

Rule of Thumb	Is this rule being applied? How so?	Is this rule violated? How so?	How can this rule further improve usability, utility, and desirability?
1. Visibility of system status	When in a queue, information about the current queue is reported to the user. Notifications are also given to let the user know of their status	Visibility of system status is currently sufficient for the purposes of a prototype but could include more if it was a complete functioning app	Seeing the status of the system allows the user to know how they should be using the app at any given time and what actions they can perform
2. Match between system and the real world	Information about the real world is being used in the app to display the correct location of the queue and directions to get to the queue	There do not seem to be any violations to this rule since the system is able to match all necessary components to the real world (queue names, maps, etc.)	Making sure that queues and maps in the app reflects real world info means users don't have to put much effort into knowing where they're going for their queue
3. User control and freedom	The user has freedom over where they navigate in the app using the bottom navigation menu	At certain points, the user must perform a certain task before having full freedom	Giving the user control and freedom allows for better usability since the user won't feel trapped or unsure how to proceed
4. Consistency and standards	The app is consistent with itself in most cases	Some additional polish could improve minor consistency issues	Having a consistent experience allows for the user to have a better experience navigating new or different pages of the app
5. Error prevention	Errors are being prevented by ensuring that every component of the prototype will not lead to a dead end	Pages such as the phone home screen queue notification page are difficult to connect to other pages of the prototype and are inaccessible	Preventing errors before they occur allow for a smooth user experience with minimal frustration

6. Recognition rather than recall	Specific colours are being used for specific queue types so that users can recognize familiar queues	Some symbols and pictures in the app could be more intuitive, but overall this rule is not violated	Being able to form a sense of familiarity and intuitive interaction with the app allows for efficient and quick use of the app
7. Flexibility and efficiency of use	There are relatively few actions required to navigate the pages of the app	The prototype is not yet very flexible since it cannot yet be generalized and expanded to add new queues as the full app might be able to	Ensuring the user doesn't have to jump through a lot of hoops to complete their task ensures the user accomplishes what they want to do quickly
8. Aesthetic and minimalist design	The design does a good job of being aesthetic without overwhelming the user	The rule is slightly violated by some of the example colours for certain faculties	Having an aesthetic and minimalist design ensures the user can focus on navigating the app functionalities
9. Help users recognize, diagnose, and recover from errors	This rule has not yet been applied since it's hard to produce errors in a visual prototype	Although the rule hasn't been applied, it hasn't necessarily been violated either	Helping users recover from errors ensures that users do not become frustrated and leave the app.
10. Help and documentation	The app has FAQ pages for the app itself as well as for individual queues	The rule is not being violated. Plenty of help is available	Having help pages within the app allows for users to spend less time with any struggles they may have using the app