

Room Raider Heuristic Evaluation

The application being evaluated is Room Raider. It is a mobile application for setting up and coordinating group study.

Method:

0 = I don't agree that this is a usability problem at all

1 = Cosmetic problem only - need not be fixed unless extra time is available on the project

2 = Minor usability problem - fixing this should be given low priority

3 = Major usability problem - important to fix, so should be given high priority

4 = Usability catastrophe - imperative to fix this before product can be released

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|--|----------|----------|----------|---|---|
| Visibility of system status. | 0 | 1 | 2 | 3 | 4 |
| Match between system and real world. | 0 | 1 | 2 | 2 | 4 |
| User control and freedom. | 0 | 1 | 2 | 3 | 4 |
| Consistency and standards. | 0 | 1 | 2 | 3 | 4 |
| Help users recognize, diagnose, recover from errors. | 0 | 1 | 2 | 3 | 4 |
| Error prevention. | 0 | 1 | 2 | 3 | 4 |
| Recognition rather than recall. | 0 | 1 | 2 | 3 | 4 |
| Flexibility and efficiency of use. | 0 | 1 | 2 | 3 | 4 |
| Aesthetic and minimalist design. | 0 | 1 | 2 | 3 | 4 |

Findings:

Visibility [Severity 1]:

The select a room view is too small to easily view. It is a small issue. Suggested fix: have a list of rooms rather than the map, which is hard to read on small devices.

Match between system and real world [Severity 2]:

The logout button is not clearly identified. It looks very similar to an exit sign and can be confused for exiting the program. Suggested fix: have a button that says "logout" rather than the symbol.

User control [Severity 0]:

The application is easy to navigate.

Consistency [Severity 0]:

The design is consistent throughout the application.

Helps users recognise and recover from errors [Severity 0]:

The application didn't support a user adding information so it is difficult to check for errors.

Error prevention [Severity 0]:

The application had popups asking the user to confirm inputs, preventing errors.

Recognition [Severity 1]:

The group names and chat room can be hard to keep track of. Suggested fixes: have the option to add descriptions to groups. Have the urls in the chat room appear with the rest of the text, in order to have context to the link.

Flexibility and efficiency [Severity 2]:

It is unclear how to book a room in another building. Suggested fix: have a list of buildings to select rooms from.

Booking a room requires a fair bit of navigation. Suggested fix: have the option to book a room at the home screen.

Aesthetic [Severity 2]:

The book a room page is cluttered and difficult to navigate. Suggested fix: have a list of rooms instead of the map.

Summary:

Overall the application is easy and efficient to use. There were issues with the map view of the book a room page, as it could be hard to navigate on a small device. The logout symbol is a little confusing at first but the rest of the application is easy to follow. One feature that was missing is the ability to delete groups that you have created.