A picture containing text, clipart

Description automatically generated

**Interação Pessoa-Máquina**

**2023/2024**

**CartGuru**

Stage 6: Evaluation results and presentation of the final project

Uma imagem com clipart, emoticon, sorriso, desenho

Descrição gerada automaticamente

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**Heuristic Evaluation**

This is the heuristic evaluation made by group nº8 about our app.

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| --- | --- | --- | --- | --- | --- |
| Nº | Problem | Heuristic | Description | Severity | Solution |
| 1 | Unrestricted Post Addition | Visibility of system status, User control and freedom | Users can add an unlimited number of posts by repeatedly clicking the Confirm button, leading to potential spam and clutter. | Moderate | Implement a mechanism to disable the "Add post" window after the Confirm button is clicked once.  Display a loading  indicator to show that the system is processing the request. |
| 2 | Overlapping Text | Visibility of system status,  Consistency and standards | The "Welcome to CartGuru" text is overlapped, affecting the visual appeal and readability of the  interface. | Low | Adjust the layout to ensure proper spacing and positioning of the text.  Test the layout on different screen sizes to ensure responsiveness. |
| 3 | Chaotic Pantry Section | Flexibility and efficiency of use,  Aesthetic and minimalist design | The Pantry section is chaotic, with an overly complex calendar and a  lack of predefined product options. | High | Simplify the expiration process by replacing the calendar with a field to input the number of days until the product expires.  Provide a dropdown list of predefined product options for users to choose from.  Ensure the interface maintains a clean and organised appearance. |
| 5 | Case sensitivity | Match between system and the real  world, Error prevention, Recognition rather than recall | When adding a item anywhere  there is a specific way in terms of  lower and upper case of the letters that the word should be written. | High | Accepting different ways to write the same word, let the user write in all lowercase or all uppercase for example.  And if there is a limited number of items a selection field would be more adequate. |

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| 6 | No item completion | User control & freedom, Recognition rather than recall | When adding  items, there is no auto-completion or suggestions, or partial word matching, so the user must memorize the exact name of every item (or one word of the item, in the case of “add to list”). | High | Add partial word matching for “add to list”, add  auto-complete suggestions  with partial matching on other item inputs. |
| 7 | Bugged “Notify me” on pantry edit | Visibility of system status | When editing an  item in the pantry, the “Notify me” option shows “Option 0” instead of what the previously selected option was. | Minor | Show the previously selected option. |
| 8 | Inconvenient unit selection | Flexibility & efficiency of use | When adding an  item to the list, the user must input the number of items manually. | Minor | Add + and - buttons to  increment and decrement the number of units. Alternatively, make it a scrolling dial, while preserving the option of manual input. |
| 9 | Trapped in floating dialogue | Flexibility & efficiency of use | When a floating dialogue appears, the user may only exit it through the “x” button. | Minor | Allow the android back button or a touch in the background to exit the dialogue as well. |

**Evaluation results**

1. Unrestricted Post Addition

Problem description: Users can add an unlimited number of posts by repeatedly clicking the Confirm button, leading to potential spam and clutter.

We agree with the problem, even though our initial idea was to stay in the page so that the user can do many posts in quick succession of different items, without the need to go to the community tab.

Solution: Implement a mechanism to disable the "Add post" window after the Confirm button is clicked once. Display a loading indicator to show that the system is processing the request.

We agree with the first part of the solution. We decided to implement it in a way that the fields are cleared when the post is submitted, making that the user can’t spam press the “Add post” button because the fields are empty.  
About the second part of the solution, we think what they meant by “a loading indicator” would be that there is confirmation that the post was correctly submitted, without the need to go to the community tab. That mechanic was already implemented in their version, so, there is no need to implement anything else.

1. Overlapping Text

Problem description: The "Welcome to CartGuru" text is overlapped, affecting the visual a peal and readability of the interface.

We noticed this problem close to the deadline. Since we couldn’t test with many different sized displays, this problem went unsolved.

Solution: Adjust the layout to ensure proper spacing and positioning of the text. Test the layout on different screen sizes to ensure responsiveness.

We reduced the font size to comply with the solution they gave. We also tested in new displays, but we can’t assure that all the displays will work with this new font size, since this task is very time-consuming.

1. Chaotic Pantry Section

Problem description: The Pantry section is chaotic, with an overly complex calendar and a lack of predefined product options

Solution: Simplify the expiration process by replacing the calendar with a field to input the number of days until the product expires. Provide a dropdown list of predefined product options for users to choose from. Ensure the interface maintains a clean and organized appearance.

1. Case sensitivity

Problem description: When adding an item anywhere there is a specific way in terms of lower and upper case of the letters that the word should be written.

We agree with the problem. The way that this was implemented it restricted the user and led him to errors.

Solution: Accepting different ways to write the same word, let the user write in all lowercase or all uppercase for example. And if there is a limited number of items a selection field would be more adequate.

We implemented the first suggestion. About the second one, we found that the number of items is big enough to not be adequate to use a selection field.

1. No item completion

Problem description: When adding items, there is no auto-completion or suggestions, or partial word matching, so the user must memorize the exact name of every item (or one word of the item, in the case of “add to list”).

We agree with the problem, since it helps the user a lot. Ideally, we wanted to implement a similar search algorithm, but it’s out of the scope of this project to do such implementation.

Solution: Add partial word matching for “add to list”, add auto-complete suggestions with partial matching on other item inputs.

We agree with the solution but decided to not implement it due to time constraints and it being very functionality heavy, which is out of the scope of this project.

1. Bugged “Notify me” on pantry edit

Problem description: When editing an item in the pantry, the “Notify me” option shows “Option 0” instead of what the previously selected option was.

This is a minor bug that we identified during late stages of phase 4, but we couldn’t locate the source of this problem.

Solution: Show the previously selected option.

Taking a better look at the code, we quickly identified the source and it’s fixed.

1. Inconvenient unit selection

Problem description: When adding an item to the list, the user must input the number of items manually.

We agree with this problem, we considered a few different input options but ended up choosing only the text input for simplicity and better control.

Solution: Add + and - buttons to increment and decrement the number of units. Alternatively, make it a scrolling dial, while preserving the option of manual input.

We agree with this solution. In fact, initially we had thought of having both the text input and the “+” and “-“ buttons, but for simplicity we decided to only keep the text input and the text input offers the possibility of quickly inserting any number, while with only the buttons we would to click many times to insert big numbers. It seems that some users are more likely to prefer having both options so we will sacrifice a bit of simplicity to achieve flexibility in the controls.

1. Trapped in floating dialogue

Problem description: When a floating dialogue appears, the user may only exit it through the “x” button.

We comprehend their view, but we think that our approach is more secure. In pop-ups that originate from less critical actions we offer the possibility to close the pop-up on any other part of the screen. For pop-ups associated with critical actions, such as deleting items, we decided to restrain the user to compel them to make a conscious decision that would deeply affect the state of the data.

Solution: Allow the android back button or a touch in the background to exit the dialogue as well

Once again we do no agree with these solutions, although we recognize that our solution is a trade-off between security/confirmation and flexibility.

**Heuristic Self-evaluation**

1. Inconvenient unit selection

Problem description: List items (i.e. posts, items in list, pantry, favorites, popular, search results, supermarkets and shopping bills) are denoted with light blue and most of these are interactable, but they feel on the same level of the background of the page they’re on.

Solution: Add a shadow style to these components to simulate a higher elevation and allude to interaction.

1. Critical Action Pop-up

Problem description: We received feedback from the testers about these pop-ups, which made us realize that there a few other problems, in particular the color of the confirmation button and the size of the cancel button.

Solution: The confirmation button should be red to indicate that it provokes an irreversible action that alters the state of the app. The cancel button should be bigger in general.