wonder whether different words, situations, or actions mean the same thing.</i>	<ul style="list-style-type: none"> - Size and balance of some UI elements are inconsistent (toggle buttons, Text size) - Language options only appear in the Plan Schedule screen 	<ul style="list-style-type: none"> - Ensure consistent size and balance of UI elements across application - Ensure language options are available in all screens or move it to setting menu 	<div>1</div>
5. Error prevention <i>Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action.</i>	<ul style="list-style-type: none"> - No visible constraints on invalid inputs for the To/From fields - No confirmation when exporting to calendar - No confirmation when toggling "Share with group" 	<ul style="list-style-type: none"> - Implement constraints on invalid inputs - Add a confirmation dialog before exporting / sharing information 	<div>3</div>
6. Recognition rather than recall <i>Minimize the user's memory load by making objects, actions, and options visible.</i>	<ul style="list-style-type: none"> - User must know the name of to/from location - Grouping of UI elements may not be intuitive - What Disability Mode toggle changes is not clear - How to initiate a search / navigate from "Plan" is not clear 	<ul style="list-style-type: none"> - Provide suggestions based on user input - Use more intuitive grouping of UI elements - Provide Icons to help users recognize the purpose of each element 	<div>3</div>

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7. Flexibility and efficiency of use <i>Accelerators. Allow users to tailor frequent actions.</i>	<ul style="list-style-type: none"> - "Plan Schedule" does not provide route preferences options - "Plan Schedule" does not allow users plan from arrival time - Departure time does not allow users to select different dates - limited customization options (Assuming more options in the settings, but not explicitly presented) 	<ul style="list-style-type: none"> - Provide route preferences options in "Plan Schedule" - Allow users to plan from arrival time - Allow users to select different dates in the departure time - Provide more customization options - Provide suggestions based on user input 	<div>3</div>
8. Aesthetic and minimalist design <i>Dialogues should not contain information which is irrelevant or rarely needed.</i>	<ul style="list-style-type: none"> - Share with group section take focus away from to/from and departure time (Assuming the primary goal of "Plan Schedule" is to plan and search, not making the list of "Plan" which used in the future) 	<ul style="list-style-type: none"> - Adjust the text / component size to improve readability 	<div>2</div>
9. Help users recognize, diagnose, and recover from errors <i>Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution.</i>	<ul style="list-style-type: none"> - No error messages are explicitly presented - No feedback on invalid inputs 	<ul style="list-style-type: none"> - Provide clear error messages when invalid inputs are made - Use traditional error-message visuals, like bold, red text - Tell users what went wrong in language they will understand - Offer users a solution, like a shortcut that can solve the error immediately 	<div>3</div>

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<div>10. Help and documentation</div> <div><i>Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation.</i></div>	<div>- No visible help section</div>	<div>- Provide a help section or documentation access points in the interface</div>	<div>2</div> <div>▼</div>