

Heuristics Evaluation of [Trainline]

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1. Visibility of system status

- Always keep users informed about what is going on.
- Provide appropriate feedback within reasonable time.

Evaluation

Non ero sicuro di come procedere nell'acquisto del biglietto

2. Match between system and the real world

- Speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms.
- Follow real-world conventions, making information appear in a natural and logical order.

Evaluation

Generalmente rispetta questi punti, tranne per la schermata principale quando per comprare i biglietti bisogna cliccare su cerca i biglietti "più" economici. Secondo le convenzioni questo appare più come un'opzione aggiuntiva.

3. User control and freedom

- Users often choose system functions by mistake.
- Provide a clearly marked "out" to leave an unwanted state without having to go through an extended dialogue.
- Support undo and redo.

Evaluation

Alcune funzioni le ho scoperte per sbaglio, però è facile tornare indietro

4. Consistency and standards

- Users should not have to wonder whether different words, situations, or actions mean the same thing.
- Follow platform conventions.

Evaluation

In alcuni casi sembra di poter raggiungere lo stesso obiettivo in maniera diversa senza sapere quale sia quella corretta

5. Error prevention

- Even better than good error messages is a careful design which prevents a problem from occurring in the first place.

Evaluation

Non ho riscontrato problemi

6. Recognition rather than recall

- Make objects, actions, and options visible.
- User should not have to remember information from one part of the dialogue to another.
- Instructions for use of the system should be visible or easily retrievable whenever appropriate.

Evaluation

Non è facile navigare l'app senza ricordarsi dove trovare le cose

7. Flexibility and efficiency of use

- Accelerators -- unseen by the novice user -- may often speed up the interaction for the expert user so that the system can cater to both inexperienced and experienced users.
- Allow users to tailor frequent actions.

Evaluation

Sì, infatti è possibile salvare le tratte preferite

8. Aesthetic and minimalist design

- Dialogues should not contain information which is irrelevant or rarely needed.
- Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.

Evaluation

Non ho riscontrato problemi nei dialoghi

9. Help users recognize, diagnose, and recover from errors

- Expressed in plain language (no codes)
- Precisely indicate the problem
- Constructively suggest a solution.

Evaluation

Gli errori sono comunicati chiaramente

10. Help and documentation

- Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation.
- Help information should be easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large.

Evaluation

È facile trovare la documentazione dall'icona con il punto di domanda