

Heuristic Evaluation of Group 2's Design

Group 3

Gurneck Johal

Devon Gillis

Mikhail Starikov

Dennis Nguyen

Application to be evaluated: A navigation application for the University of Calgary campus. The purpose of the application is to be an aide for the various people on campus. The aide would help people find their way to classes using a navigation system as well as provide a listing of upcoming events for those interested.

Visibility of System Status <i>The system should always keep users informed about what is going on, through appropriate feedback within reasonable time.</i>	It isn't always clear what a button will do when it is pressed, so more information would be helpful. It can also be unclear what map or section of the map is currently shown or what the user is looking at.
Match between system and the real world <i>The system should speak the users' language, with words, phrases and concepts familiar to the user, rather than system- oriented terms. Follow real-world conventions, making information appear in a natural and logical order.</i>	The language used does not seem to use system-oriented terms so it should be approachable to the user. The distinction between saved events and unsaved events are unclear. An explanation somewhere would be appreciated. Additionally, it was initially unclear on what the buttons on the bottom right would do.
User control and freedom <i>Users often choose system functions by mistake and will need a clearly marked "emergency exit" to leave the unwanted state without having to go through an extended dialogue. Support undo and redo.</i>	There is no redo button at all, back button does not always show up.
Consistency and standards <i>Users should not have to wonder whether different words, situations, or actions mean the same thing.</i>	Hard to tell, the application is niche for specifically the University of Calgary, so it is difficult to draw a comparison here.

Error Prevention <i>Even better than good error messages is a careful design which prevents a problem from occurring in the first place.</i>	<p>Difficult to determine the extent of error prevention devoted to app.</p>
Recognition rather than recall <i>Minimize the user's memory load by making objects, actions, and options visible. The user should not have to remember information from one part of the dialogue to another.</i>	<p>Everything uses visuals to guide the user throughout the entire app, minimal info is need to be remembered. Do not foresee any changes needed.</p>
Flexibility and efficiency of use <i>Accelerators — unseen by the novice user — may often speed up the interaction for the expert user such that the system can cater to both inexperienced and experienced users. Allow users to tailor frequent actions.</i>	<p>App seems efficient enough, a quick button to return to the main home screen quickly from anywhere else would be handy.</p>
Aesthetic and minimalist design <i>Dialogues should not contain information which is irrelevant or rarely needed. Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.</i>	<p>The campus map search page includes the map, taking up screen real estate. This is an issue as the map doesn't have a function in that particular page.</p>
Help users recognize, diagnose, and recover from errors <i>Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution.</i>	<p>After confirming navigation to a chosen location, there doesn't seem to be an option which allows the user to cancel the navigation.</p>
Help and documentation <i>Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation. Any such information should be easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large.</i>	<p>There is no help and documentation page, so learning how to use every facet of the application can only come with experience. A simple help button that would overlay some tooltips for the buttons could really expedite the learning process for newer users.</p>

Overall Thoughts: The application succeeds in providing the user with a navigational aide and even manages to provide the user with more functionality that helps with the on-campus experience. The application is not without issues as problems can arise when a new user is first learning to use the application because of a a few system language design decisions. A conclusion we drew from the overall design of the application is that it is designed for quick and efficient usage. The menu system is a design decision which demonstrates this as it is displayed at the top with all options available, each option leading to pages which immediately

display intended functionality. A use case in which the application is used also demonstrates this is, a user who wants to navigate to a room. The user would click campus map and type the room that they want to go to. The user would select the room in the results bar, then press go here on the location prompt. The application would then show a route to the location. The reason I chose this use case was (not including the name search) the user only clicks approximately 6 times and gets the desired functionality. As a final suggestion, providing some sort of application documentation or making the vague buttons more intuitive would, in our opinion, make for a better design.