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| 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 | Some pages are not yet connected to the prototype and are therefore 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 |