

Interação Pessoa-Máquina



NOVA SCHOOL OF
SCIENCE & TECHNOLOGY

2024/2025

Stage 5: Heuristic Evaluation

NOVA FCT Room Scheduler

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Subject Group:

G22

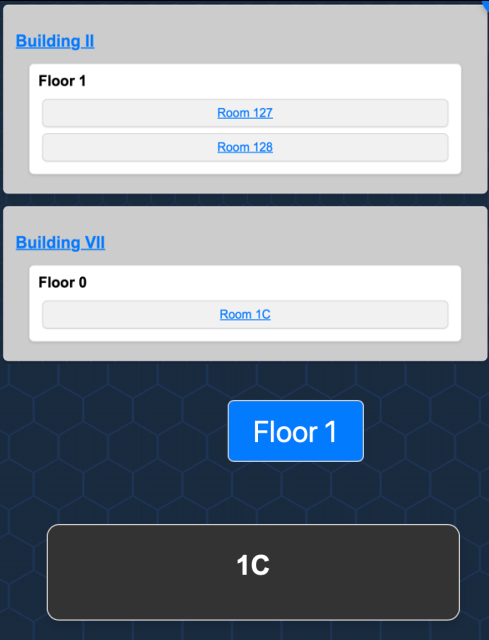
Lab class N° P3
Group N° 21

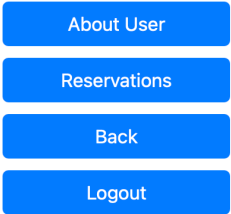
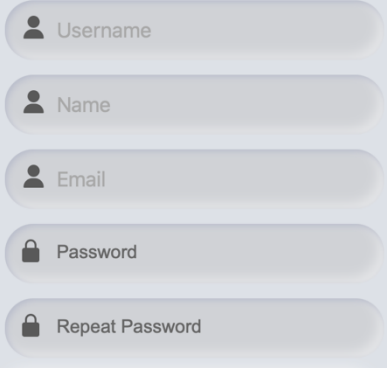
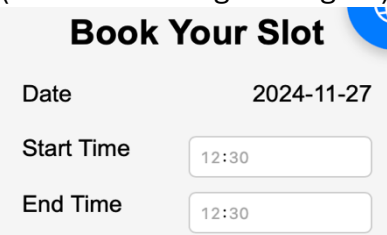
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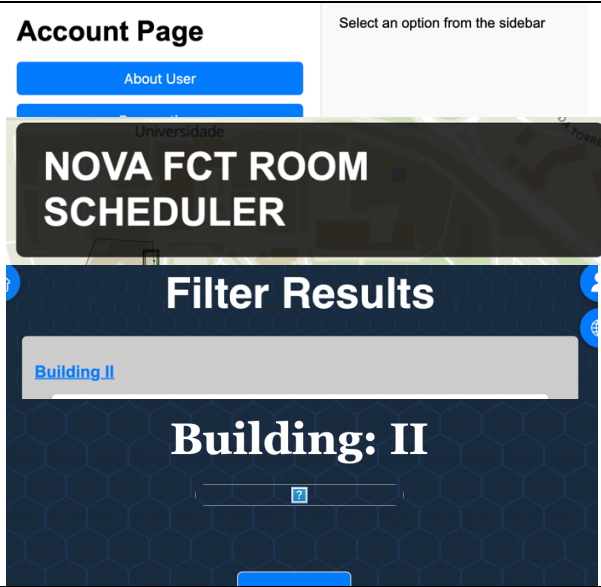
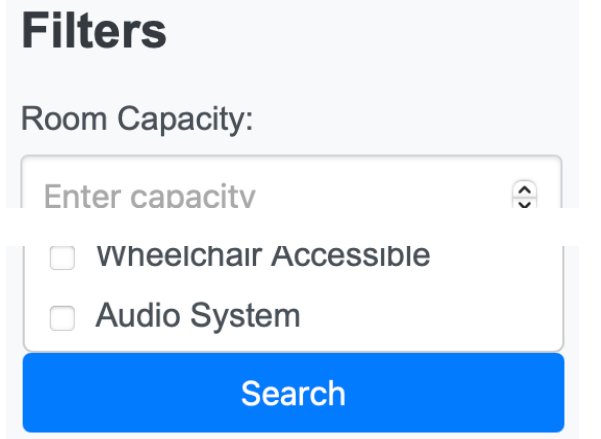
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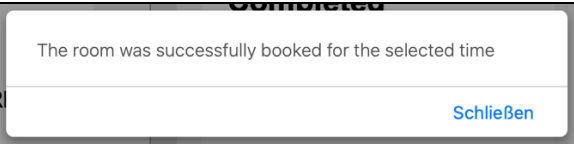
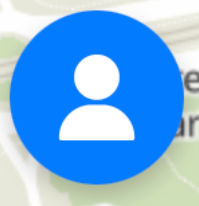
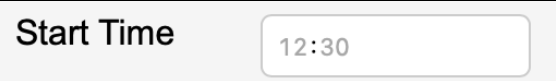
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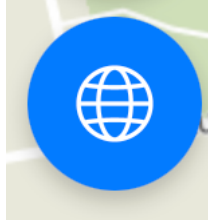

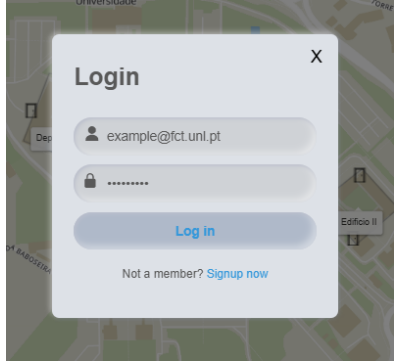
No.	Problem	Heuristic	Description	Severity	Solution	Screenshot
1	Room list items styled differently in the filter and building views	Consistency	The room list items represent the same thing, but don't look the same	Cosmetic	Use the same layout and design for both pages	 <p>The screenshot displays two building views, Building II and Building VII, each showing a floor list. Building II shows Floor 1 with two room items, Room 127 and Room 128. Building VII shows Floor 0 with one room item, Room 1C. Below the building views, there is a blue button labeled 'Floor 1' and a dark grey button labeled '1C'.</p>


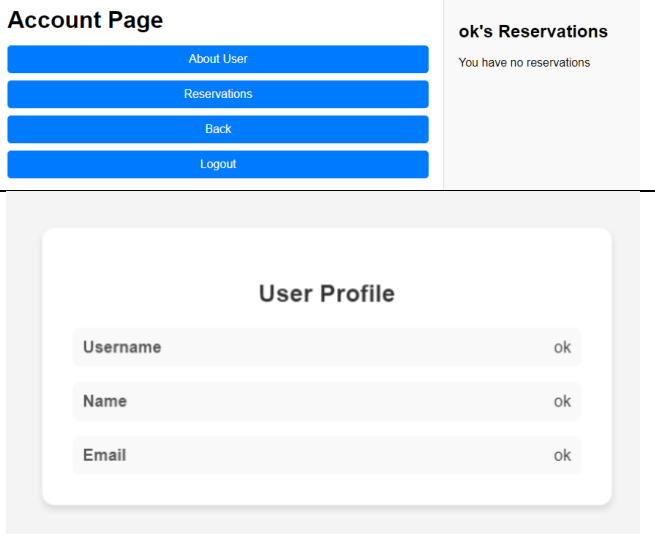
2	Similar buttons on account page for very different actions	Consistency	The back button, navigation buttons for the page itself, and the logout button look the same → Navigation difficult to use	Major	Position the logout button differently, make its color consistent with other pages, and use the same back button as on other pages	Account Page 
3	Icons for multiple form inputs are the same	Consistency, Aesthetic	Username, name and email have the same icon, which negates the benefit of having an icon and makes it impossible to identify the fields after typing	Minor	Choose different icons for username, name and email (obvious one would be an envelope for email)	Register 
4	Form input design is inconsistent	Consistency, Aesthetic	Login / Register form inputs use different style compared to the other inputs	Cosmetic	Use the same styling for all form inputs	(see No. 3 for login / resgiter) Book Your Slot 

5	No way to undo / remove wrong reservations	Error Prevention	Reservations are not removable once made	Catastrophic		<div>Reservations for the selected date:</div> <div><div>Start TimeEnd Time</div><div>12:0013:00</div></div>
6	Shadow color is inconsistent	Aesthetic	Login / register have white shadow, elsewhere black	Cosmetic	Use black shadow color for everything	
7	Background graphics are inconsistent	Aesthetic	Profile has white background, everything else a patterned dark background	Cosmetic	Use same or no background pattern everywhere	<div><div>Account Page</div><div><div>About User</div><div>Reservations</div><div>Back</div><div>Logout</div></div><div>Select an option from the sidebar</div></div> <div><div><div>Filter Results</div><div><div>Building II</div><div>Floor 1</div><div>Room 127</div><div>Room 128</div></div></div></div>

8	Heading Font is inconsistent	Aesthetic	Most pages use a different font family, size and background styling for the heading → It is not easy enough to immediately recognize the heading	Minor	Use consistent heading font	
9	Filter doesn't behave as expected	Real world conventions	The filter is actually an advanced search (button to apply filter also says search), instead of filtering elements that are shown (leads to completely separate page from the map)	Minor	Relabel the filters advanced search and use a different icon	

10	Reservations do not show without re selecting day	Visibility of system state	Adding a reservations leads to a popup but doesn't show the reservation before re-selecting the day	Major	Make the reservation list reactive to changes in the room bookings	 <p>Completed Reservations</p> <p>No reservations for the selected date</p>
11	Login state is not obvious	Visibility of system state	Profile button looks the same when logged out and logged in and there is also no other indication without clicking on the button and opening the profile page	Major	When logged in, show the username and / or profile picture instead of the generic profile button	
12	Placeholders in booking time seem like they can be kept but it doesn't work	??	Default value (12:30) seems like it can be kept in the input when it (by chance) matches the desired input	Minor	Use a more generic but still helpful placeholder like hh:mm instead	

13	Globe button doesn't have an obvious use	Real world conventions	The globe button doesn't have an obvious use in this context.	Minor / Major depending on what functionality should be associated	Use a different icon (because we do not know what it is meant to do, it is not possible to suggest any better icon for this button for us)	
14	Logout warning is not always shown and not cancellable	Error Prevention / Consistency	There is a popup to confirm that you will be logged out, but only on profile page, and it is not cancelable	Minor	Show it never or always, and add a cancel button if you decide it needs confirmation	
15	Login form button does nothing	Visibility of System Status	After filling the login form and pressing the button, nothing happens, and the window remains open	Major / Minor considering no backend implemented	Show an error or success message, or display some kind of spinner	

16	User's reservation list isn't updated	Match between System and the Real World	After making a reservation for a room, it doesn't show on the user's reservation list.	Major	The system should reflect the user's action in a way they expect, such as updating the reservation list immediately after adding a booking.	 <p>The screenshot shows a web interface for 'Building II Room 127'. It has two tabs: 'Room Info' and 'Reservations'. The 'Reservations' tab is active, displaying a calendar for November 2024. The calendar shows dates from 26 to 1. The 28th and 29th are highlighted in yellow. To the right of the calendar, there are sections for 'Completed Reservations' and 'Book Your Slot'. The 'Book Your Slot' section includes a date picker set to 2024-11-29, start and end time pickers, and a 'Book' button.</p>
17	No email formatting validation when creating an account	Error Prevention	When creating an account, the user can type anything he wants and it will be allowed as no validation is made.	Major	The system should prevent the user from creating an account by validating the format before submission (e.g. checking for "@" and domain names)	 <p>The screenshot shows a web interface for an 'Account Page'. It has four buttons: 'About User', 'Reservations', 'Back', and 'Logout'. To the right, there is a section titled 'ok's Reservations' which says 'You have no reservations'. Below the buttons, there is a 'User Profile' form with three input fields: 'Username', 'Name', and 'Email'. Each field has an 'ok' button next to it.</p>

Furthermore, I have noticed the following but that is most likely because of limited functionality / breadth of the prototype, so it wasn't included in the table above:

- The search button does not do anything when clicked
- There is no obvious way to change the building floor even if multiple floors are indicated on the page

The following aspects are noteworthy for very good UI:

- Error messages tell the user exactly what went wrong and it is always obvious how to fix it
- Choice and use of color is good (high contrast, consistent colors, no issues for colorblind people)
- The map view is a very nice way to make selection of the desired building easy. Map details and color don't show any irrelevant information for this case, which is good



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Travel Itinerary Planner

Authors:

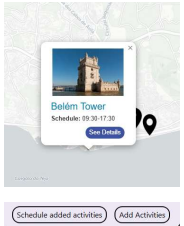
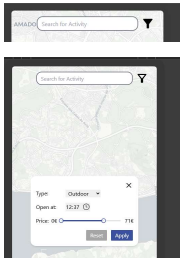
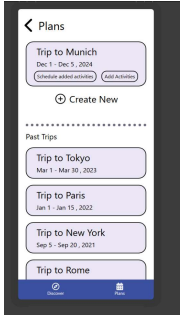
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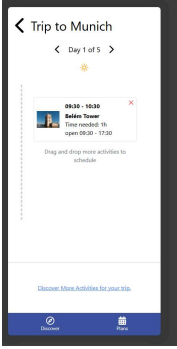
Lab class N° P3

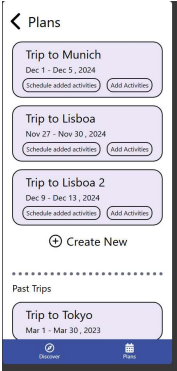
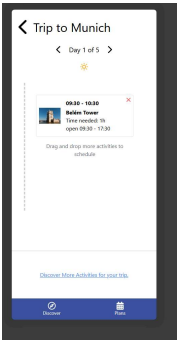
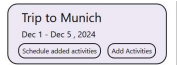
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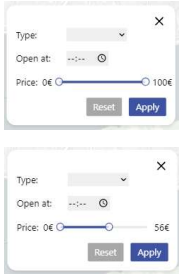
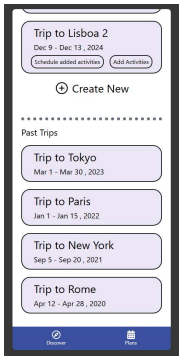
Professor:

Teresa Romão

N°	Problem	Heuristic	Description	Severity	Solution	Screenshot
1	Inconsistent website buttons	Consistency	Some buttons have different styles, which may be weird	1	Change the button in the screenshots to match others in the website	
2	Inconsistent filter feedback	Feedback	When filtering activities in the map page, if a user goes to another page and returns, the filter icon will go back to being outlined in black, remove all filters but when clicking the filter icon it shows previously applied filters	2	Keep the filtering applied until the user decides to clear it himself	
3	Inconsistent page UI	Consistency	The Plans page UI feels very different to the rest of the website	1	Replace the lilac color, make the buttons the same for the whole website	

4	Optimize for smaller screens	Aesthetics	In smaller screens (ex: iPhone 12 Pro) both buttons merge which is not only an aesthetic problem but can lead to a user mistake (clicking in the wrong button)	2	Introducing a simple gap between the buttons solves this issue completely (ex: “marginLeft: 10px” on the right button).	
5	No feedback of the current travel date	Recognition, not recall	There is no information of the dates for the current itinerary selected (ex: from 2/12 to 5/12)	3	Inform the user of the dates for the selected itinerary. Can also inform the day of the week for the selected day next to the weather icon (ex: Monday <weather icon>)	

6	No way to view current itinerary plans	Flexibility and efficiency of use	Cannot view the itinerary plans without going through the “Schedule added Activities” screen. Why must I add an activity in order to view my plans?	3	Allow the user to click on a plan and show the itinerary or add a “View” button	 
7	Inconsistent button width	Consistency	The buttons in the Plan page have different sizes	1	Make both buttons consistent in size. Instead of “Schedule added activities” and “Add activities” we could change these to “Schedule” and “Add”.	

8	Non-existent button feedback	Visibility of system status	Most buttons (ex: Reset button in filters) provide no feedback whatsoever, in this case, I didn't know the reset button was usable as it was grayed out.	2	“Activate” (change color of) the button when it can be used. Provide feedback when a button is clicked.	
9	Unable to view past trips activities	User Control and Freedom	The page shows the user their past trips but does not allow him to view any details about them	2	Allow the user to view details of past trips by clicking a past trip box	

Final Considerations

Overall this application was well developed without many major usability problems, even though we realise the development team is not that much inclined to design (more to actual software development), most of the problems found were aesthetic and can be fixed fairly quickly. The app certainly has potential and the team members should consider further development.