

Heuristic Evaluation

Evaluator Name:

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Device / Browser/ OS:

App / Version:

Josh

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
1. Visibility of system status <i>Always keep users informed about what is going on, through appropriate feedback within reasonable time.</i>	Screens lack clear headers / indications of state	Add Headers (with icons) to each screen for clarity	3
2. Match between system and the real world <i>Follow real-world conventions, making information appear in a natural and logical order.</i>	Task 2: <ul style="list-style-type: none">View Route on map is not obvious for how important it is	Task 2: <ul style="list-style-type: none">Mae view route on map larger and above add to favourites button	1
3. User control and freedom <i>Users should leave the unwanted state without having to go through an extended dialogue. undo and redo.</i>	Unsure how to navigate between screens	Add persistent buttons for each main screen	4
4. Consistency and standards <i>Users should not have to wonder whether different words, situations, or actions mean the same thing.</i>	“Journeys” (Task 3) vs “routes” (Task 2) Task 2: <ul style="list-style-type: none">mixed use of journey in info and route in “view route on map” button	Use either word for all cases	1
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>			0

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6. Recognition rather than recall <i>Minimize the user's memory load by making objects, actions, and options visible.</i>	Task 2: <ul style="list-style-type: none">Alternative times / Favourite / View route buttons require reading Task 2 & 3: <ul style="list-style-type: none">Require recall / examination	Task 2: <ul style="list-style-type: none">Add icons to each button e.g. clock for times, star/heart for fav, map icon Task 2 & 3: <ul style="list-style-type: none">Add icons	2
7. Flexibility and efficiency of use <i>Accelerators. Allow users to tailor frequent actions.</i>			0
8. Aesthetic and minimalist design <i>Dialogues should not contain information which is irrelevant or rarely needed.</i>	Task 1: <ul style="list-style-type: none">Date selection buttons and date specifier repeat informationCombination of date selection, map, favourites, and busses is a lot of information	Task 1: <ul style="list-style-type: none">Combine date header and date edit buttonsSplit into two screens. One for interactive map, one for list of routes	2
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>			0
10. Help and documentation <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