



NOVA SCHOOL OF
SCIENCE & TECHNOLOGY

Interação Pessoa-Máquina

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Heuristic Evaluation

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Important Dates

We received the Room8 project to evaluate on 23/11/2024 and delivered the evaluation report to our colleagues on 26/11/2024.

Evaluation Report Table

Nº	Problem	Heuristic	Description	Severity	Solution	Screenshot
1	Input Field name not displayed when information is inserted	Recognition, Not Recall	When a user types something in an input field in the sign-in pages, the name of the field is removed, forcing the user to recall what information he was typing	1	Including the name of the field at the top of the input box, like it's being done on the register page.	Figure 1
2	The user unable to see the typed password	Error Prevention	By not allowing the user to see the password he previously typed, the system is increasing the likelihood of user errors while typing the password, such as typos.	2	Including a password visibility toggle button	Figure 2
3	Back button on landing page after login	User Control and Freedom and Tog's Consistency Principle	After login, there is a back button, usually with the behavior of navigating to the previous screen, and not logging a	2	Not putting a back-button on the landing page after login	Figure 3

			user out. This might lead to confusion, or the feeling of being trapped by the system, while not providing the user an opportunity to cancel this action.			
4	On back pressed logs out user	User Control & Freedom and Tog's principle Defaults	On different screens (views) of the application, when pressing back on the phone (not a UI button) it signs the user out, instead of bringing it possibly to the Home screen (Expected behavior)	3	Redefining the on back pressed behavior to navigate to the home screen instead of logout	Impossible to print since it occurs after a device-specific event and not an application button but easily replicable: Login -> navigate to any page in the hamburger menu -> press back on the phone.
5	Adding files from the phone does not provide feedback	Visibility of system status, tog's principle Track State	When a landlord wants to add a house, he doesn't know if the files he added from his phone were accepted or not, in this case, it's even more critical because after adding the	3	Adding a preview or information about the added files so the user knows they were processed.	After adding a file, by clicking on any of the buttons in Figure 4 no feedback is provided.

			files and trying to create a house, the user still gets an error saying the certificate file is required, making the user unsure if the problem is on his side (lack of correct certificate file) or the server (since it has no response after adding the certificate).			
6	The birth date on the edit page is in LocalDate Time instead of LocalDate	Aesthetic and minimal design	Birth date is in LocalDateTime	1	Storing birth date as a LocalDate instead of LocalDateTime	Figure 5
7	Allowing blank inputs in the edit	Error prevention	The edit page is able to enter the blank name and birth date without error verification, causing an illegal operation to go through, when both are set to blank, the user is still logged in and with the profile looking like Figure 7	2	Check user name input instead of directly changing the database into an illegal state.	Figure 6 , Figure 7

8	Cutting information in the filter options	Aesthetic and minimal design	In the filter options tab the information doesn't fit on the screen and the continuation is not displayed in the next line	1	Our suggestion would be removing the name of the attributes since the icons are intuitive enough, or taking more careful control of the padding	Figure 8
9	Unable to filter maximum people and maximum bedrooms	Visibility of System Status and Tog's Principle of Consistency	When clicking the Maximum People and Maximum Bedrooms to try and filter it nothing happens, We're unsure if this is happening due to the cut that is happening in the UI	2	Make the buttons clickable allowing for user input on these parameters.	Buttons in Figure 8 have no feedback when pressing.
10	Location unable to be viewed	Tog's Principle of Discoverability	When clicking on the location to filter by, an empty screen is visualized	2	Display a map based on the current user location	Figure 9
11	Reset Location Filter resets all filters	Consistency & Standards	The Reset Location button resets all filters and not only the Location	2	Only display the button when filters are applied and probably change the name of the button	Figure 10

					to Reset Filters	
12	The address field too close to the header	Aesthetic and minimal design	The address details are too close and with no padding with the field name, larger addresses will fall out of the screen.	1	Ensure proper padding in the text box while limiting the text displayed per line.	Figure 11
13	Existent chat is not displayed in the Chat menu	Visibility of System Status	After creating a chat and sending a message, the chat is still not in the list of chats, but if we manually create a new chat with that person we can see the message. Also, the person who got the message can indeed see an existing chat, but after sending a response the same thing happens, an empty list.	3	Better handling of chat dialogs, ensuring existing chats are displayed in the user's chat list.	Even with an existing chat, as seen in Figure 12 , says there are no chats found.

Figures Referenced in the report

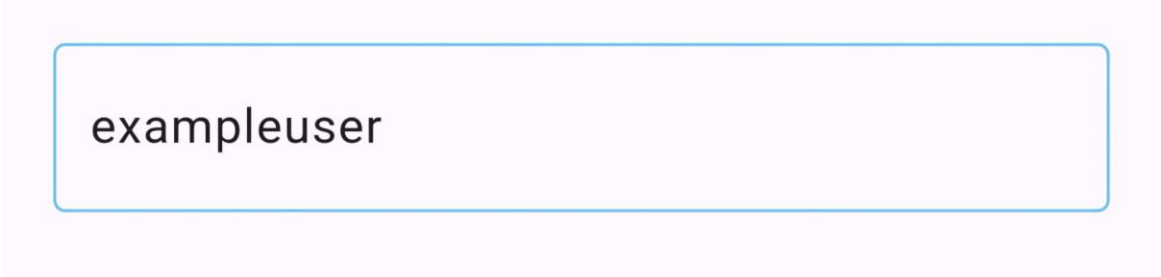


Figure 1



Figure 2



Figure 3

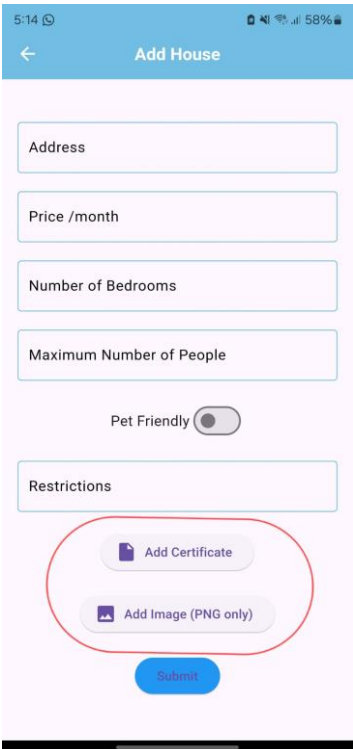


Figure 4

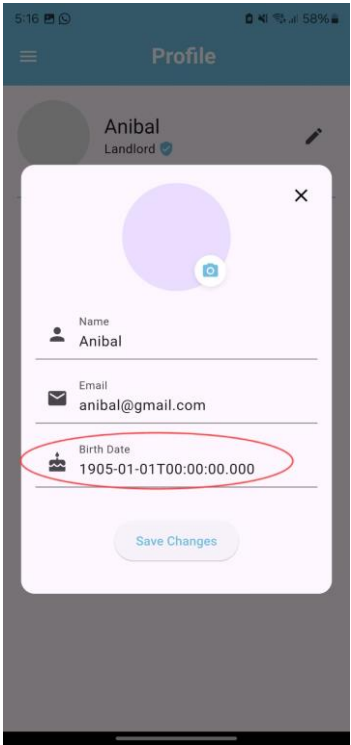


Figure 5

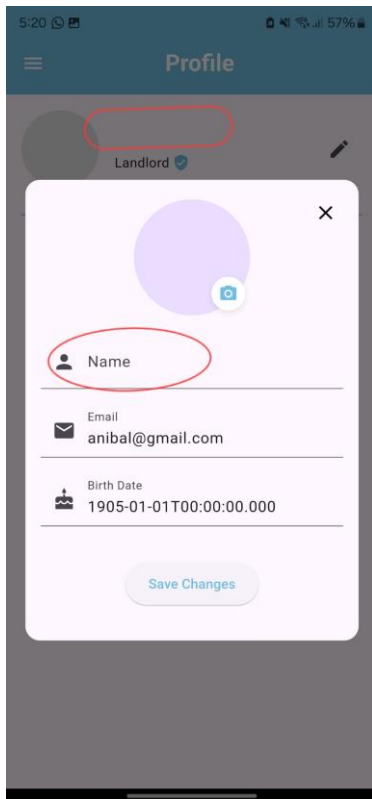


Figure 6

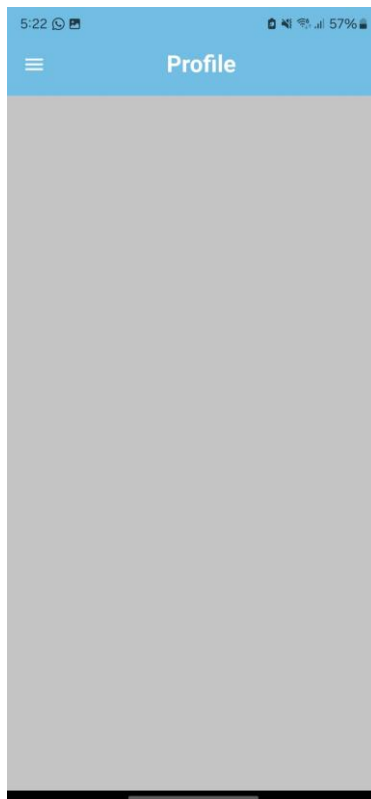


Figure 7

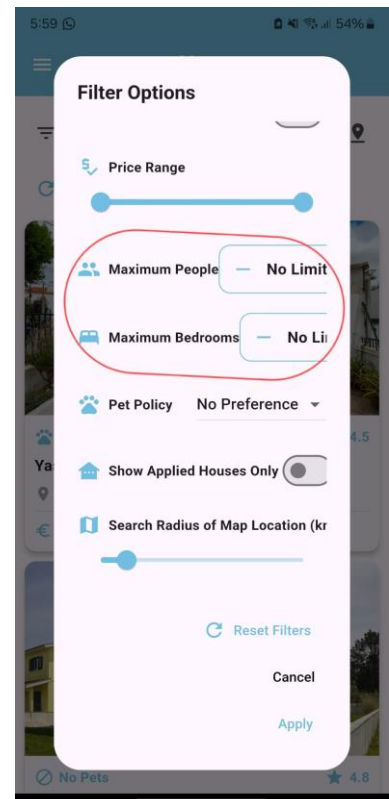


Figure 8

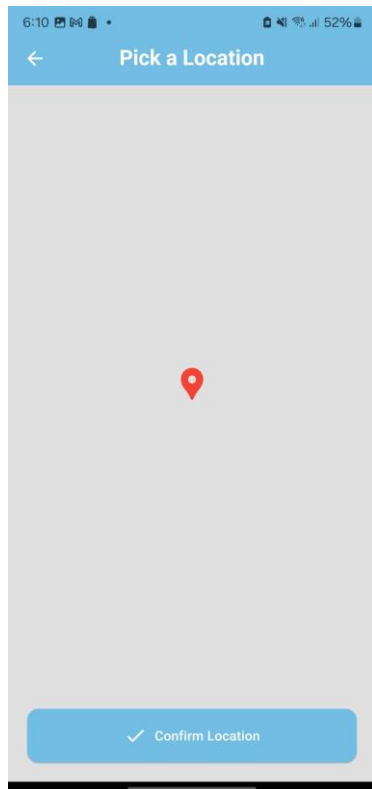


Figure 9

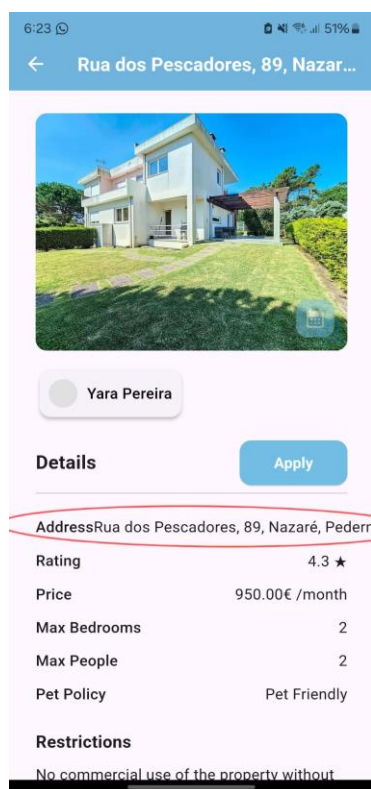


Figure 10

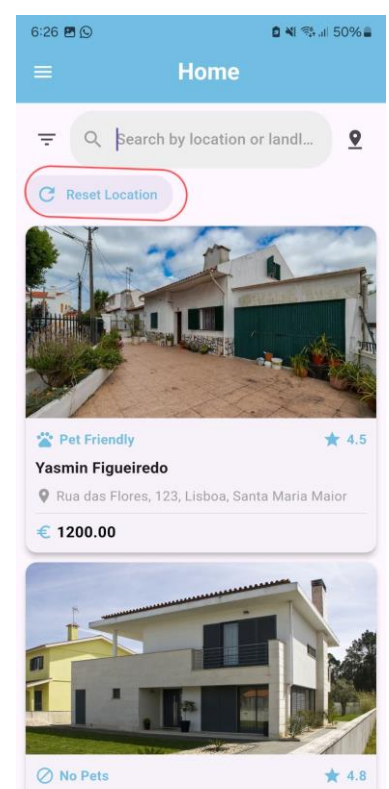


Figure 11

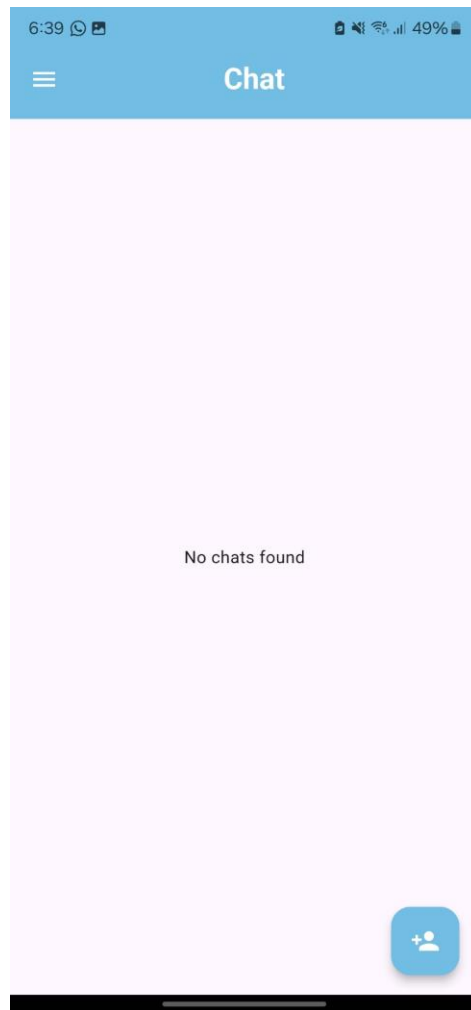


Figure 12