Heuristic Evaluation

Evaluator Name:	**Mazen Khallaf**
Device / Browser/ OS:	**N/A**
App / Version:	**Hamish's Assignment 2 Wireframes/Userflows**

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. No confirmation dialog or visual indicator upon successful creation of a transaction - with the 'cancel' and 'create' transaction buttons so close together, it is possible to not know which one you pressed on accident 2. 'April Budget' is shown at the top of all the pages - including on pages that aren't relevant to the April budget (for instance, Settings, Shared Expenses and Goals, etc	1. Provide a small popup or notification that the transaction was successfully completed 2. Provide accurate titles for each page in the nav bar at the top that reflect the page in question.	1
2. Match between system and the real world *Follow real-world conventions, making information appear in a natural and logical order.*	1. The 'See all expenses' button in the dashboard and the 'View Insights and reports' button in the Transactions page use the 'external link' icon - commonly used for going to outside websites. This could mislead some users. 2. It isn't clear (without guidance) what the graphs above the reports are in the Insights page	1. Replace the symbol with another (perhaps a simple right arrow) that does not imply an external website. 2. Label or replace the graph with something more intuitive.	2
3. User control and freedom *Users should leave the unwanted state without having to go through an extended dialogue. undo and redo.*	1. No clear way of adding a custom category for transactions. 2. No clear way of modifying existing transactions 3. No clear way of setting category budgets (e.g food spending) 4. No clear way of adding or modifying flat savings goals on Shared Expenses page These may potentially just not be shown on user flows. 5. No clear way of looking at the budgets or expenses of past/<u>future</u> months. Reports of past months is available but not clear as to what a 'report' shows.	1. Add a final category option in the drop-down entitled 'New Category' that takes you to a separate page 2. Allow a menu option on transactions for modifying or some other clear way 3. Provide functionality on Insights page to set budget goals for the currently selected category 4. Provide functionality on Shared Expenses and Goals page to add and modify savings goals 5. Provide some functionality that allows switching the currently in-focus month	4
4. Consistency and standards *Users should not have to wonder whether different words, situations, or actions mean the same thing.*	1. 'Recent Transactions' and 'Upcoming Expenses' are wildly different from each other despite both representing transactions, simply past vs future. 2. 'Add Income/Expense' button in Home page and 'Create new transaction' button in transactions page are different sizes 3. 'Flat Savings Goals' should match the similarly structured but differently designed 'category budgets'	1. To maintain consistency with 'Recent Transactions', 'Upcoming Expenses' should (in the same format) provide the money value and an icon. Recent Transactions should also share the colour support found in Upcoming Expenses 2. Ideally the 'Create New transaction' and 'Add Income/Expense' buttons should match sizes to match each other 3. Currently they are both different sizes, Flat Savings Goals has no colours and provides a date that is seemingly not needed. These should all be changed to match each other.	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. No confirmation dialogs (for both cancelling and completing actions such as creating transactions) 2. No evidence of data sanitizing or incorrect value prevention - e.g preventing invalid money amounts	1. Provide a confirmation popup or dialog upon actions that affect time-consuming or important processes (such as filling out a transaction) 2. Provide frames showing visual response to invalid values (e.g red text and an error message)	3

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6. Recognition rather than recall *Minimize the user's memory load by making objects, actions, and options visible.*	1. In the 'Insights' page, a percentage of the budget filled for a given category is shown, but no number values are provided 2. On Home Page, it isn't clear what "Spent: $200" means, especially in the context of the total remaining budget above it 3. In "Flat Savings Goals" each goal has a date but it is not indicated what that date represents	1. Provide labelling to the different parts of the circle indicating dollar amounts 2. Ensure label is clear in meaning or remove it if not necessary 3. Ensure date is clearly labelled (e.g "Goal Deadline" or removed if not needed)	4
7. Flexibility and efficiency of use *Accelerators. Allow users to tailor frequent actions.*	1. No demonstrated nor implied functionality indicating flexibility or efficiency of use.	1. Demonstrate evidence of actions that improve efficiency of use - for example, pressing and holding on an expense to edit it.	0
8. Aesthetic and minimalist design *Dialogues should not contain information which is irrelevant or rarely needed.*	1. A lot of duplicate information - the "See All Transactions" and "View Insights" pages both show categories and the amount of category budget used, for example 2. As discussed in (1.2) "April Budget" is irrelevant to several pages	1. Ensure the 'Insights' page and the 'Transactions' page aren't showing duplicate information 2. Ensure nav bar title contains relevant information pertaining to each page	3
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. No undo popup/dialog for important actions - creating or deleting expenses, removing flatmates, etc. Links well with the lack of a popup in general as described in (1).	2. Add undo/redo options on important actions as dictated to the left - especially 'irreversible' or 'annoying/ difficult to reverse' changes such as deleting a flatmate.	2
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. No form of help or documentation provided or indicated	1. Add a help button in settings or perhaps in the top nav bar next to the settings button as well as documentation or a link to documentation or a link/method of asking questions	1