

# Heuristic Evaluation on

Adam's design

Evaluator Name:

Nagare Negishi

## 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><i>Always keep users informed about what is going on, through appropriate feedback within reasonable time.</i></div>	<div>- No loading indicators when searching for routes or locations</div> <div>(- Limited feedback on search progress in the map screen)</div>	<div>- Add loading indicators when searching for routes or locations</div> <div>- Provide feedback on search progress in the map screen</div>	<div>2</div> <div>▼</div>
<div><b>2. Match between system and the real world</b></div> <div><i>Follow real-world conventions, making information appear in a natural and logical order.</i></div>	<div>- "00:00" time format may not be familiar to all users</div>	<div>- Use a more common time format (12-hour format with AM/PM)</div>	<div>1</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>	<ul style="list-style-type: none"> <li>- No visible "back" button on some screens</li> <li>- May be difficult to delete saved routes (from Edit icon??)</li> </ul>	<ul style="list-style-type: none"> <li>- Add a "back" button to all screens for easy navigation</li> <li>- Make the "delete" option more noticeable</li> </ul>	<div>3</div> <div>▼</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>	<ul style="list-style-type: none"> <li>- Dropdown indicators vary in style across screens</li> <li>(- Inconsistent capitalization ("in app language"))</li> </ul>	<ul style="list-style-type: none"> <li>- Ensure consistent dropdown indicators across all screens</li> </ul>	<div>1</div> <div>▼</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>	<ul style="list-style-type: none"> <li>- No visible constraints on invalid inputs</li> <li>- No confirmation when saving routes</li> </ul>	<ul style="list-style-type: none"> <li>- Implement constraints on invalid inputs (Disable/hide invalid options)</li> <li>- Add some default values to prevent empty inputs</li> <li>- Add a confirmation dialog when saving routes or changing some settings</li> </ul>	<div>3</div> <div>▼</div>
<b>6. Recognition rather than recall</b> <i>Minimize the user's memory load by making objects, actions, and options visible.</i>	<ul style="list-style-type: none"> <li>- Some icons may not be universally intuitive ("Search")</li> <li>- Could not tell what (...) under "stops" does</li> <li>- Saved button in search screen required the moment to recognize (Icon is very clear, but did not expect it to be there)</li> </ul>	<ul style="list-style-type: none"> <li>- Use more universally recognized icons (This is subjective, discuss with team)</li> <li>- Provide labels for less intuitive icons</li> <li>- Location of saved button or condition of the button to be appearing can be adjusted</li> </ul>	<div>2</div> <div>▼</div>

HEURISTICS	VIOLATION	RECOMMENDATION	SEVERITY
<b>7. Flexibility and efficiency of use</b> <i>Accelerators. Allow users to tailor frequent actions.</i>	<ul style="list-style-type: none"> <li>- In route selection, not many route modification options are available (Which may require starting over)</li> <li>- Customization options are limited (Settings allow customization of the app, but not many options are explicitly presented)</li> </ul>	<ul style="list-style-type: none"> <li>- Provide more route modification options</li> <li>- Allow users to tweak routes without starting over (in route selection)</li> <li>- Add more customization options in settings/ route selection</li> </ul>	<div>3</div>
<b>8. Aesthetic and minimalist design</b> <i>Dialogues should not contain information which is irrelevant or rarely needed.</i>	<div>Describe the violation...</div>	<ul style="list-style-type: none"> <li>- Space between elements can be adjusted to improve aesthetics</li> </ul>	<div>0</div>
<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>	<ul style="list-style-type: none"> <li>- No error messages are explicitly presented</li> <li>- No feedback on invalid inputs</li> </ul>	<ul style="list-style-type: none"> <li>- Provide clear error messages when invalid inputs are made</li> <li>- Use traditional error-message visuals, like bold, red text</li> <li>- Tell users what went wrong in language they will understand</li> <li>- Offer users a solution, like a shortcut that can solve the error immediately</li> </ul>	<div>3</div>
<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>	<div>Describe the violation...</div>	<ul style="list-style-type: none"> <li>- Provide tutorials for first-time users</li> </ul>	<div>0</div>