NOVA SCHOOL OF SCIENCE & TECHNOLOGY

Interação Pessoa-Máquina

2023/2024

Long Night at The Saloon

.

Stage 5: Heuristic Evaluation

Authors:

60311, Bernardo Viegas
60191, Filipe Leão
69333, Francisco Barros
57824, Francisco Silva

Lab class Nº P3

Group Nº 24

Professor:
Teresa Romão

Month 11, 2023

Introduction

This report was made with the objective of doing a heuristic evaluation on the project of the group 17, titled “MTVDB” a website whose purpose is to provide information about movies and TV Shows.

The project was received on the night of 20th of November, with this report being sent back 6 days later the 26th of November.

Heuristic Evaluation

Nº	Problem	Heuristic	Description	Severity	Solution	Screenshot
1	Wrong user location	Norman's Principle: Visibility of system status	In case you want to check movies filmed near you, the user´s location is incorrect, always marking FCT´s location as the user location	2-Minor, Common and Easy to overcome	Have a backup method for users to choose their location when automatic detection fails	Fig. 1
2	Trending movies, popular movies and top movies have no clear distinction between them	Norman´s Principle: Consistency and standards	There are three categories named trending movies, popular movies, and top movies, and despite these three categories containing the same exact movies, they can also be confusing for the user since there is no clear distinction between what a popular or trending movie is and what a top movie	3-Major, Common and Hard to overcome	If the three categories are meant to contain different movies, ensure that the content reflects these differences. For example, "popular movies" might be based on user ratings, "top movies" on box office revenue, and "trending movies" on recent popularity spikes.	Fig. 2
3	Existing genres in the filter selection have no matching movies or tv shows	Norman´s Principle: Match between system and the real world	While searching for a movie or tv show, there are many genres that can be selected by the user, however some of these genres have no available	1-Cosmetic, Common and Easy to overcome	Design the interface to accommoda te both the range-based selection (if needed for certain users) and the specific year selection. This	Fig. 3

			movies or tv shows		ensures that users who want to be precise can do so without unnecessary constraints	
4	The “sort by” feature doesn´t work properly	Norman´s Principle: Match between system and the real world	While searching for movies or tv shows, the sort by option doesn´t seem to work properly, since despite the sort of option that was chosen, the order of the movies/tv shows displayed always remains the same.	3-Major, Common and Hard to overcome	Ensure that the sorting algorithms used for popularity, newest, trending, best, random, etc., are functioning correctly and producing the expected order of movies. If not possible, disable the sort by feature temporarily until it is working as intended.	Fig. 4
5	No place to register a user	Norman’s Principle: Get the mappings right	In case you want to create an account, you can’t because the only available option is to login	3-Major, Common and Hard to overcome	Adding a register option next to the login option in the navigation bar. Also perhaps adding the register option in the login form.	Fig. 5
6	Location searching has too much freedom	Nielsen’s Heuristics 5: Error prevention	The location field in the search options is too open-ended, meaning the user can put an exact address and	3-Major, Common and Hard to overcome	Switching from a text field to a dropdown list with the possible countries that the movies	Fig. 6

			get no movies back even if it's almost near the location, e.g.: Searching for "Almada" gives no results back even if a movie was filmed there.		were filmed on.	
7	Inexistence of a Help/Tutorial Button	Nielsen's Heuristics 10: Help and documentation	There is a lack of instructions on how to use the platform (even though it's pretty intuitive)	2-Minor, Common and Easy to overcome	A help button in the navigation bar could assist unexperienced users. Once clicked it would provide a walkthrough of the platform.	Fig. 7
8	Different Actors have the same picture	Nielsen's Heuristics 4: Consistency and standards	"Elliot Page" and "Joseph Gordon-Lewis" appear to be the same person in Inception	1-Cosmetic, Easy and Rare	Cross-check images to make sure the same image url isn't being used more than once in the same movie page.	Fig. 8
9	No feedback after denying location permission.	Nielsen's Heuristics 9: Help users recognize, diagnose, and recover from errors	When going to the movies near you screen, the application asks for the user's permission to have access to its location, if denied the user is sent back to the home page without any feedback.	2-Minor, Common and Easy to overcome	Adding a pop-up message before going back to the home screen or after explaining that the "near you" service requires location permission.	Fig. 9
10	No intuitive way to close the search bar.	Nielsen's Heuristics 1: Visibility of system status	When opening the search bar on the top bar of the website, there's no	1-Cosmetic, Easy and Rare	Either slightly changing the icon of the search button or	Fig. 10

			intuitive way to close it again, having the search button without any modifications being the way to close it.		the text to indicate that it now closes the search bar or add an 'X' icon to the side of the bar.	
11	Names in a movie's details page that aren't associated with anything.	Nielsen's Heuristics 2: Match between system and the real world	In a movie details page, below the overview field that has a title and the correspondin g text, there's names that don't have any correspondin g label, meaning the user don't know what they mean.	2-Minor, Common and Easy to overcome	Adding a label or any sort of text to indicate what these names mean in correlation to the movie.	Fig. 11
12	Extra movie details are in another section.	Nielsen's Heuristics 4: Consistency and standards	In a movie details page, after the larger visible panel of information about the movie, there's an extra panel less visible disconnected from the main one in a different position with more information.	2-Minor, Common and Easy to overcome	Change the panel position to be in the same as the main panel or alter the background color of the extra panel to be same as the main one.	Fig. 12
13	Non-intuitive way of adding comments/ reviews	Nielsen's Heuristics 4: Consistency and standards	In the movie details page, the comments section has no option to leave a comment, where usually the option would be here. Instead the option is associated with the	3-Major, Common and Hard to overcome	Adding the option to comment/r eview a movie at the top or bottom of the section of comments/ reviews of the movie, while still leaving the review	Fig. 13

			"review" button on the top of the page.		option at the top.	
14	No way of directly reaching the advanced search (filtered search)	Nielsen's Heuristics 3: User Control & Freedom	There is a lack of a way for a user to start an advanced search without having to choose between the presented filters/ sorting mechanisms.	2-Minor, Common and Easy to overcome	Have an easy way to start an advanced search.	Fig. 14
15	Lack of confirm message on logout can lead to accidents	Nielsen's Heuristics 5: Error Prevention	The easy access to the logout button and the lack of a confirm message can lead to users unwillingly log out of their accounts by accidentally pressing said button.	3-Major, Common and Hard to overcome	Introduce a prompt that asks the user if they really wish to log out of their account	Fig. 15

Figures

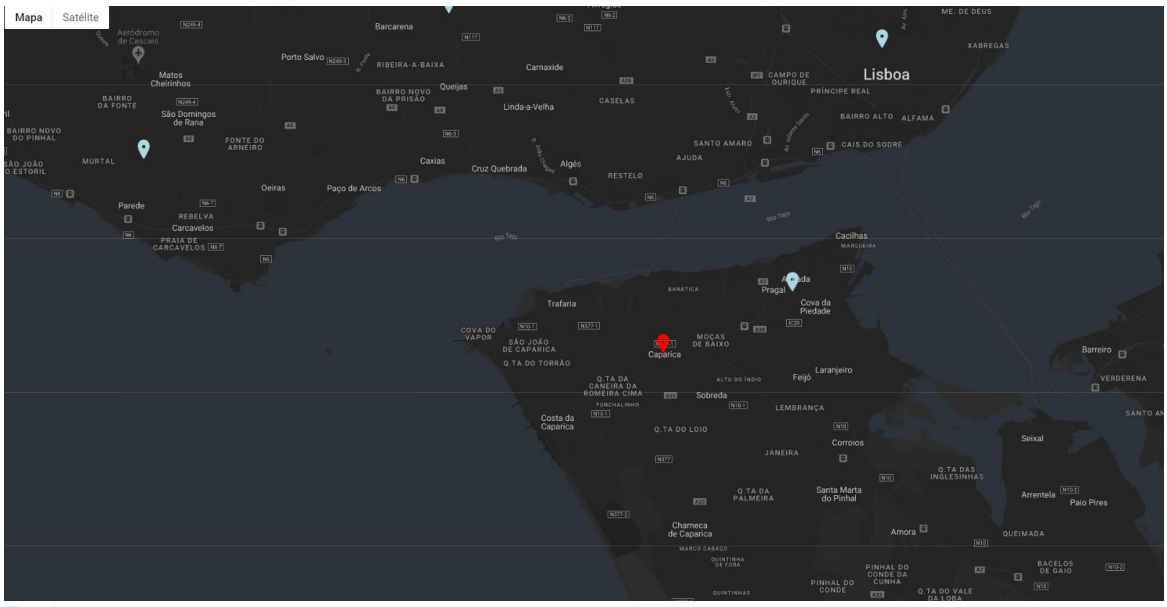

Fig. 1

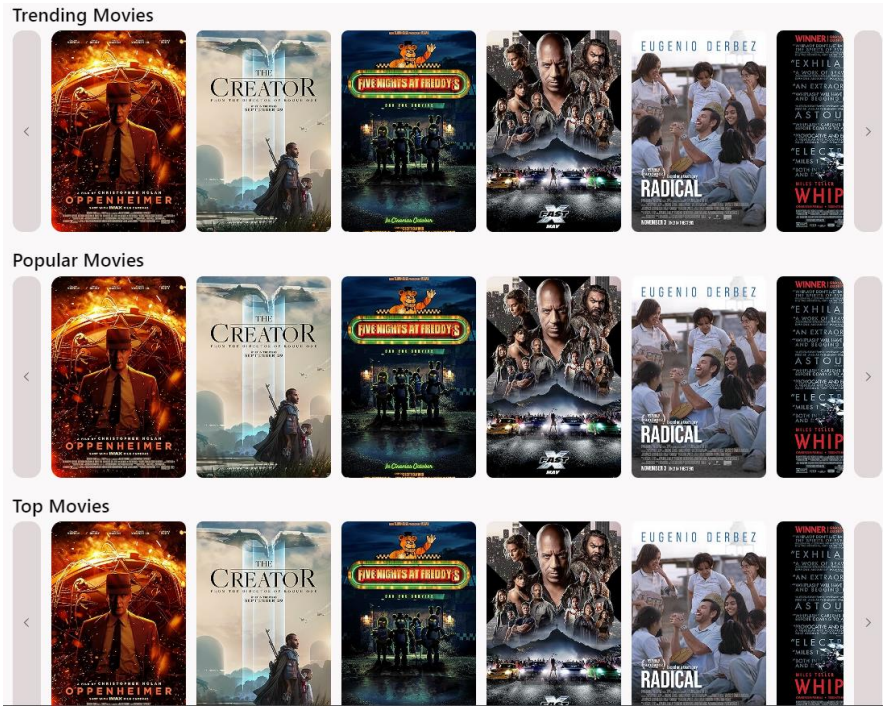
Trending Movies
Popular Movies
Top Movies
OPPENHEIMER
THE CREATOR
FIVE NIGHTS AT FREDDY'S
EUGENIO DERBEZ
RADICAL

Fig. 2

Search
Search
Category
TV Shows
Sort By
Popular
Release year
From
To
Genres
Action
Adventure
Biography
Comedy
Crime
Documentary
Drama
Historical
Horror
Medical
Mystery
Reality
Romance
Sci-Fi
Sitcom
Soap Opera
Sports
Talk Show
Thriller
War
Western
Location
Location
Apply Filters

Fig. 3

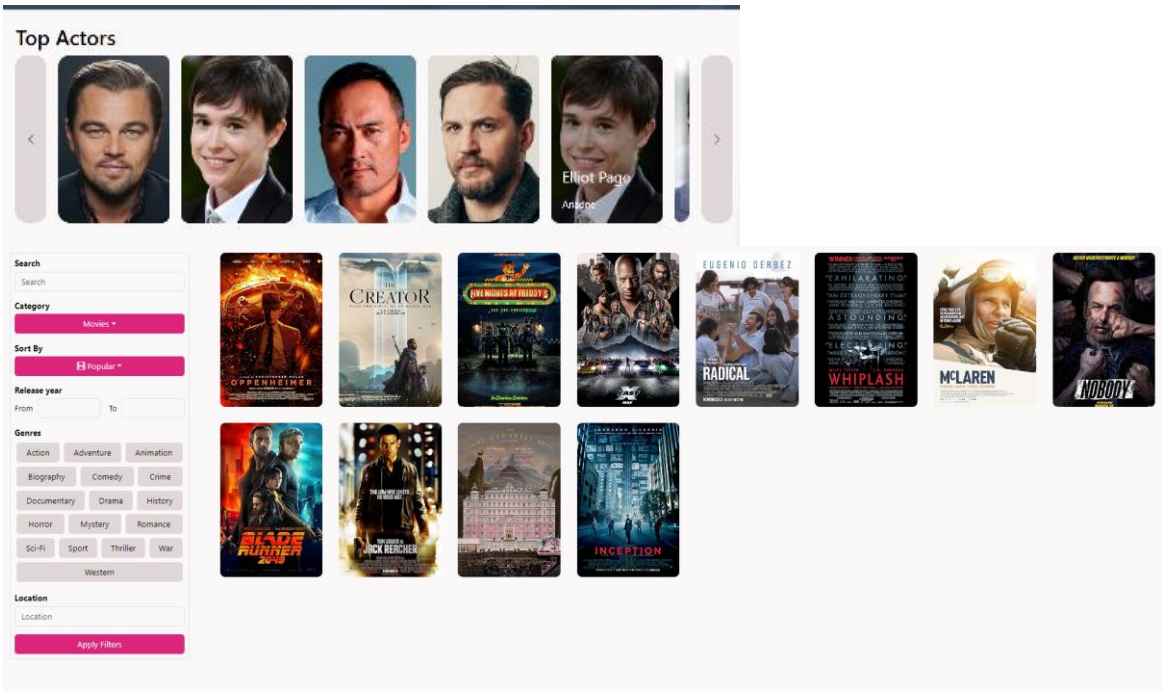

Fig. 4

Fig. 5

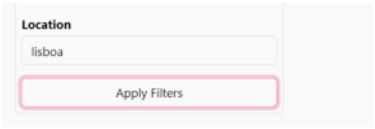

Fig. 6

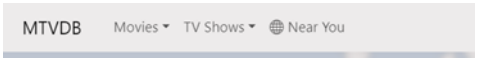

Fig. 7

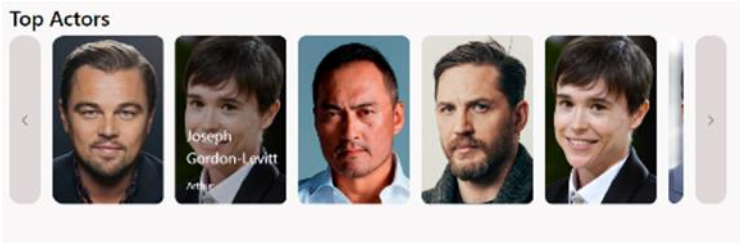

Fig. 8

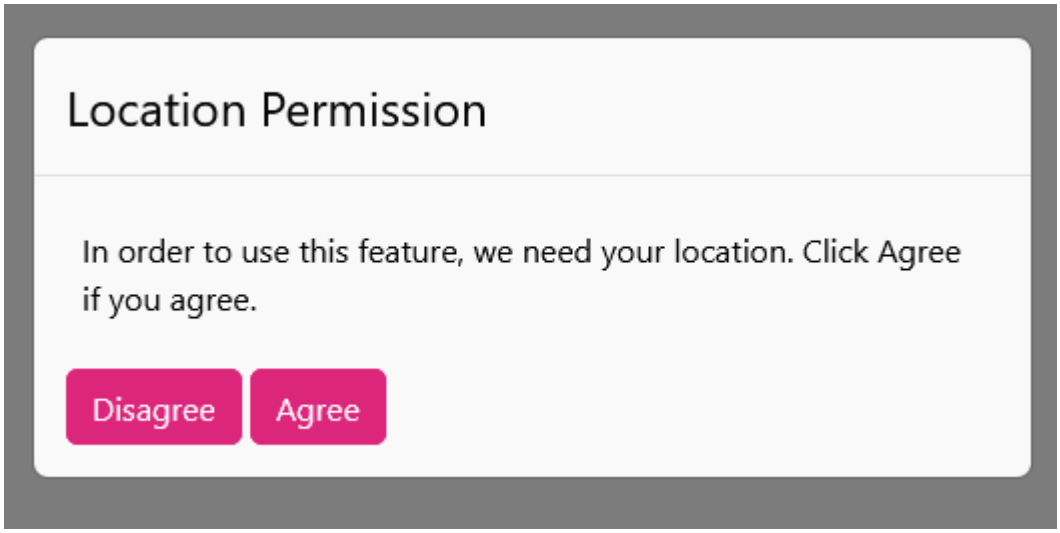

Fig. 9

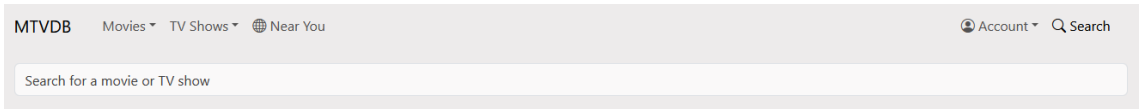

Fig. 10

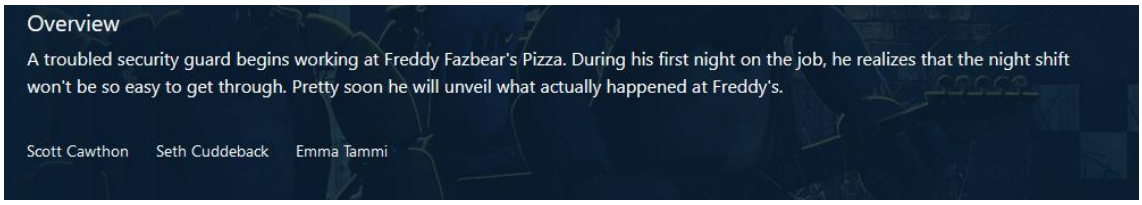

Fig. 11

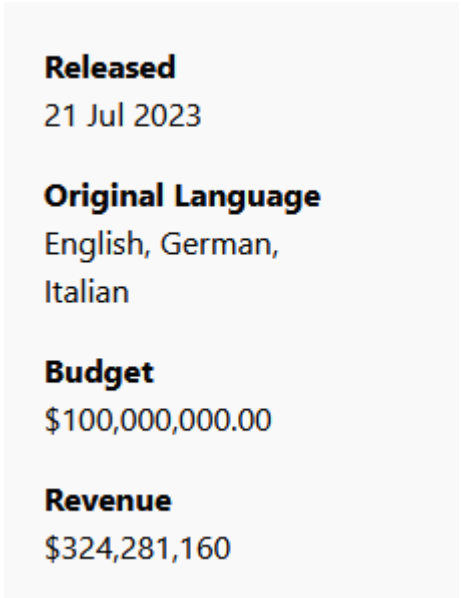

Fig. 12

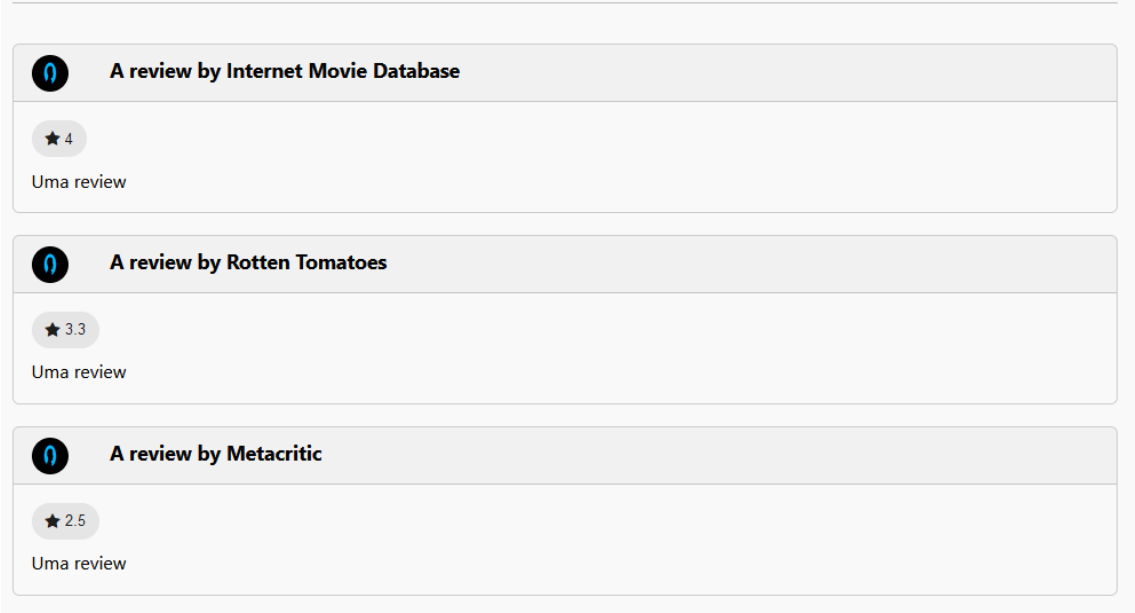

Fig. 13

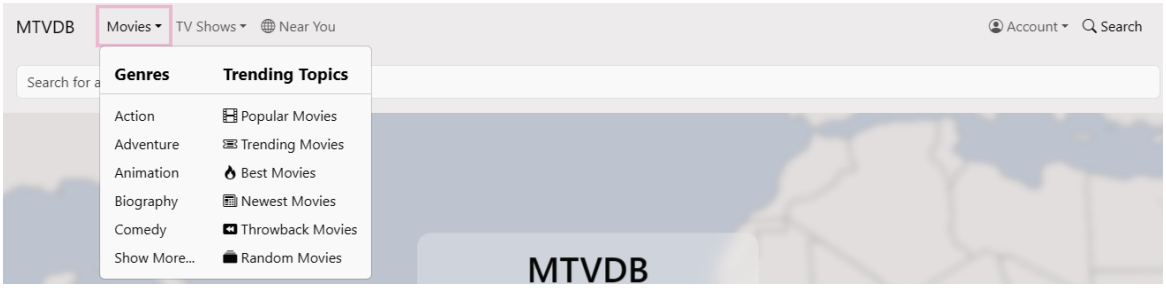

Fig. 14

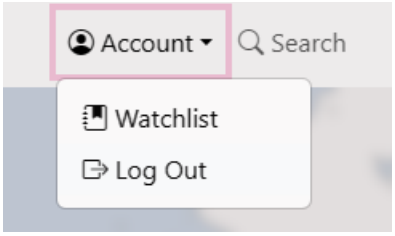

Fig. 15