Heuristic Evaluation Using Jakob Nielsen's 10 Heuristics

Evaluator Name:	Risheet Surya Peri
Wire-frame Evaluation of:	Mazen Khallaf
Device / Browser/ OS:	Dell Inspiron / Chrome / Windows 11
App / Version:	Flatmate Expense-Sharing App / NA

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 *Aalways keep users informed about what is going on, through appropriate feedback within reasonable time.*	1. When viewing the transactions **[5,6]** or the members of a flat **[8],** there is no indication of how many there are or that a user can scroll down to view the other details.	1. Add a scroll bar with the scroll box/ thumb in proportion to the small range of transactions **[a]** or members **[b]** currently seen.	**2**
2. Match between system and the real world *Follow real-world conventions, making information appear in a natural and logical order.*	1. The Add Member button in **[7]** takes the form of a House [a] which is appropriate; however it is a common metaphor for the Home Page which could be confusing to some users.	1. Change the logo to another building outline which does not resemble a Home Button **[c]**.	**1**
3. User control and freedom *Users should leave the unwanted state without having to go through an extended dialogue. undo and redo.*	1. When pressing the Back Button in **[9]**, the user is presumably taken back to the previous screen **[8]**, instead of the homepage **[7]** for which they have to press the Back Button again which is one more step than required. if teh user wants to suddenly view their expenses, they cannot. 2. There is no way to add a new Flat/ Group, since the same user can a part of many groups	1. Add a Home Button **[d]** that allows the user to go directly from **[9]** to **[7]** (homepage). Similarly, the User account button and the View Transactions Button, can be added, in the same layout as the homepage for consistency and easy access. 2. Add a button to add a new flat/group **[e]** in **[8]**.	**2**
4. Consistency and standards *Users should not have to wonder whether different words, situations, or actions mean the same thing.*	1. The term "Flat" is used extensively in the page header [b] **[1,3,4,7,8,9]** which may not be appropriate for all types of accommodation properties in every location. For instance, some users may use the term "apartment". 2. There is no Status/System Bar provision on all the wire-frames which allow the user to view notifications or system status. 3. There is no Navigation Bar at the bottom of the app which is the convention for Android 4. The Transactions Button [c] on the Homepage **[4]** has a different logo than a more common one, which should be used for consistency.	1. Use a more neutral term like 'property' **[f]** or change the term according to the Region set by the user via Settings 2,3. Leave appropriately sized rectangular spaces above and below the Wire-frames to be used for the Status and Navigation Bar, so that it is convenient to reach. 4. Replace the logo with a more common one to avoid confusion **[g]**	**3**
5. Error prevention *Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action.*	1. There is no "Confirm Expense" page or popup after pressing the "Tick" **[2]** when creating a new expense. This could lead to accidentally inputting the wrong details.	1. Add a confirmation pop-up or page allowing the user to review Expense details	**4**

HEURISTICS	VIOLATION	RECOMMENDATION	SEVERITY
6. Recognition rather than recall *Minimize the user's memory load by making objects, actions, and options visible.*	1. In the Add Expense Page **[2]**, once the members are selected in the Paid For section, it may be hard to show the selected members if there are many [d]. They may have to click the option to remind themselves of the selected members. 2. There are no visual representations for budgeting requirements [e] on the Add Expense Page **[2]**.	1. Use the members DPs to show the selected members for whom the amount was paid for **[h]**. 2. Add a small graphs showing current Budget estimations **[i]** on the Add Expense Page **[2]**	4
7. Flexibility and efficiency of use *Accelerators. Allow users to tailor frequent actions.*	1. In **[9]**, the Reset Link Button is further away from the link [f] which could violate the Principle of Proximity and make the process of resetting less efficient. 2. When viewing past transactions **[5]**, the user has to navigate the months (month by month) which could be tedious.	1. The Reset Link Button should be to the immediate right of the link to allow the user to reset the link conveniently **[j]**. 2. Add buttons to navigate the years and select which of the twelve months you want to view the history for **[k]**.	3
8. Aesthetic and minimalist design *Dialogues should not contain information which is irrelevant or rarely needed.*	1. In the Recent Transaction History on the homepage **[1,3,7]**, the transactions in which the user owes money and the ones where the user is owed money, look very similar apart from the text and the DP of the payer. 2. In the wire-frames to add an expense or member **[2,8,9]**, the image in the top is not balanced to the center which may not be pleasing.	1. Use different colours or use +/- along with the amount to indicate whether the user owes or is owed the amount **[l]**. Also ensure that the transaction details are more on the right side to follow the Principle of Balance. 2. Adjust the image so that it is vertically symmetrical.	1
9. Help users recognize, diagnose, and recover from errors *Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution.*	1. There is no mention of safeguarding against invalid inputs when adding an expense **[2]**, e.g., inputting a future date or an amount greater than the account balance.	1. Add an error message/pop-up after clicking the Tick Button or while inputting the data informing the user to enter the appropriate details.	4
10. Help and documentation *Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation.*	1. There is no easy way to access help or advice on how to use the application or complete certain tasks, especially on the homepage **[1]**.	1. Add a floating "Help" button Widget **[m]**. or add a Help Button **[n]** in the header of the necessary wire-frames by removing the "X" Close button which is not conventional [g].	2

Note: Referring to Wire-frames by **number** in the next pages, e.g. **[1]**

Referring to Violations labeled by **letters** in **orange** in the next pages, e.g. [a]

Referring to Recommendations labeled by **letters** in **blue** in the next pages, e.g. **[a]**

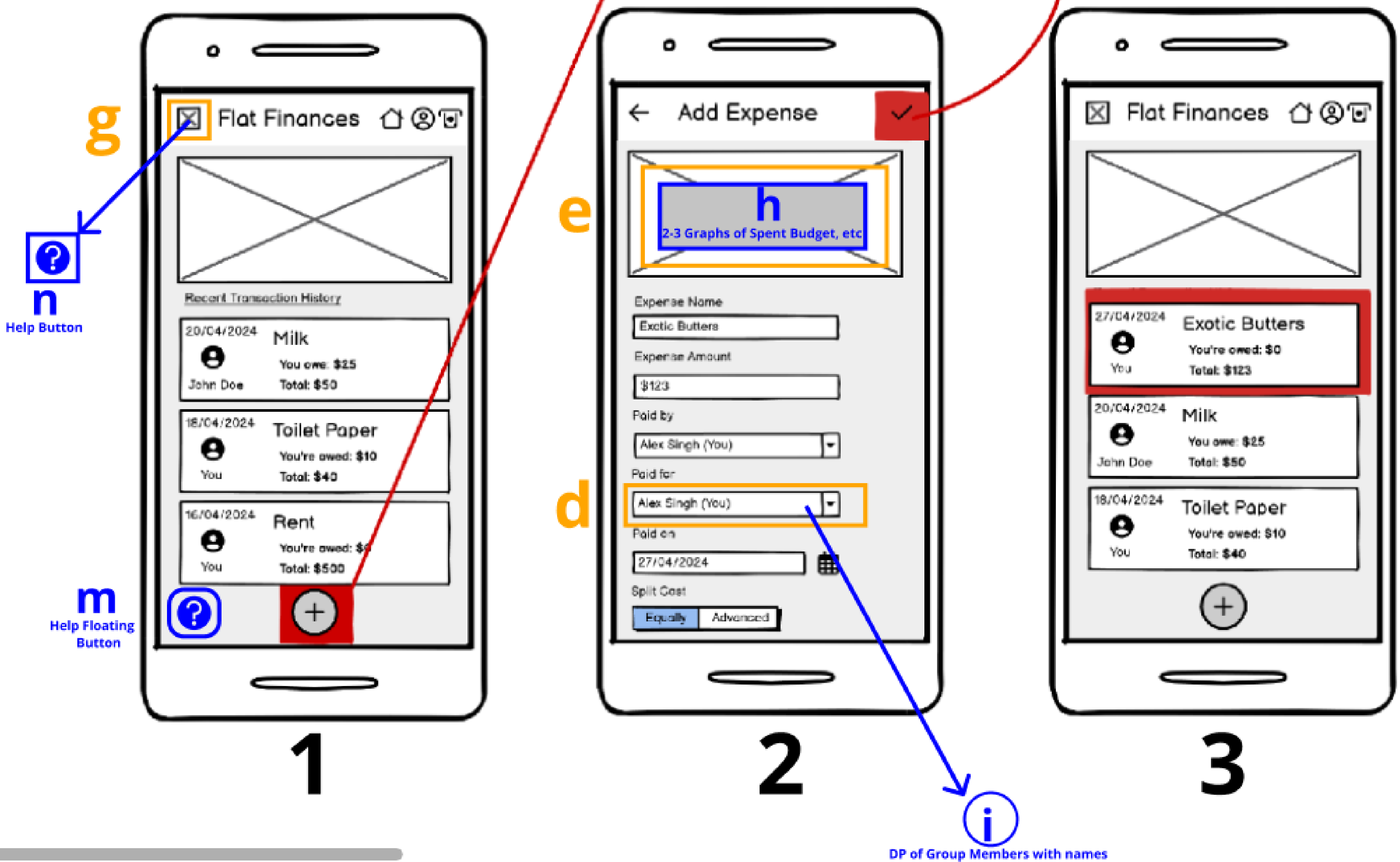
Task One

Wireframe and User Flow

1. Press the Add Expense button (the big '+' circle button at the bottom) to open the add expense page

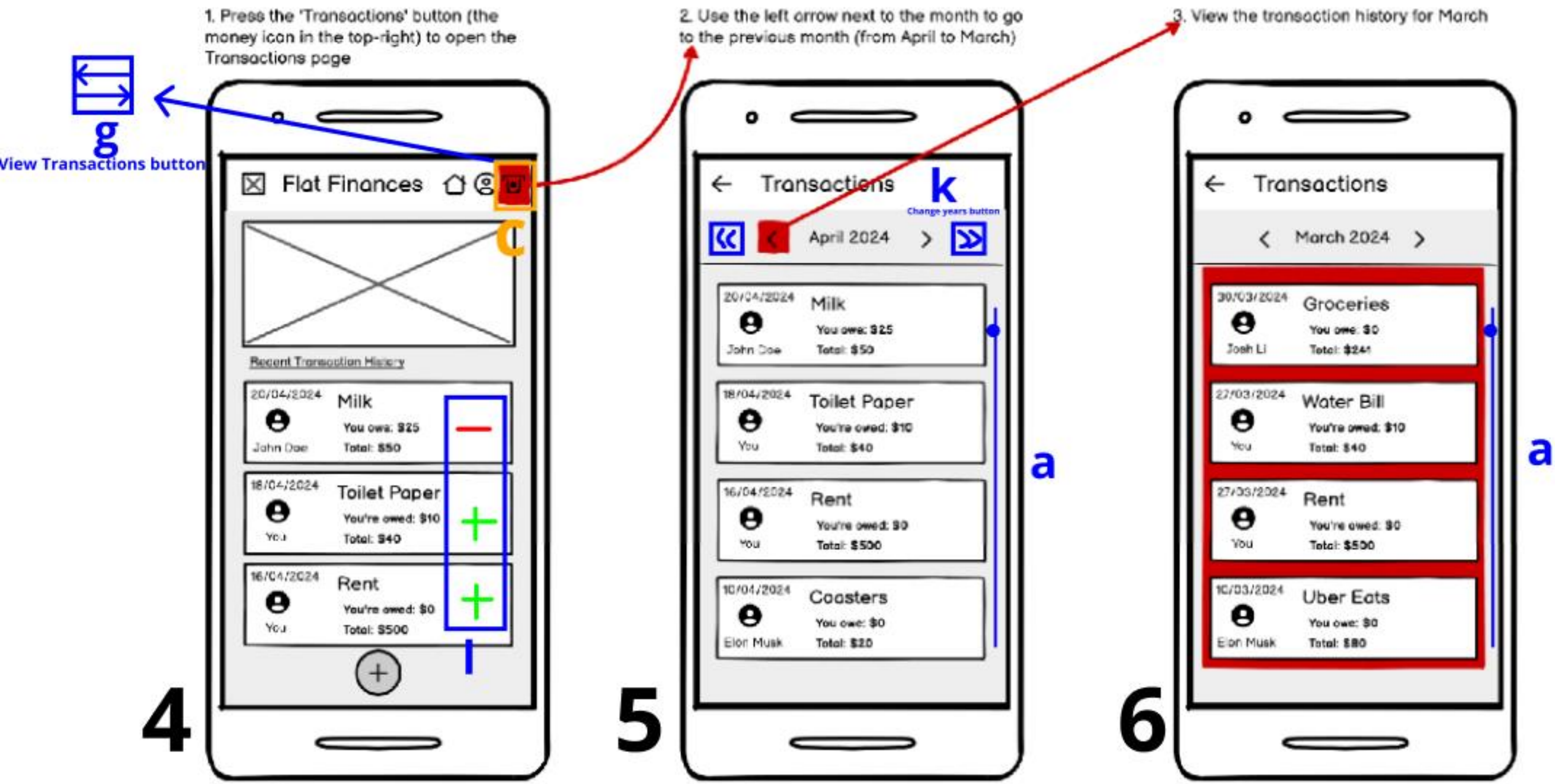
2. Add in the relevant expense information then press the tick to confirm the expense

3. Confirm the new expense can be seen at the top of 'Recent Transaction History'



Task Two

Wireframe and User Flow



Task Three

Wireframe and User Flow

1. Press the 'My Flat' button (the 'house' icon in the top bar) to view Flat related settings

2. Press on the 'Add member' button under 'Members' to add a new member

3. Use one of the available option (Share or Copy) buttons to get and share the unique join link (in this case, assume Copy is