

Heuristic Evaluation

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| Evaluator Name: Z’Arn Payne |
| Device / Browser/ OS: - |
| App / Version: - |

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

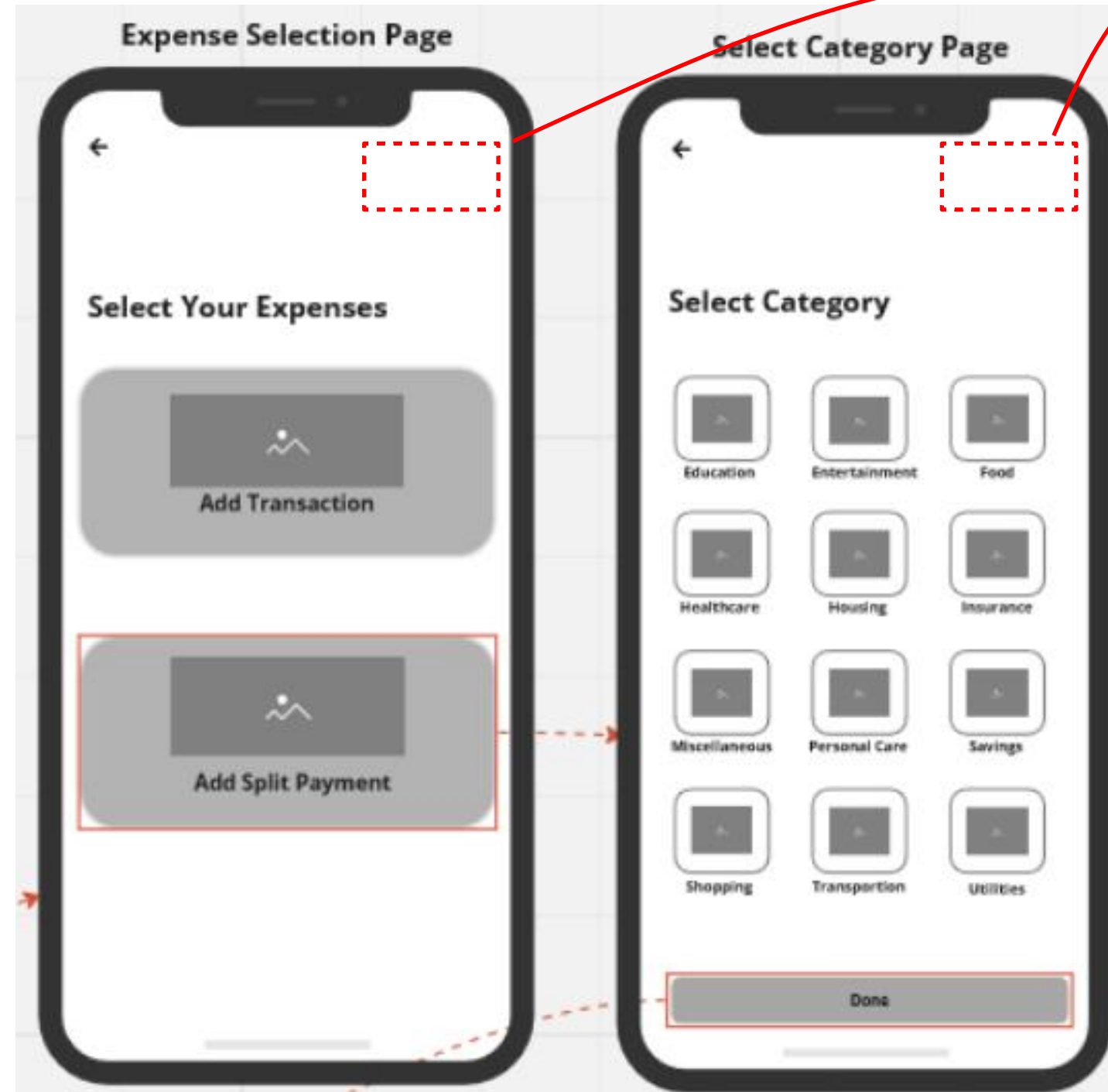
3 = Major usability problem: important to fix, given high priority

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> | 1. When a user is entering an expense, there is no visual indicators of progress when navigating the form. 2. Minor issue, no confirmation page for split payments as well. Similar to system status. | Create progress indicators when going through forms. Any indicator would work. Create some form of feedback for split payments. | 3 |
| 2. Match between system and the real world <i>Follow real-world conventions, making information appear in a natural and logical order.</i> | 1. Here, when adding a split payment. The placement of miscellaneous payments is in an unusual place. Rather than following standard conventions and putting it at the end. It follows the alphabetical order of the icons. | Place it at the end of all the icons, as it would follow a more intuitive scanning pattern. | 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> | 1. There doesn't appear to be a way to modify expenses directly. This may just not be shown on task flows. | Allow flexible methods to modifying expenses. This could include: tapping on them. A menu option, or macro action. | 3 |
| 4. Consistency and standards <i>Users should not have to wonder whether different words, situations, or actions mean the same thing.</i> | 1. Weird internal consistency with navigation. Here, icon size does not change with what tab is selected. May confuse user, especially with the nav bar. Another issue is that the general page layout doesn't follow a consistent theme. This may cause conventions. 2. Unusual Consistency with page transitions. Spacing changes and nav bar disappears without following conventions such as sheets. | Create simplified scheme where all nav icons change size uniformly. Organise information architecture to allow for less elements. Change the layout so its similar to the homepage (highlighted elements) When doing tasks such as paying. Make sure to use conventions such as forms, rather than arbitrarily removing the nav-bar | 2 |
| 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> | 1. No examples of error control yet. What happens if no number is entered or a negative one is provided? Currently there doesn't appear to be any need to have a confirmation option. | Introduce frames showing measures taken when incorrect information is entered. Perhaps have a confirmation option present especially with weird values. | 2 |

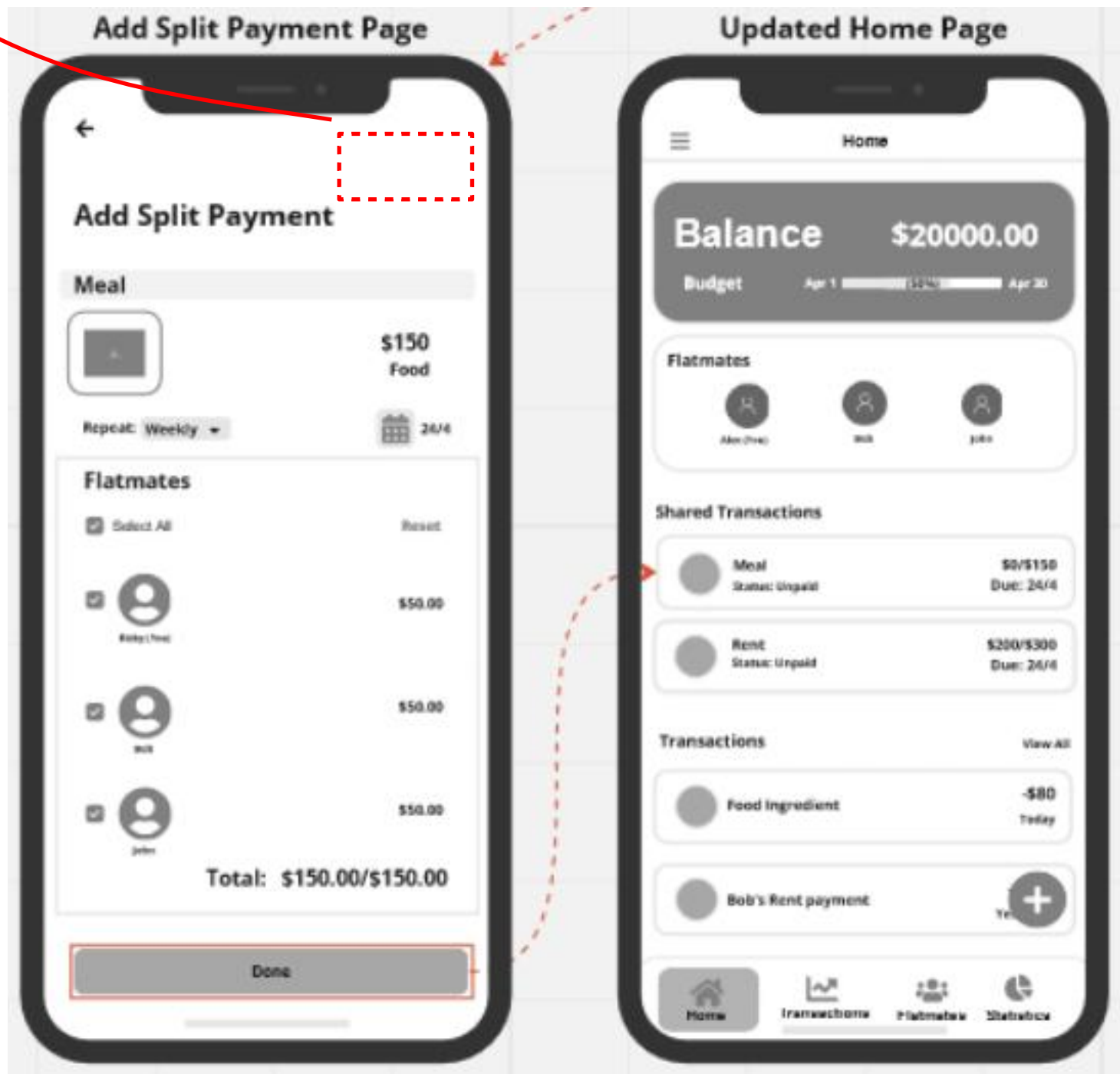
| HEURISTICS | VIOLATION | RECOMMENDATION | SEVERITY |
|---|---|--|----------|
| 6. Recognition rather than recall <i>Minimize the user's memory load by making objects, actions, and options visible.</i> | 1. Issue with wording and structure on flatmates page. The structure doesn't indicate whether a part of page is for payables or recievables. Wording is confusing when we see the word 'paid' but still can offer a reminder. Each heading is also too verbose for an individual line. | Make explicit sections for payables and recievables. Then include cards for amounts owing or recieveable. | 3 |
| 7. Flexibility and efficiency of use <i>Accelerators. Allow users to tailor frequent actions.</i> | 1. No demonstration of actions for power users or flexibility. For example, swiping an expense to open it up or swiping to change page. | Demonstrate secondary actions such as swiping to navigate the app as well as tapping expenses to change them. | 1 |
| 8. Aesthetic and minimalist design <i>Dialogues should not contain information which is irrelevant or rarely needed.</i> | 1. Alignment of items in forms makes an unintuitive scanning experience. Here, the follow a left aligned structure generally, but items such as date and amount are on the right. We can also see labels to the right, on top and below text fields. 2. Alignment of wording and icons in the expense selection section of the form in ununiform. (VERY MINOR) | Re-align field labels and input fields to follow a more conventional scanning pattern. If you want something on the right, use sections/visual indicators to direct users that way. Organise alignment to follow the rest of the app. | 1 |
| 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> | 1. When putting in payments. Forms do not present required field setc. 2. No undo option present for any newly created expenses!!! (IMPORTANT FOR HI-FI Prototypes) | Add Symbols for required fields. Create an alert for users upon creation of a new expense/payment. | 2 |
| 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> | 1. No form of showing where to go if lost. May be in the hamburger menu up at the top. | Eventually get around to showing documentation pages. | 1 |

1.1.1 Starting the expense creation



No Page Indications

1.1.2 Progression to final steps



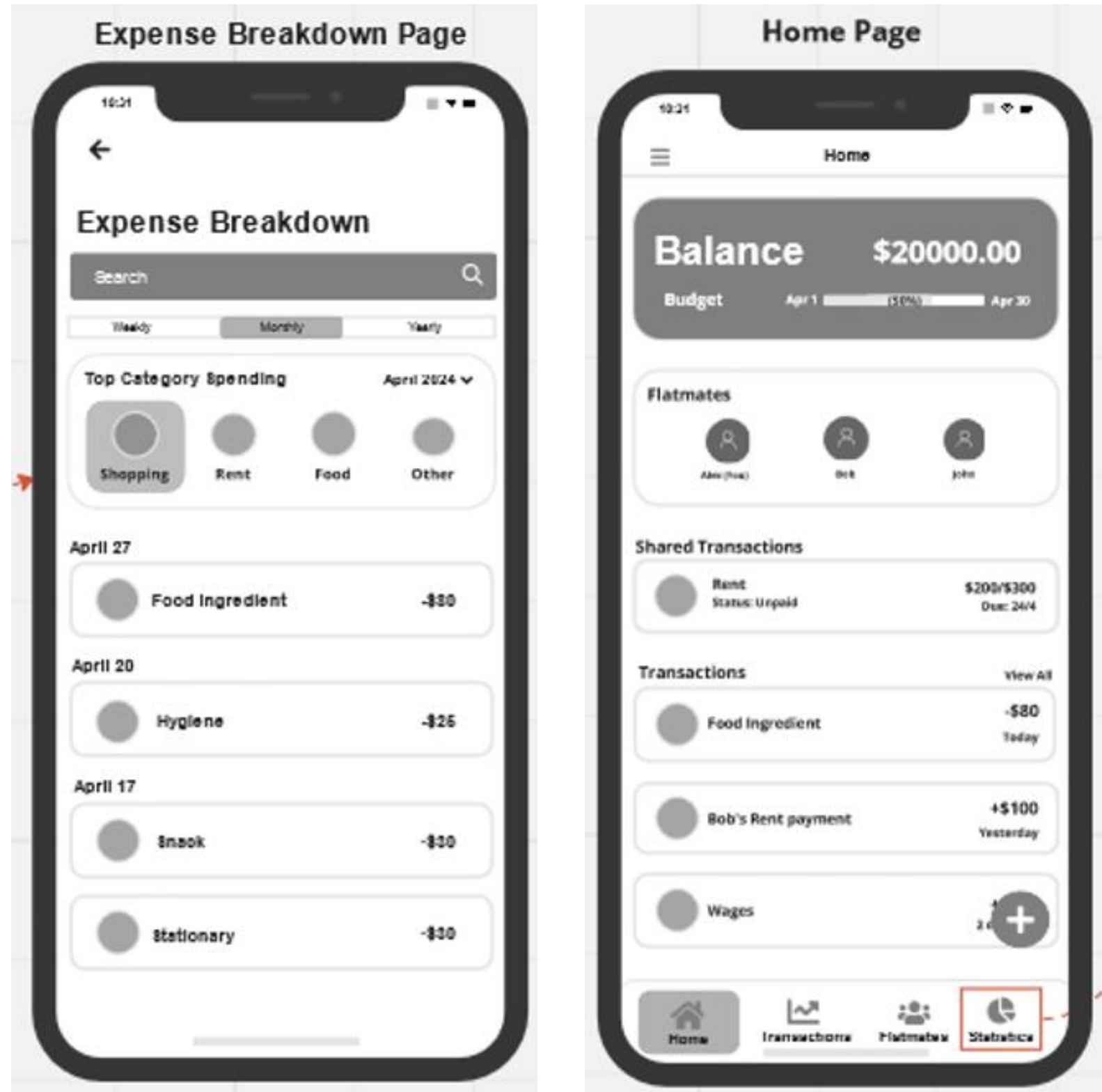
Here, Both use the word 'done'

2.1.1 Unusual Placement of Miscellaneous Icon



Why isn't miscellaneous here?
Not following conventions.

3.1.1 No Freedom to modify expenses

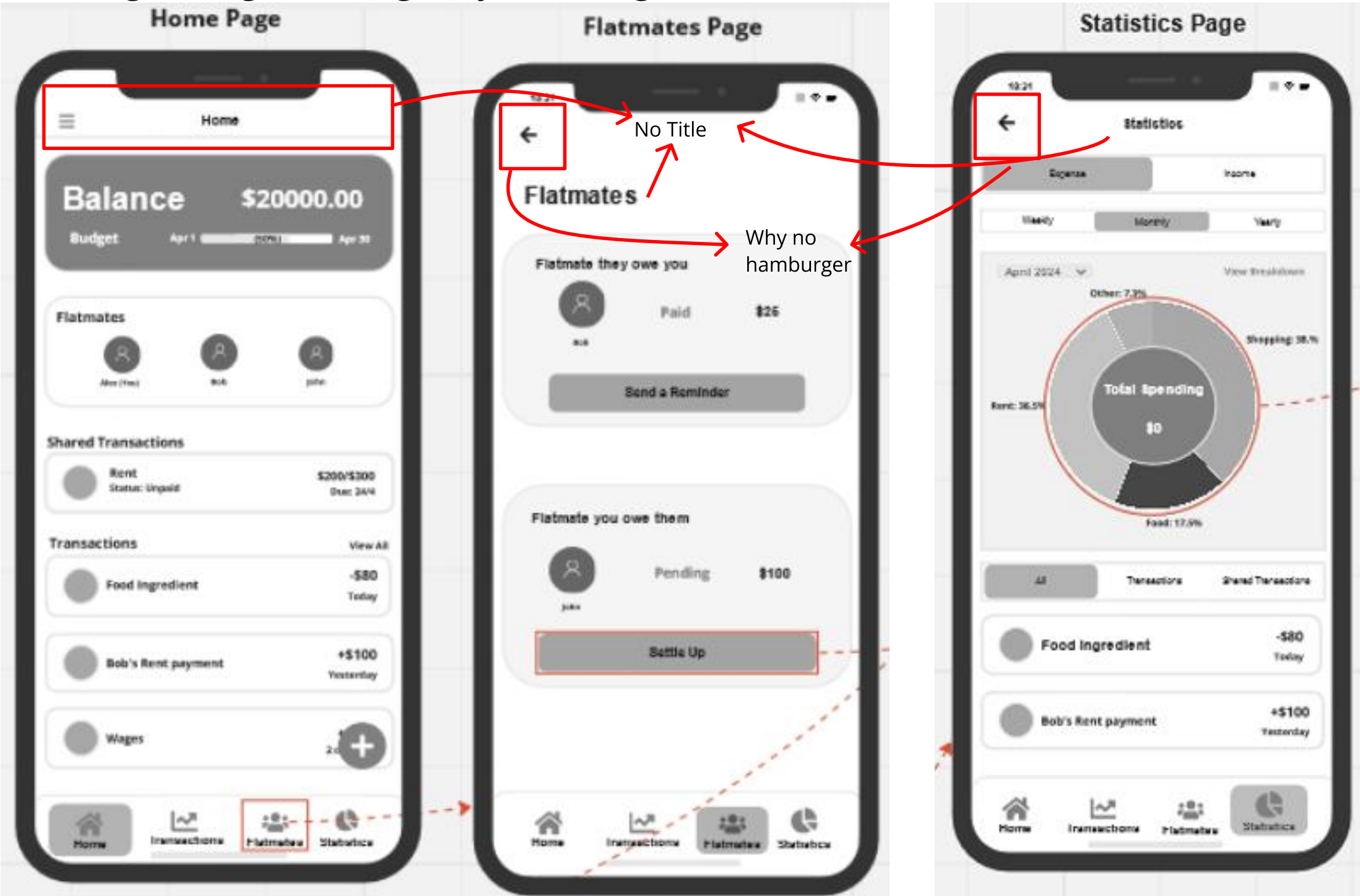


Ideally, we have a menu on each expense or an edit button somewhere

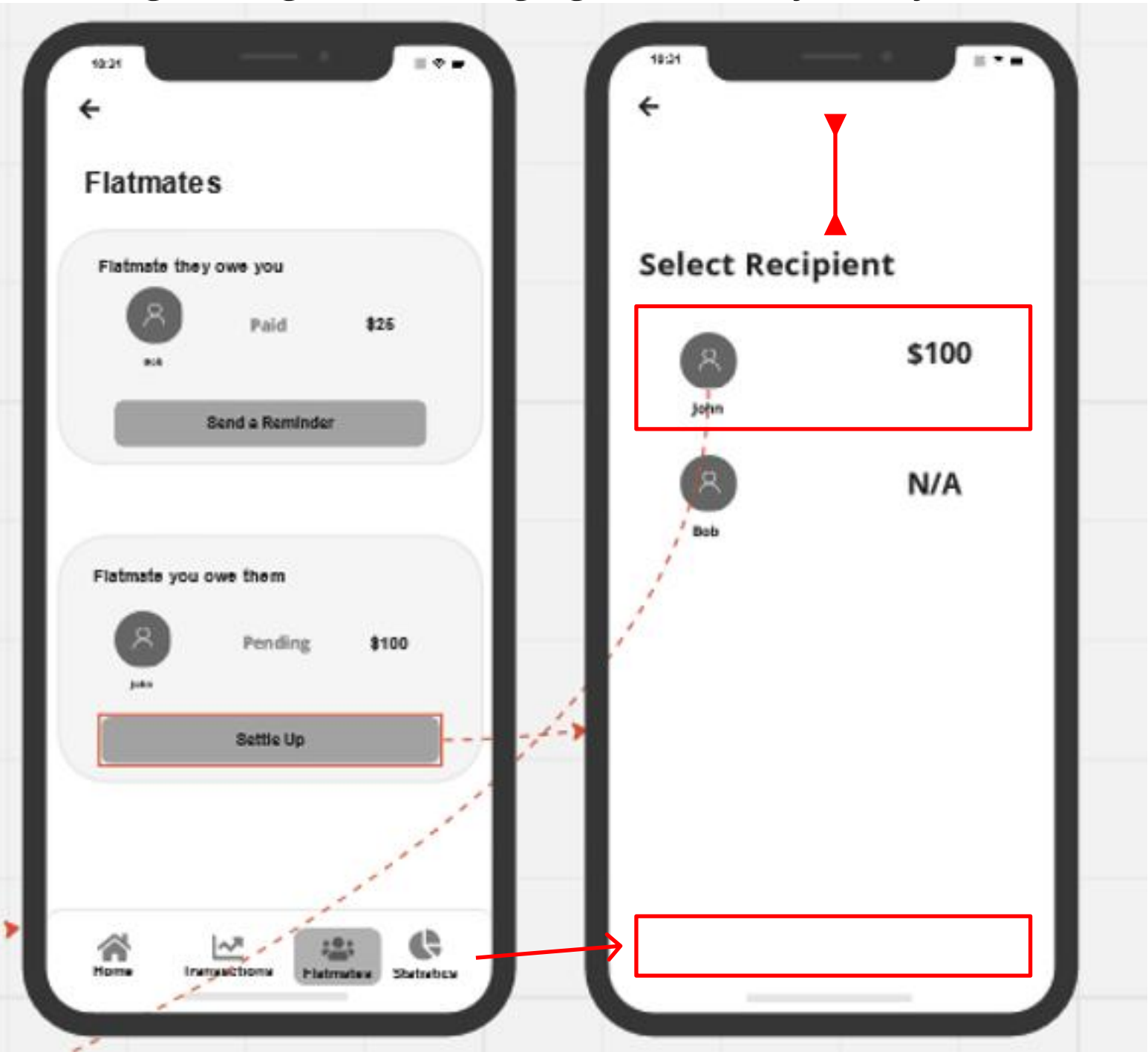
4.1.1 Page Navigation, Two different Tabs



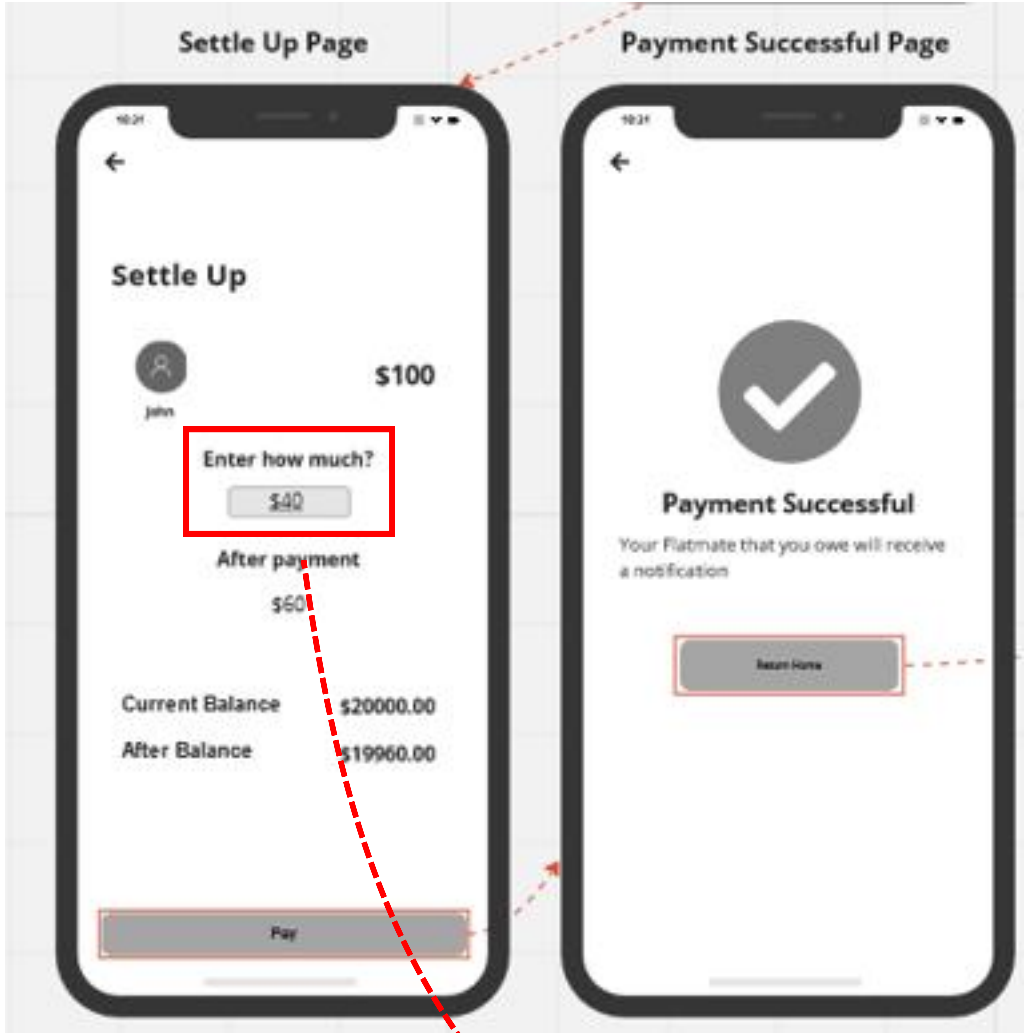
4.1.2 Page Navigation, Page Layout changes



4.2.1 Page Navigation, Changing consistency of Layout

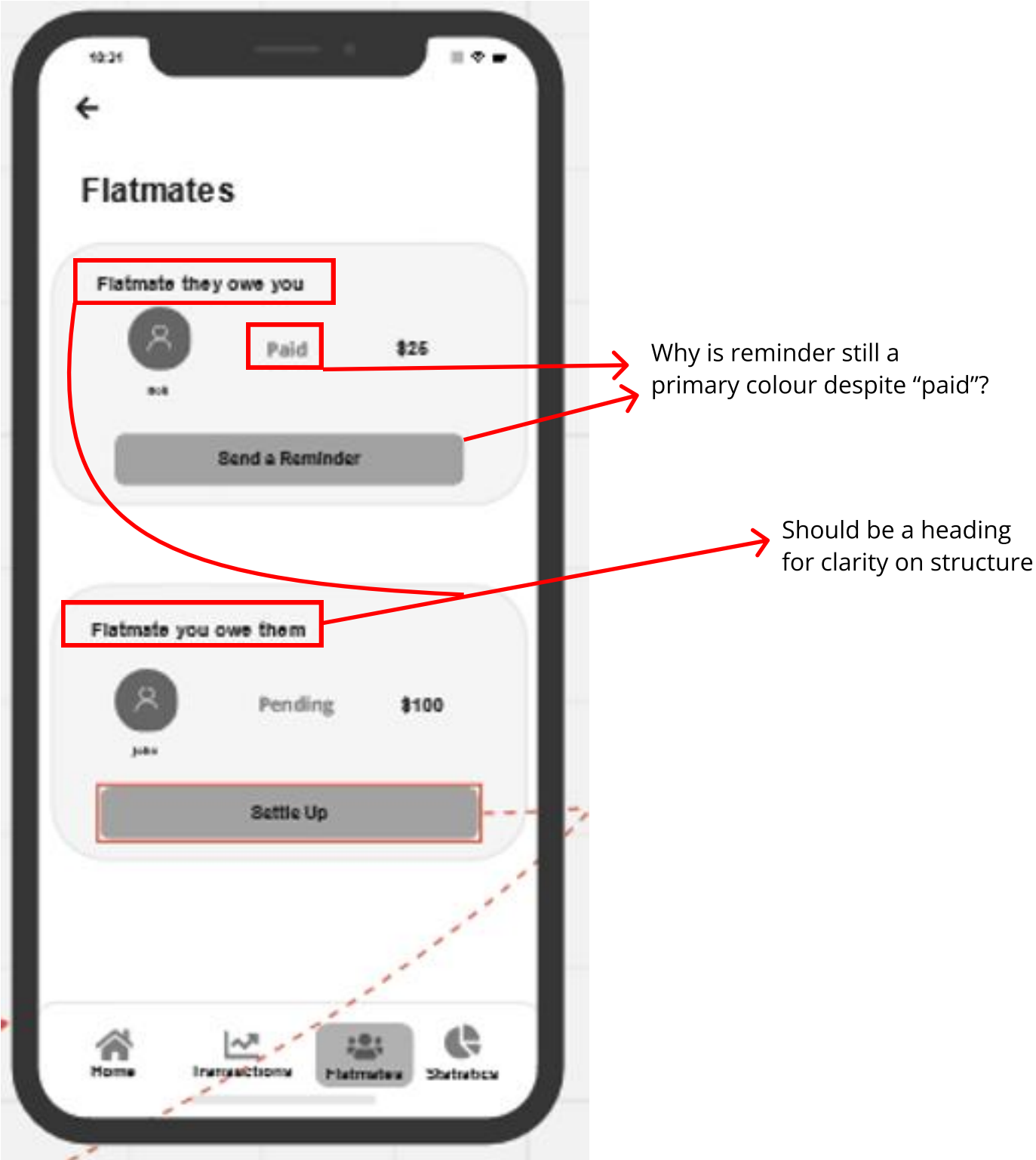


5.1.1 No error prevention examples?

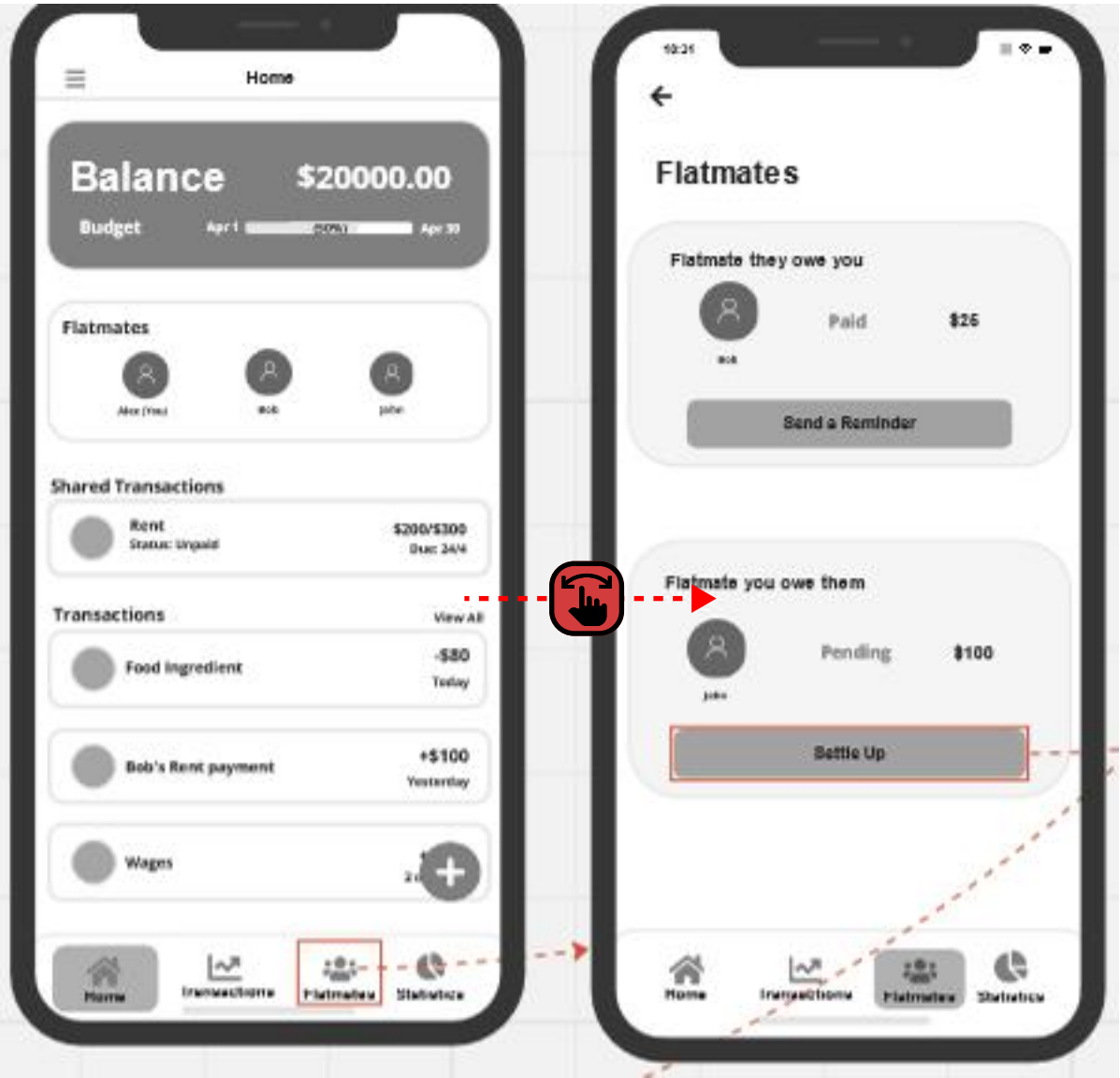


Error Page if Incorrect Input

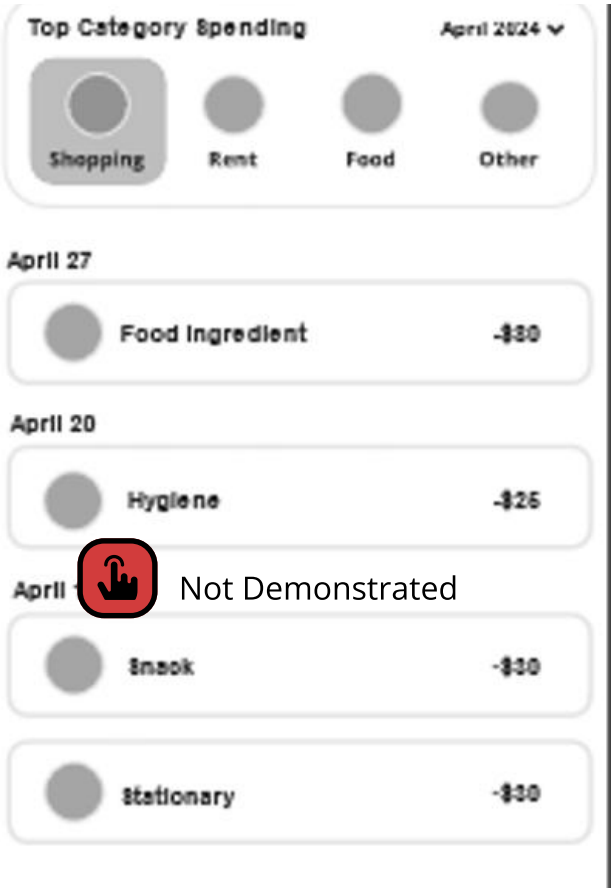
6.1.1 Confusing Flatmate Layout



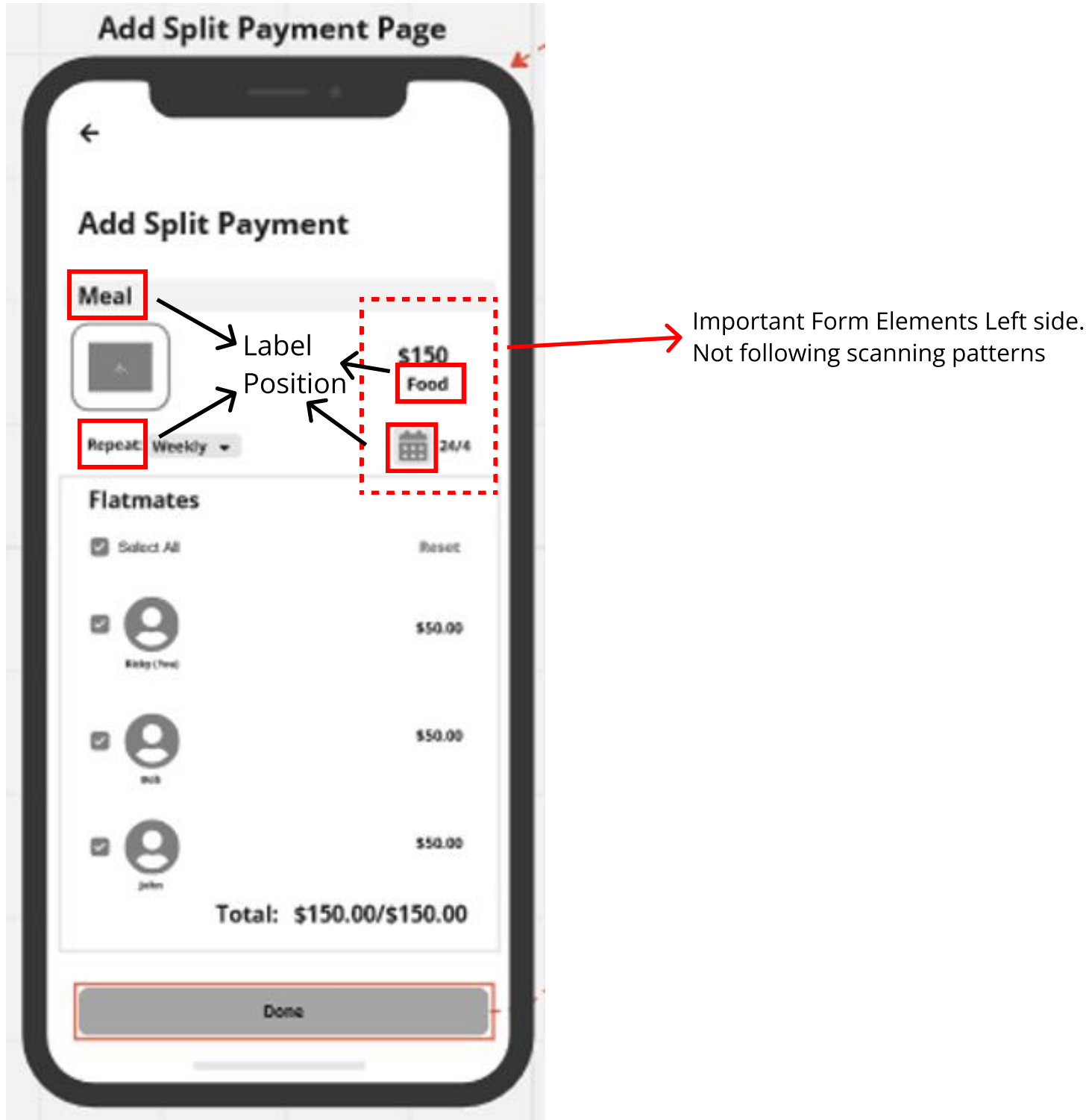
7.1.1 No demonstration of secondary page navigation



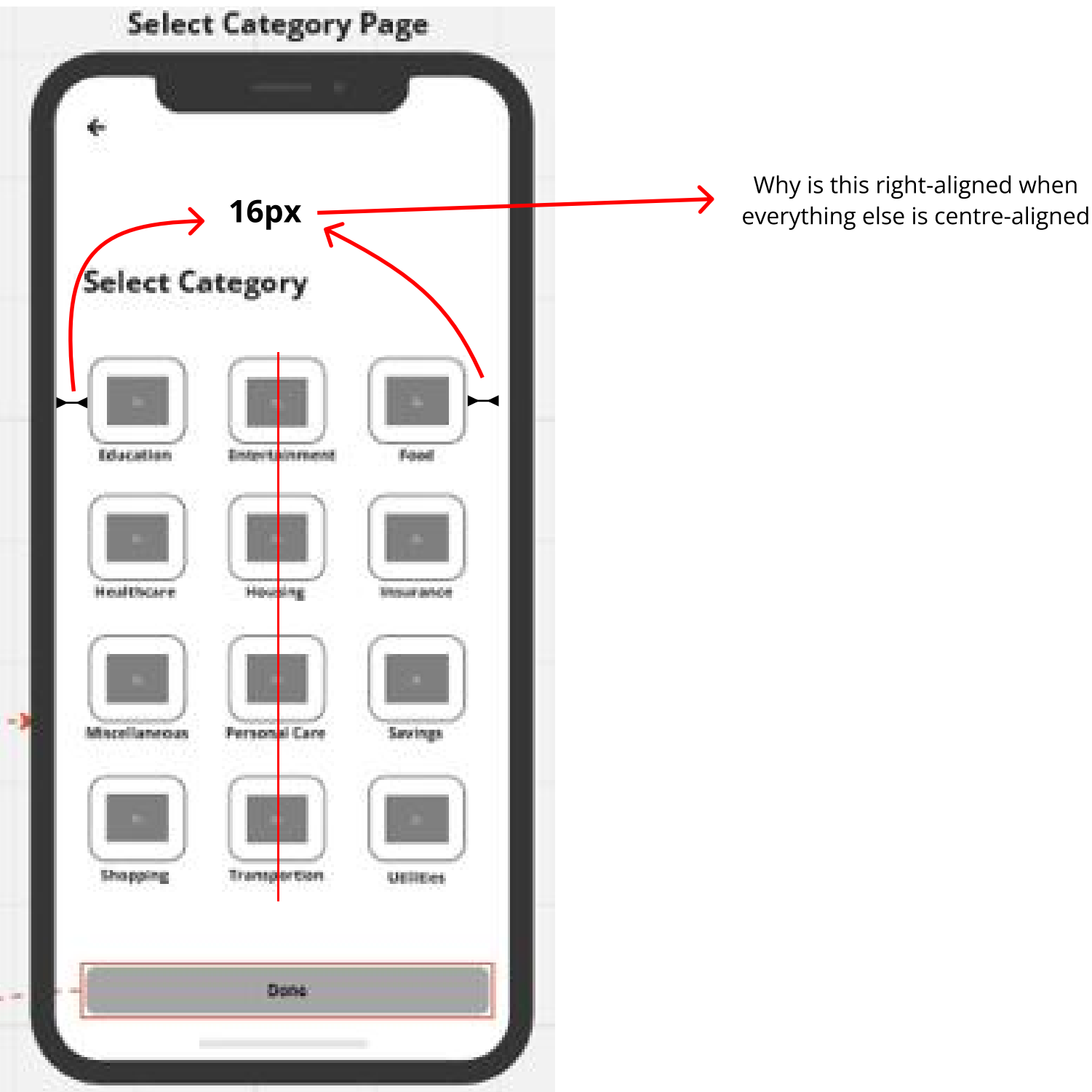
7.1.2 No demonstration of opening expenses



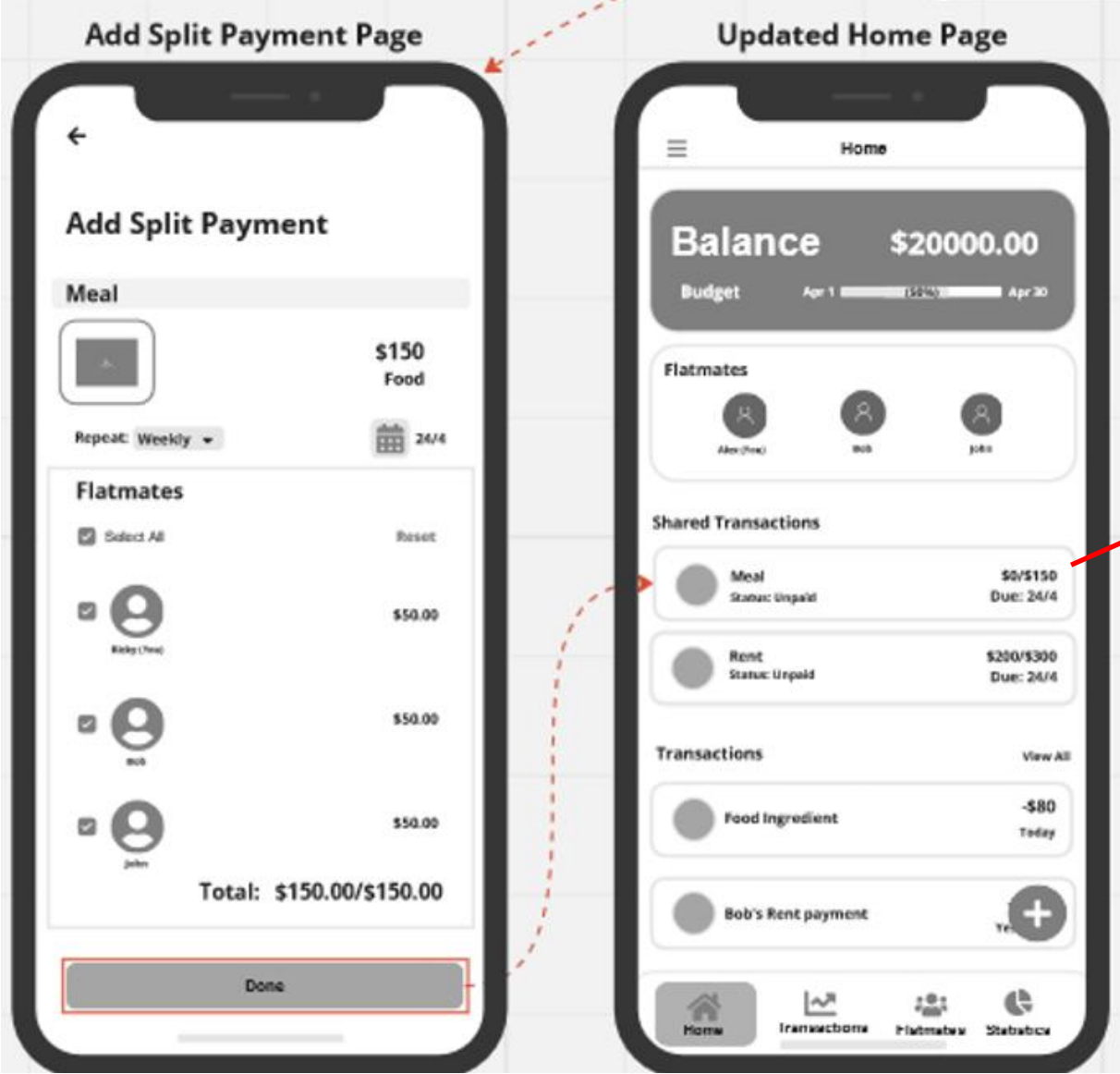
8.1.1 Weird Form Element Placement



8.2.1 Inconsistent alignment in expense selection



9.1.1 Confirmation of new expenses



No visual indicator of the new expense,
nor option to undo their change