



NOVA SCHOOL OF
SCIENCE & TECHNOLOGY

Interação Pessoa-Máquina

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CartGuru

Stage 5: Heuristic Evaluation



Authors:

58592, Vasco Malta
60127, João Ribeiro
60590, Pedro Gasparinho
60811, Tiago Meirim

Lab class N° P1

Group N° 3

Professor:
Teresa Romão

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Introduction

For this phase we will perform a heuristics evaluation on the website developed by our colleagues from group 1, as per decided in the lab classes by the Teacher.

Note: The heuristics evaluation starts on the page below this one.

Relevant Dates

We received our colleagues' project for evaluation on the 20th of November 2023.

Our report, which contains our evaluation of their project, will be delivered on the 26th of November 2023.

Notes

Due to the size of the table, the heuristics evaluation will be on the following pages.

Heuristics Evaluation

Nº	Problem	Heuristic	Description	Severity	Solution
1	Some forms do not react when fields that should be mandatory are empty	“Visibility of system status” and “Error reporting, diagnosis, and Recovery”	The “criar projeto/evento/anúncio” forms do not exhibit any message when at least one field is empty. Users might think a field is not mandatory or prefer not filling it.	Major	One solution could be showing an error message after clicking the submit button. To complement the solution, we also advise indicating the mandatory/optional fields.
2	Some forms are successful when fields that should be mandatory are empty	“Error prevetion”	The enrollment form for “Eventos” and “Projetos” allows the user to click on the submit button without any data (which should be mandatory) and displays a success message	Catastrophic	Similarly, to the last solution, an error message should be displayed to the user instead of a success card. Indicating the mandatory/optional fields is also advised.
3	The “+” label on the buttons of Events list and Announcement list on the homepage	“Aesthetic and Minimalist Design” and “Consistency & Standards”	These buttons lead to a page giving more information about each list entry, which the “+” label isn’t usually associated with. Furthermore, on the “Projetos”, “Anúncios” and “Eventos” pages there are similar buttons labeled with “Saber mais”	Minor	Change the “+” laebels to “Saber mais”, which is much more intuitive and is already used in other pages of the application
4	The login form does not prevent the user from clicking in other buttons from the homepage	“Error prevention”	Users can click in any other button on the screen while the login form is open, this results in login form travelling with the user from page to page	Catastrophic	The outside of the form should not react to the user’s clicks, only the “login” and “cancel” buttons should be interactable while the form is open
5	The login form might not be visible at first for some users	“Aesthetic and Minimalist Design”	The pop-up is somewhat small, uses a similar color to the background of the website, does not have a title, feels on the same level of the rest of the website components and it’s possible to use the scrollbar when the pop up is open and it stays in the same position	Major	Consider using the css box-shadow property, adding a title (and maybe a description) to the form, locking the scroll bar when the form is open, changing the color scheme for better contrast and make it bigger overall

6	The website header is not striking enough	"Aesthetic and Minimalist Design"	The font size in the header is much smaller than the one used for the "Eventos" and "Anúncios" lists, the space between tabs is somewhat small and makes hard distinguish tabs, the font color for the selected tab does not contrast that much with the unselected color, which itself does not contrast very well with the background of the website	Cosmetic	Bigger font, the unselect tab font color should be brighter, and the selected tab should be in bold and in a bright color with possibly a light blue tone to distinguish it from other tabs. The spacing between tabs should also be bigger, maybe 3 or 4 times what it is now
7	In the "Anúncios" page the font size hierarchy is not well defined	"Aesthetic and Minimalist Design"	The font size of each announcement is as big the page title, due to this each entry does not have much space for descriptions that could be important	Cosmetic	Make the entry titles smaller and add a description
8	In the "Escalas" page, the date is not striking enough	"Aesthetic and Minimalist Design"	Due to the positioning of the page, the instruments "form" is the most striking component on the page, which may lead to users assigning a person to the wrong "escala"	Minor	Initially hide the instruments "form" and make it happen when the user selects the date, they want
9	In the "Escalas" page, there's no way of editing/removing the person you just inserted	"Error Prevention"	The only way to do this is not clicking on the submit button and restarting the page	Catastrophic	Add a remove persona and a change person buttons
10	When logging out the user remains on the same page	"Error Prevention"	In some cases, the user might have access to a page they're not supposed to see while not logged in.	Catastrophic	Once the user logs out, they should return to the homepage (or a login page if you ever add one)