

# Heuristic Evaluation

Evaluator Name:	Alvien Salvador
Device / Browser/ OS:	Macbook Pro / Chrome / Catalina
App / Version:	Twitter / 3.3.2

Overall Severity Level

SEVERITY RATING

- 0** = I don't agree that this is a usability problem at all
- 1** = Cosmetic problem only: fix if time is available
- 2** = Minor usability problem: fixing this should be given low priority
- 3** = Major usability problem: important to fix, given high priority
- 4** = Usability catastrophe: fix this before product can be released

HEURISTICS	VIOLATION	RECOMMENDATION	SEVERITY
1. Visibility of system status <i>Aalways keep users informed about what is going on, through appropriate feedback within reasonable time.</i>	When the user adds a new expense, the wireframes does not show to the users that their action was performed by the system.	A text box, a status bar, or a big green check, should be appear on the screen to show the users that their actions we're processed and performed by the system.	3
2. Match between system and the real world <i>Follow real-world conventions, making information appear in a natural and logical order.</i>	Typically when a user performs a major action, they would be taken to a new page. In the wireframe adding new expenses just shows a pop up page. Using a pop up may throw users off as they might be expecting something else	Create a entirely new page just for adding the expense.	1
3. User control and freedom <i>Users should leave the unwanted state without having to go through an extended dialogue. undo and redo.</i>	When a new expense is added to the system there is no way for the user to undo this expense. This limits the feeling of control the user may have when using the system.	There should be a clear and viable way to undo this action. I.e adding a pop up just after the expense is added, or to have a individual page to delete past expenses.	3
4. Consistency and standards <i>Users should not have to wonder whether different words, situations, or actions mean the same thing.</i>	The text for the menu bars are white, while the rest of the text on the website is black. This should be more consistent to create a feeling of cohesion throughout the website	Change the menu bar text to black to fit the whole aesthetic of the website.	1
5. Error prevention <i>Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action.</i>	When adding a new expense, the system does not prompt the user to go over the expense they're about to add. This might results in unconscious action being made, leading to some form of error.	A prompt box should be shown to the user right after their added new expense, to confirm the expense their about to add is correct.	4

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6. Recognition rather than recall <i>Minimize the user's memory load by making objects, actions, and options visible.</i>	visual elements are not utilized often in the wireframe to help shoulder the burden of information intake from the user. I.e The user user needs to read the text to learn it's functions	menu bar at the top, should be accompanied with visual metaphors like home icon, money icon, goal icon etc. This helps the users who are familiar with these icons to immediately understand it's functions.	4
7. Flexibility and efficiency of use <i>Accelerators. Allow users to tailor frequent actions.</i>	When adding new expenses, there is no option to detail what type of expense it is. like more in-depth expense types, such as food, leisure, medicine or even custom expense. This may be too limiting to users who want to be detailed to where their money is going.	Adding a drop down menu in the "new expense" tab, to categorize these expense to specific would solve this issue.	3
8. Aesthetic and minimalist design <i>Dialogues should not contain information which is irrelevant or rarely needed.</i>	The wireframe is sometimes minimalist to a fault. Namely the expense cards has alot of white space, and lacks visual elements that could support the user from doing their task.	Filling the white space with a pie graph that relates to the expense amount would be good. This not only adds a visual feature to this amount, but also may help them to understand how much money they still owe, and could lead to the improvement if their action in the system.	2
9. 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>	From how small adding a new expense is, I feel the error message is not sufficient enough when the user forgets to involve a flatmate when they add a new expense. As other users may find it hard to read	Adding a more obvious error message, or making this error message bigger so it's more viewable would be good.	1
10. 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.</i>	There lacks any page that could hold documentation or help for possible users stuck using the system.	A link that points to the help page should be added to the footer.	1