Heuristic Evaluation

Evaluator Name:	**Z'Arn Payne**
Device / Browser/ OS:	-
App / Version:	-

HEURISTICS	VIOLATION	RECOMMENDATION	SEVERITY
1. Visibility of system status *Aalways keep users informed about what is going on, through appropriate feedback within reasonable time.* *(Image Annotations on Page 3)*	1.1 When a user is entering an expense, there is no visual indicators of progress when navigating the form. 1.2 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.	2
2. Match between system and the real world *Follow real-world conventions, making information appear in a natural and logical order.* *(Image Annotations on Page 4)*	2.1 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 *Users should leave the unwanted state without having to go through an extended dialogue. undo and redo.* *(Image Annotations on Page 5)*	3.1 There doesn't seem to be a way of reversing a created payment. This meens that they may have to go through an extended dialogue	Allow an option to revert created payments	4
4. Consistency and standards *Users should not have to wonder whether different words, situations, or actions mean the same thing.* *(Image Annotations on Page 5)*	4.1 An issue is that the general page layout doesn't follow a consistent theme. Here, the header changes constantly with its title and menu changing several times. 4.2 Unusual Consistency with page transitions. Spacing changes and nav bar disappears without following conventions such as sheets.	Change the layout so its similar to the homepage (Include a title and menu in top right) 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 *Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action.* *(Image Annotations on Page 6)*	5.1 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.	Perhaps have a confirmation option present especially with weird values.	2

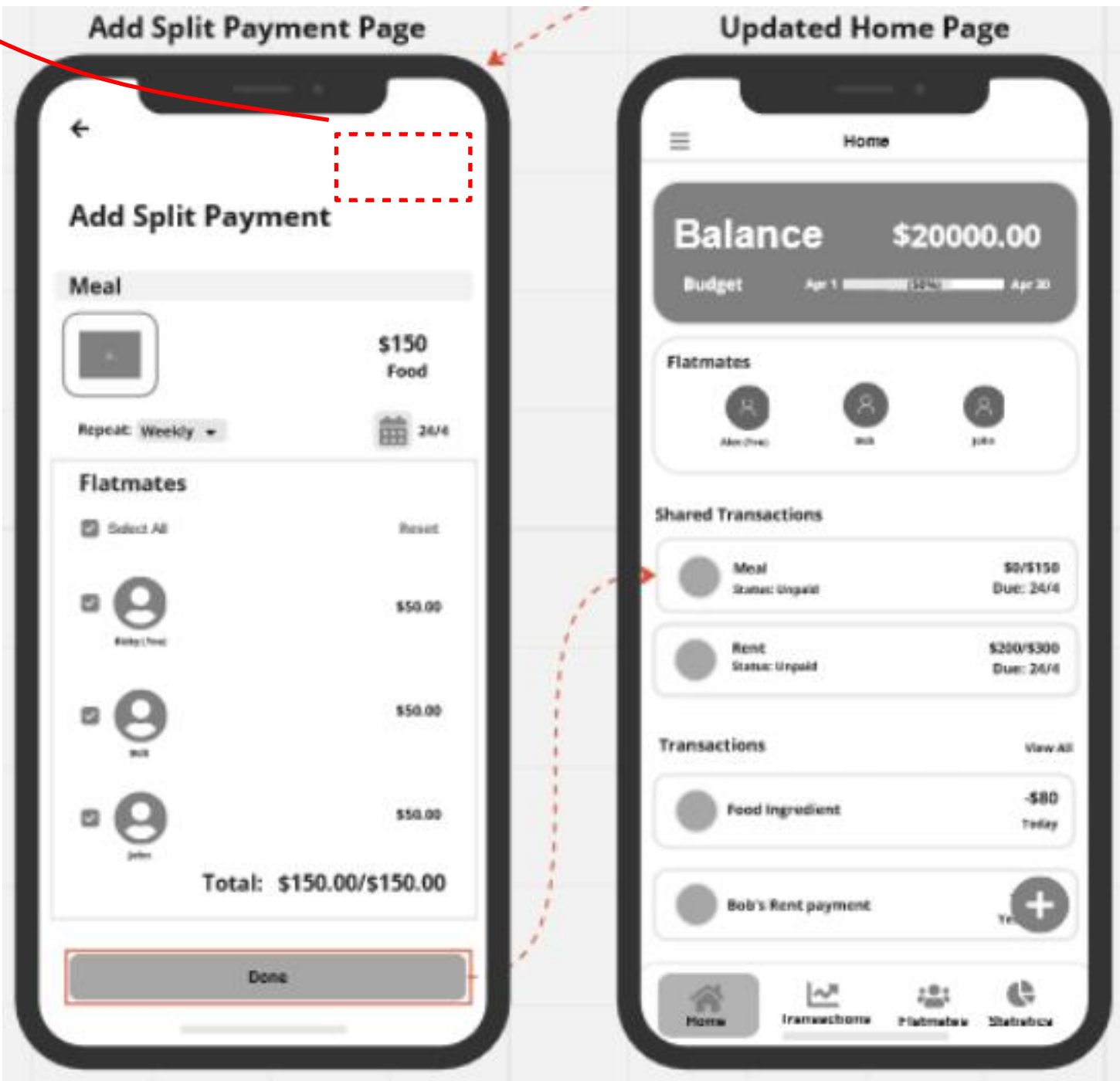| HEURISTICS	VIOLATION	RECOMMENDATION	SEVERITY
6. Recognition rather than recall *Minimize the user's memory load by making objects, actions, and options visible.* *(Image Annotations on Page 8)*	6.1 Issue with structure on flatmates page. The structure doesn't indicate whether a part of page is for payables or receivables. 6.2 Navigation Bar is also confusing, as users wont be able to immediately recognise which page is for what	Make explicit headings for payables and recievables. Then include cards for amounts owing or recieveable. Make nav titles more simple, to allow for more intuitive navigation.	3
7. Flexibility and efficiency of use *Accelerators. Allow users to tailor frequent actions.* *(Image Annotations on Page 9)*	7.1 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 *Dialogues should not contain information which is irrelevant or rarely needed.* *(Image Annotations on Page 10)*	8.1 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. There is also no title for the date field. 8.2 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.	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.* *(Image Annotations on Page 11)*	9.1 When putting in payments. Forms do not present required fields etc. 9.2 When selecting a category, users may be able to press done without selecting a category.	Add Symbols for required fields. Grey out the done button until category selected or add a pop up to show error.	3
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.* *(Image Annotations on Page 12)*	10.1 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.	2

1. Visibility of System Status
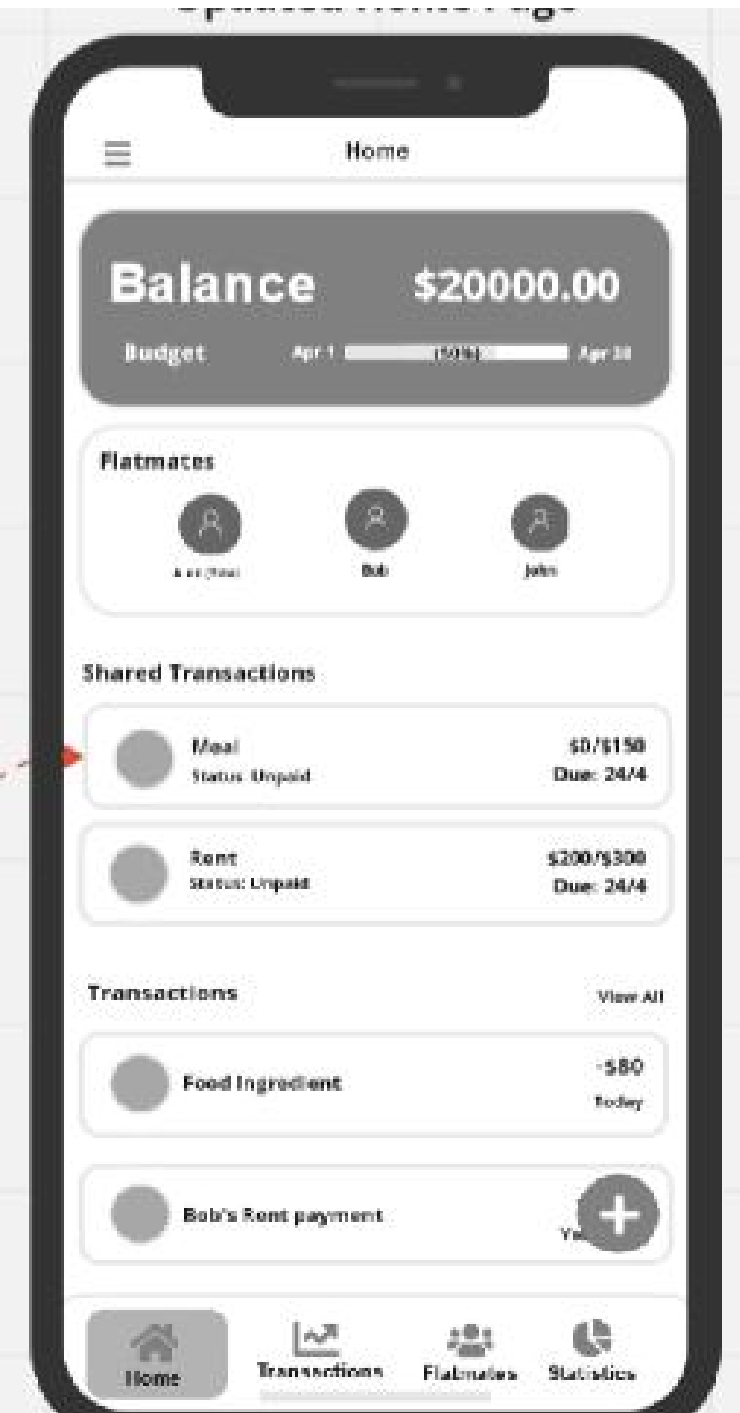
1.1.1 Starting the expense creation

Expense Selection Page

←

Select Your Expenses

⌃

Add Transaction

⌃

Add Split Payment

Select Category Page

←

Select Category

⌃ Education	⌃ Entertainment	⌃ Food
⌃ Healthcare	⌃ Housing	⌃ Insurance
⌃ Miscellaneous	⌃ Personal Care	⌃ Savings
⌃ Shopping	⌃ Transportion	⌃ Utilities
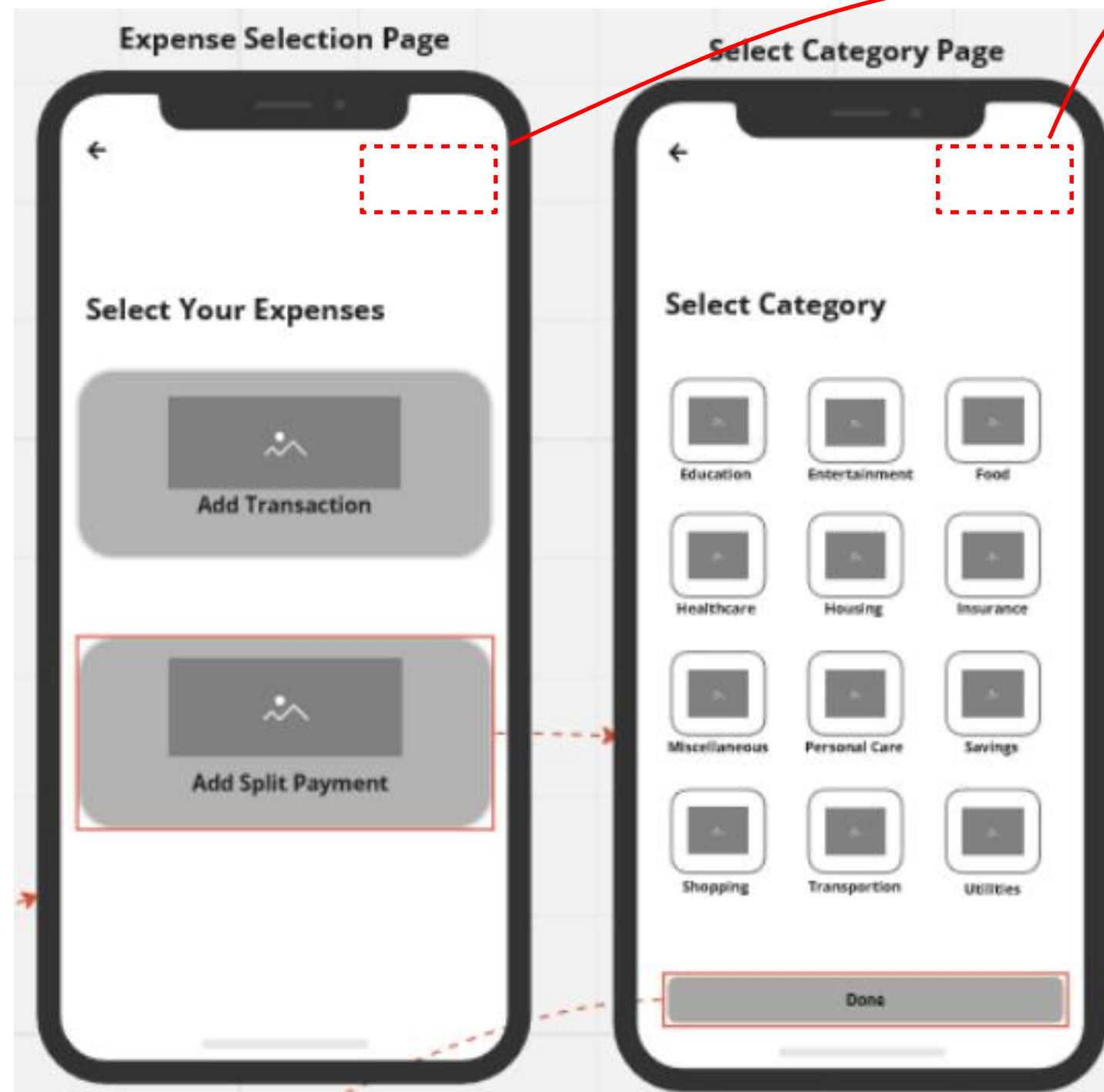
Done

1.1.2 Progression to final steps

Add Split Payment Page

←

Add Split Payment

Meal

⌃ $150
         Food

Repeat: Weekly ▾   📅 24/4

Flatmates

☑ Select All   Reset

☑ 👤 Ricky (You) $50.00

☑ 👤 Bob $50.00

☑ 👤 John $50.00

Total: $150.00/$150.00

Done

Updated Home Page

≡   Home

Balance $20000.00

Budget   Apr 1 ▭▭▭▭ Apr 30

Flatmates

👤   👤   👤
Alex (You)   Bob   John

Shared Transactions

⬤ Meal $0/$150
   Status: Unpaid   Due: 24/4

⬤ Rent $200/$300
   Status: Unpaid   Due: 24/4

Transactions   View All

⬤ Food Ingredient   -$80
                         Today

⬤ Bob's Rent payment   ➕
                         Ye

🏠 Home 📈 Transactions 👥 Flatmates 📊 Statistics

1.2 No Confirmation of Payment

≡   Home

Balance $20000.00

Budget   Apr 1 ▭▭▭▭ Apr 30

Flatmates

👤   👤   👤
Alex (You)   Bob   John

Shared Transactions

⬤ Meal $0./$150
   Status: Unpaid   Due: 24/4

⬤ Rent $200./$300
   Status: Unpaid   Due: 24/4

Transactions   View All

⬤ Food Ingredient   -$80
                         Today

⬤ Bob's Rent payment   ➕
                         Ye

🏠 Home 📈 Transactions 👥 Flatmates 📊 Statistics

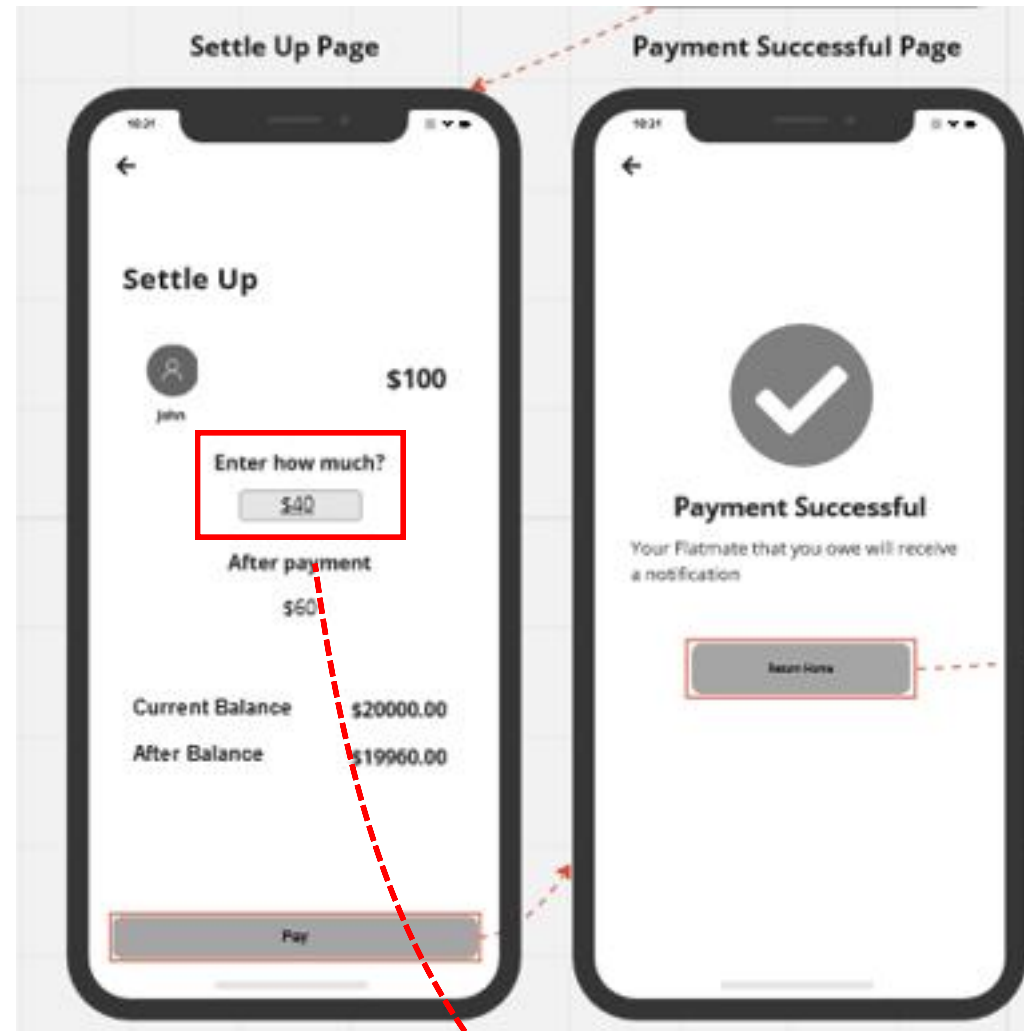# 3. User Control and Freedom

3.1.1 No Freedom to modify expenses
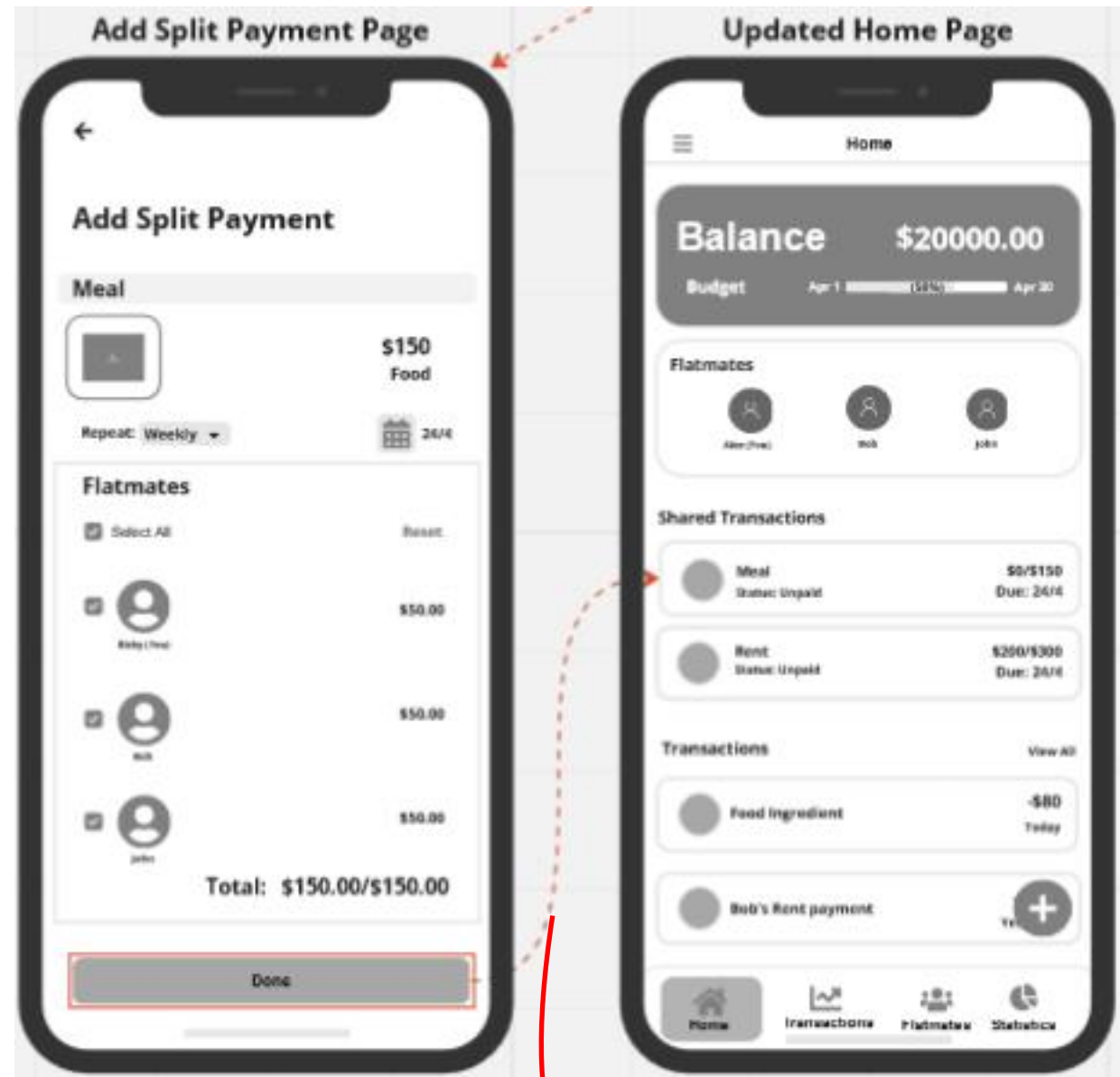
No alert allowing users to undo work

5. Error Prevention

5.1 No error prevention examples?

Settle Up Page

Settle Up

John $100

Enter how much?

$40

After payment

$60

Current Balance $20000.00

After Balance $19960.00

Pay

Payment Successful Page

Payment Successful

Your Flatmate that you owe will receive a notification
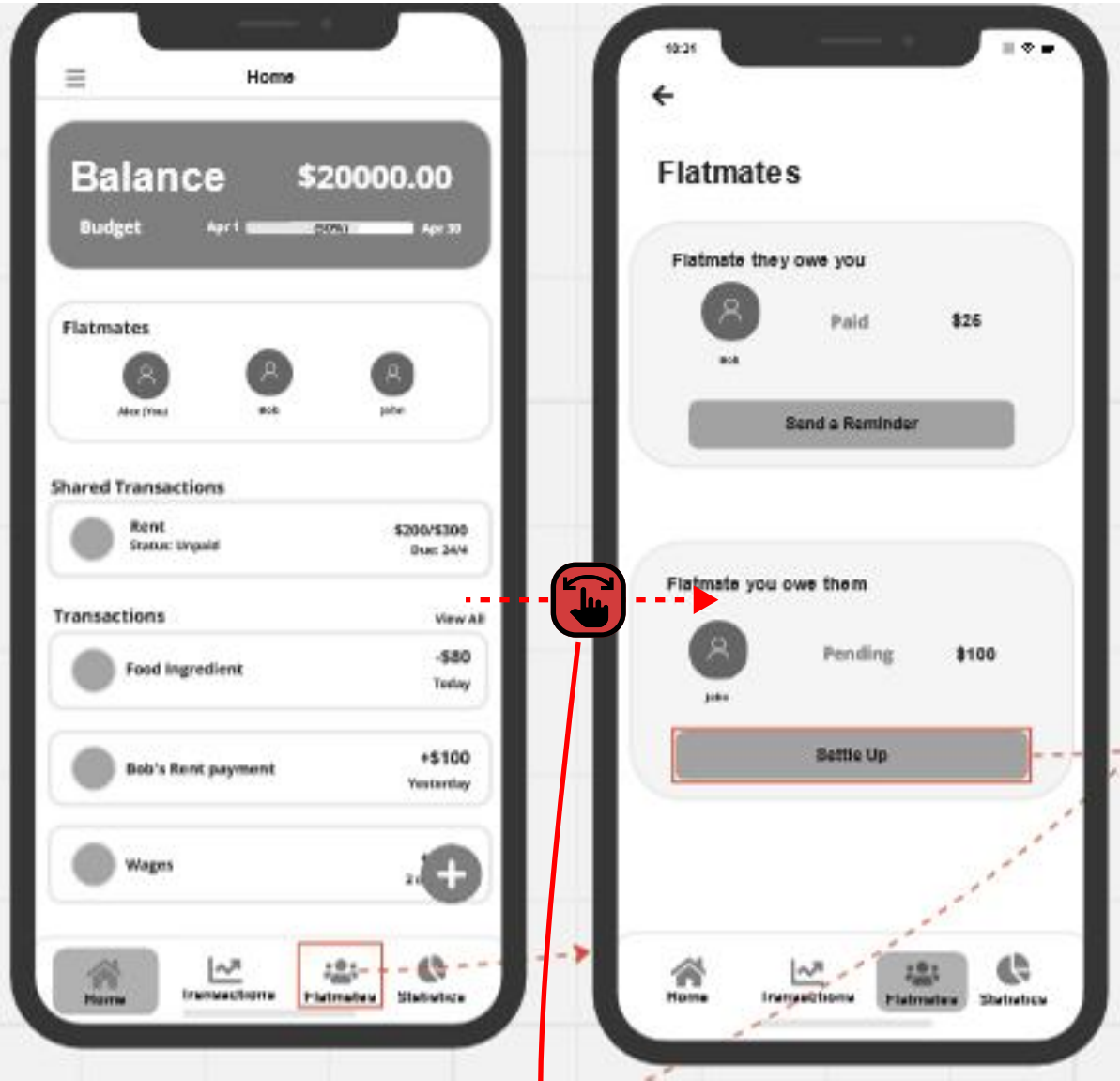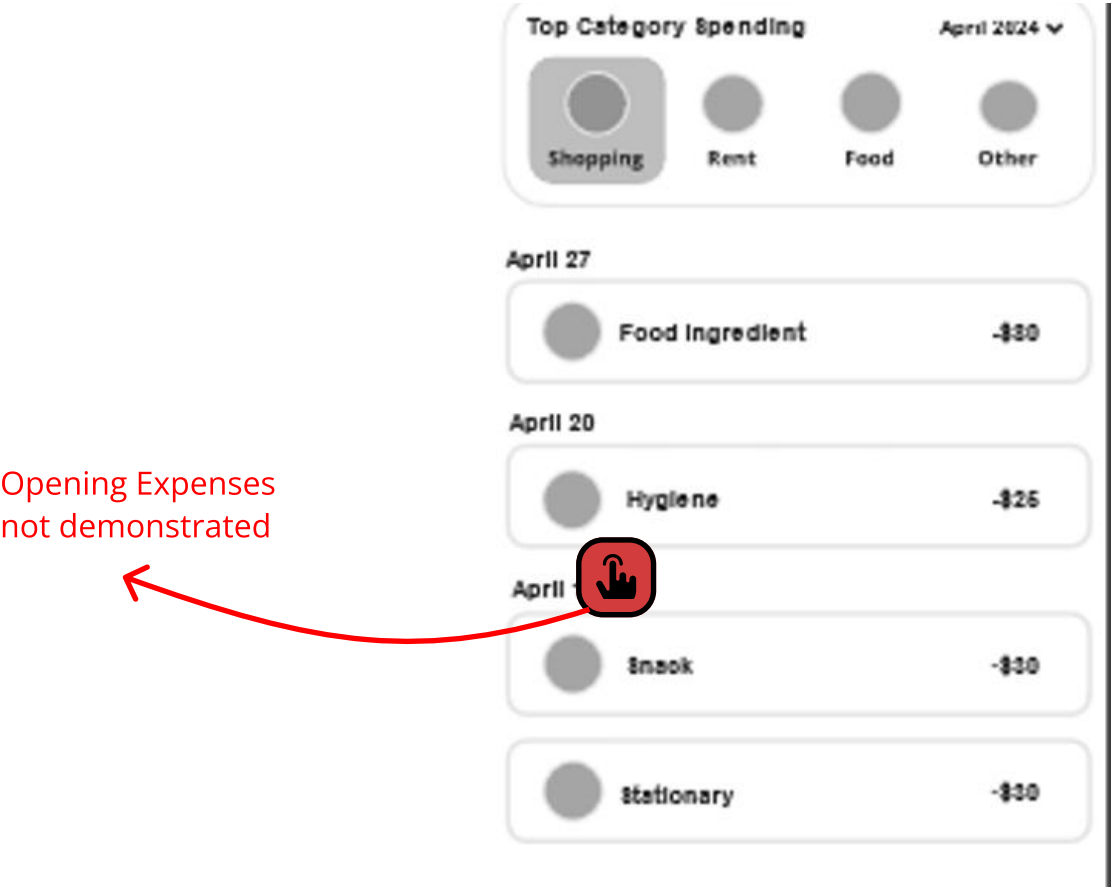
Return Home

Error Page if Incorrect Input

7. Flexibility and Efficiency of Use

7.1.1 No demonstration of secondary page navigation

No secondary actions shown, just nav bar actions

7.1.2 No demonstration of opening expenses

Opening Expenses not demonstrated

9. Help Users Diagnose and Recover From Errors

9.1 Confirmation of new expenses

No Required Field Indicator

9.2 Picking the Category

Perhaps grey out done button until category selected?
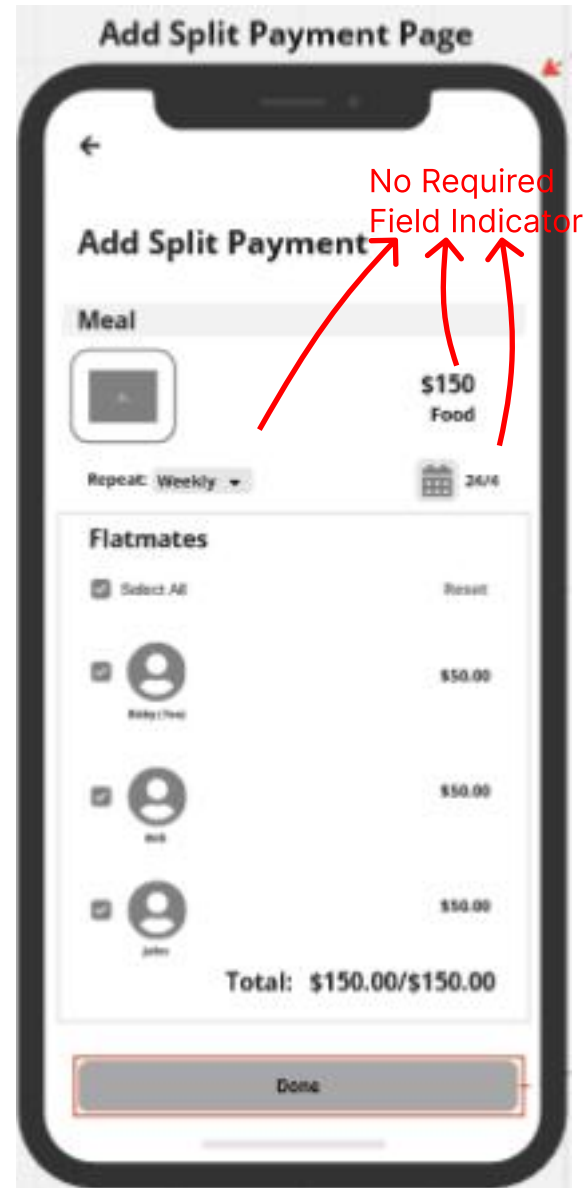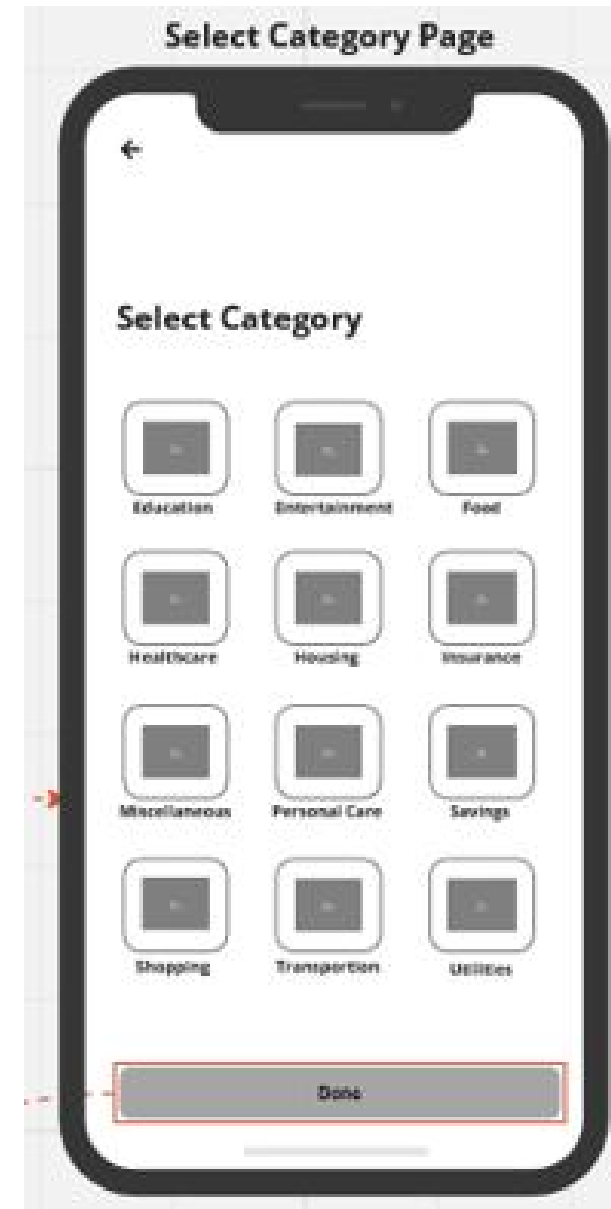
2. Match Between System and the Real World

2.1.1 Unusual Placement of Miscellaneous Icon

Why isn't miscellaneous here?
Not following conventions.

4. Consistency and Standards

4.1 Page Layout changes

Home Page

Home

Balance $20000.00

Budget   Apr 1   (70%)   Apr 30

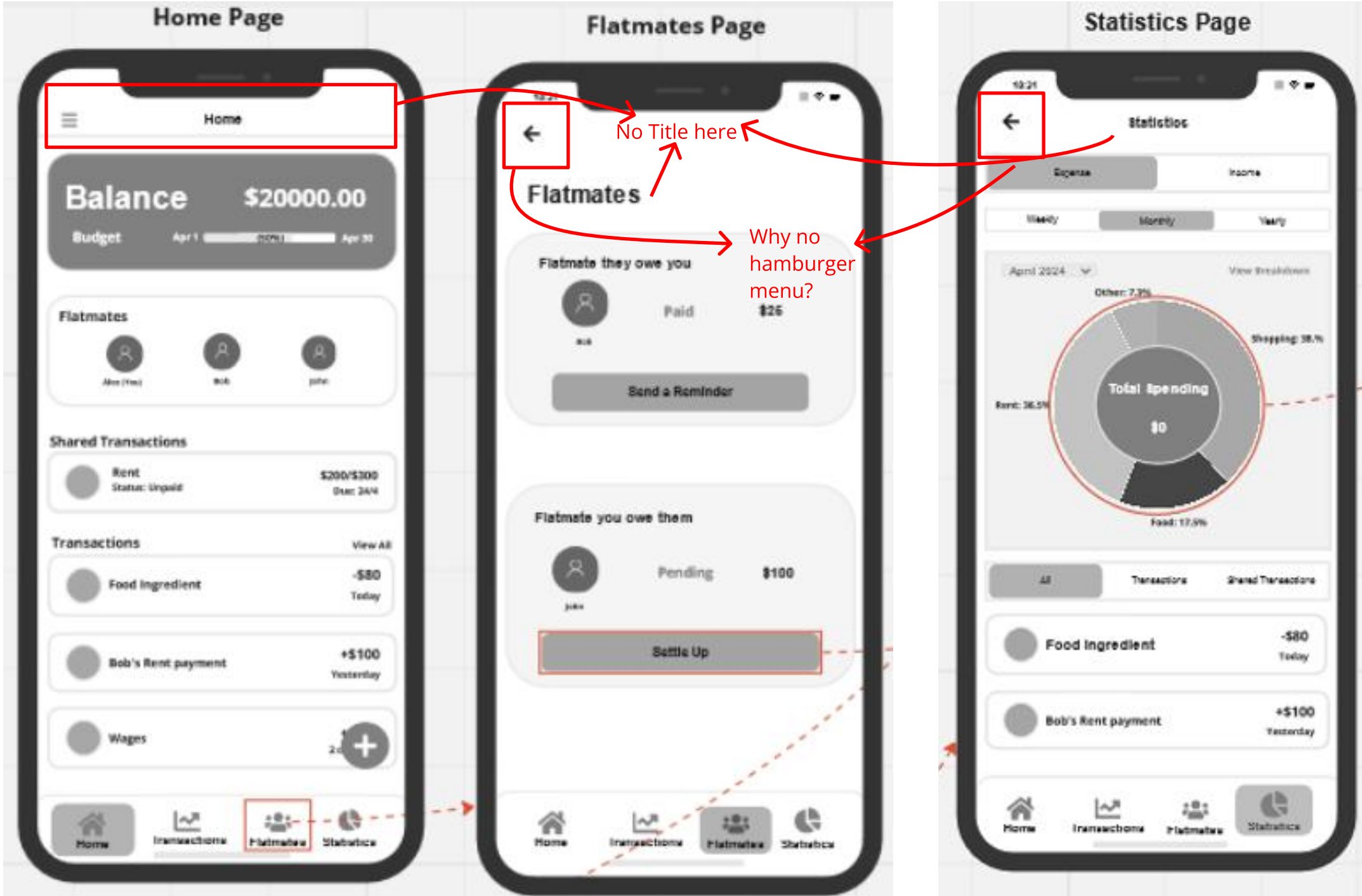**Flatmates**

Alex (You)   Bob   John

Shared Transactions

Rent $200/$300
Status: Unpaid   Due: 24/4

Transactions   View All

Food Ingredient   -$80
Today

Bob's Rent payment   +$100
Yesterday

Wages

Home   Transactions   Flatmates   Statistics

Flatmates Page

No Title here

Flatmates

Why no hamburger menu?

Flatmate they owe you

Paid $25

Send a Reminder

Flatmate you owe them

Pending $100
John

Settle Up

Home   Transactions   Flatmates   Statistics

Statistics Page

Statistics

Expense   Income

Weekly   Monthly   Yearly

April 2024   View Breakdown

Other: 7.3%

Shopping: 38.3%

Total Spending
$0

Rent: 36.5%

Food: 17.9%

All   Transaction   Shared Transactions

Food Ingredient   -$80
Today

Bob's Rent payment   +$100
Yesterday

Home   Transactions   Flatmates   Statistics

4.2 Page Navigation, Changing consistency of Layout

10:21

Flatmates

Flatmate they owe you

Paid $25
Bob

Send a Reminder

Flatmate you owe them

Pending $100
John

Settle Up

Home   Transactions   Flatmates   Statistics

10:21

Weird Margin

Select Recipient

John $100

Bob   N/A

Nav Bar dissapears, no indication of form
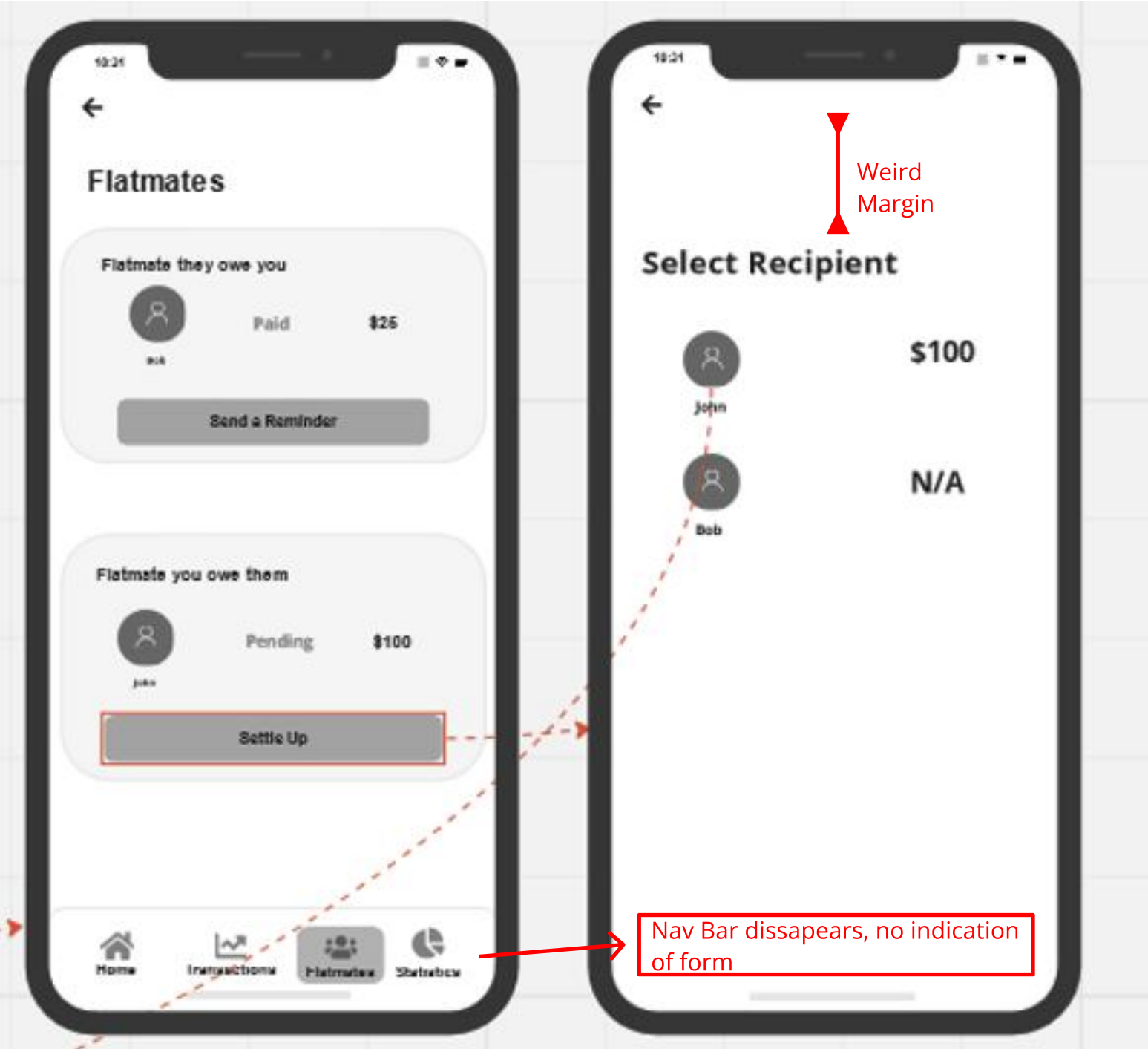
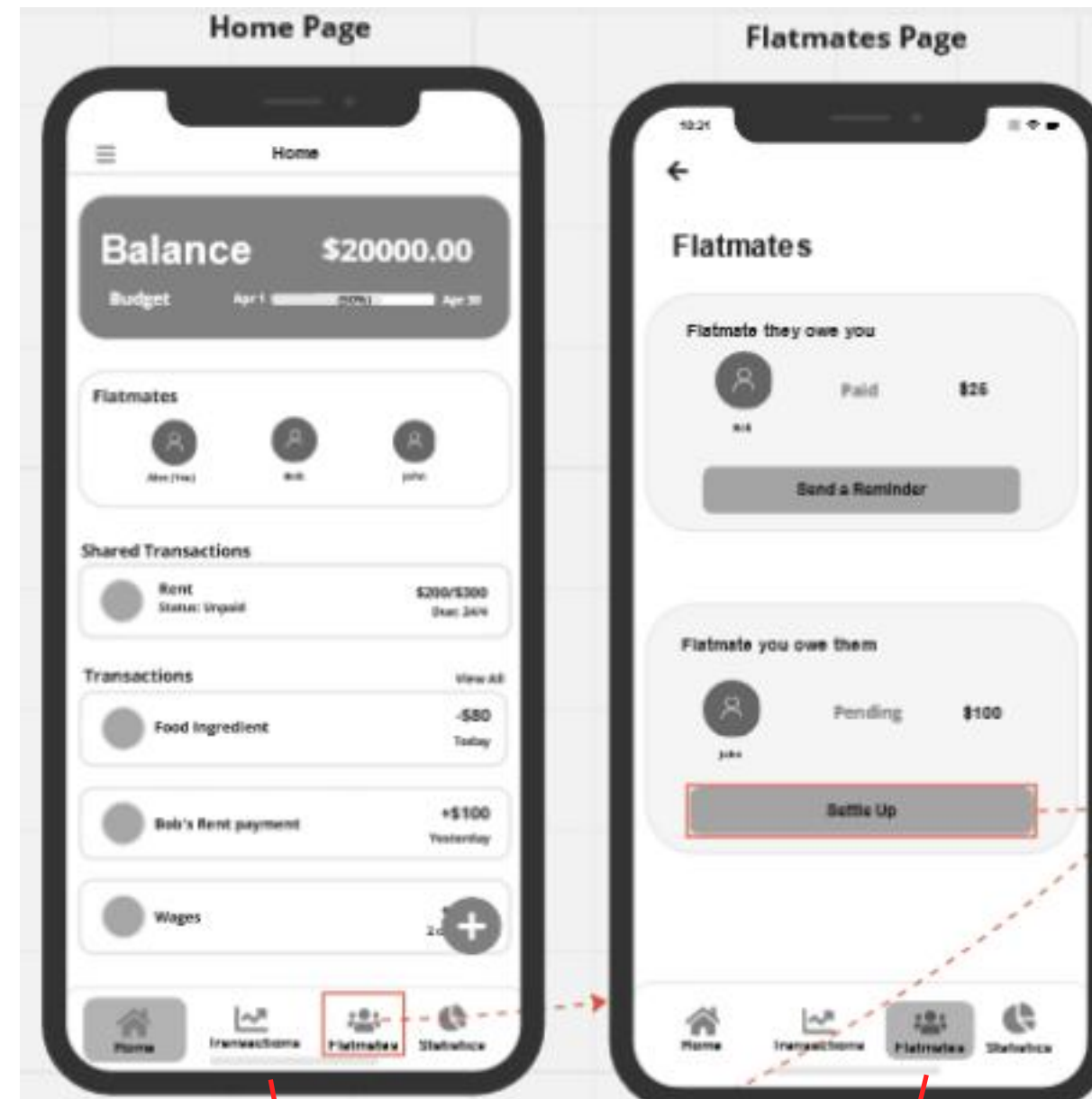# 6. Recognition Rather than Recall

6.1 Confusing Flatmate Layout
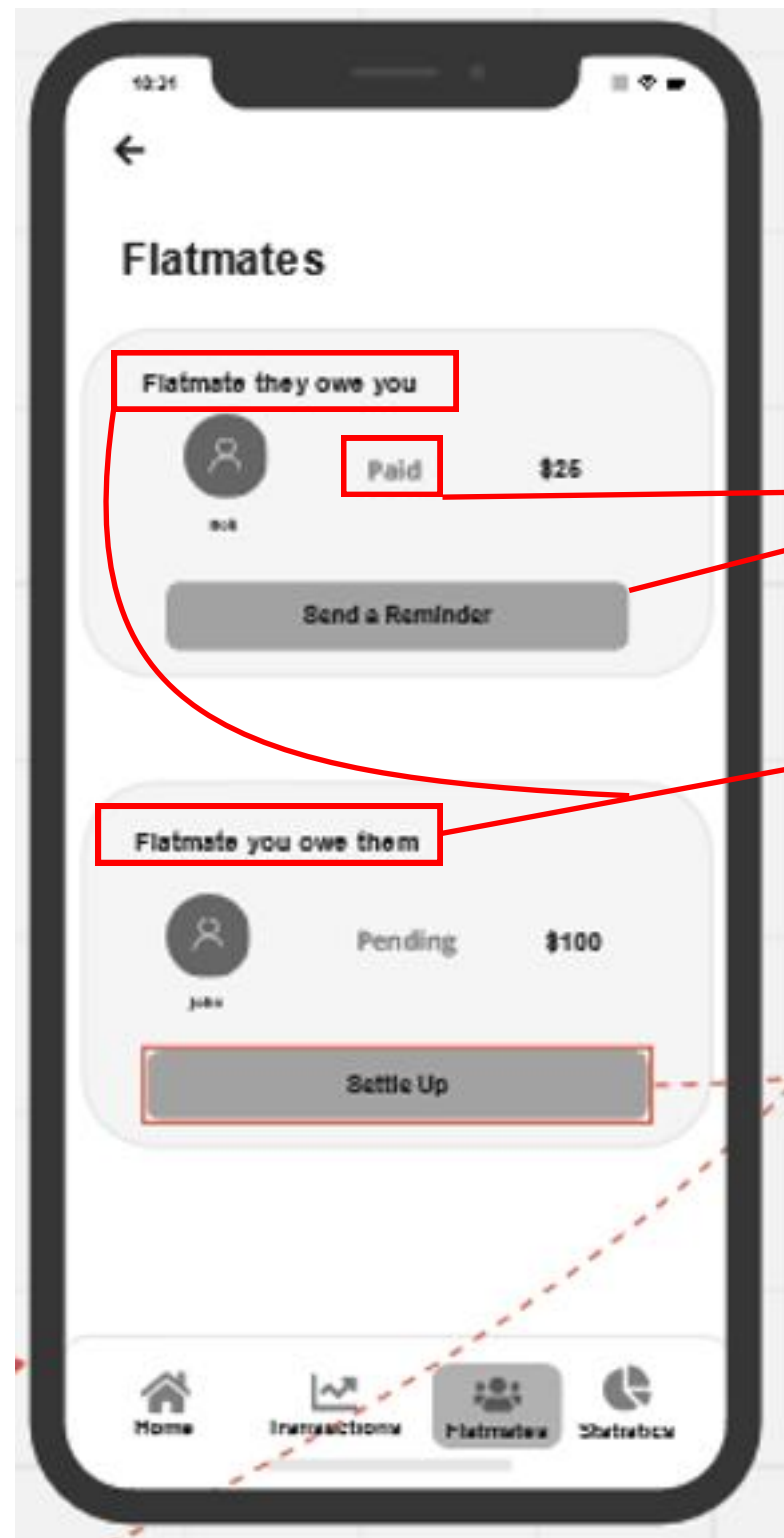
Why is reminder still a primary colour despite "paid"?

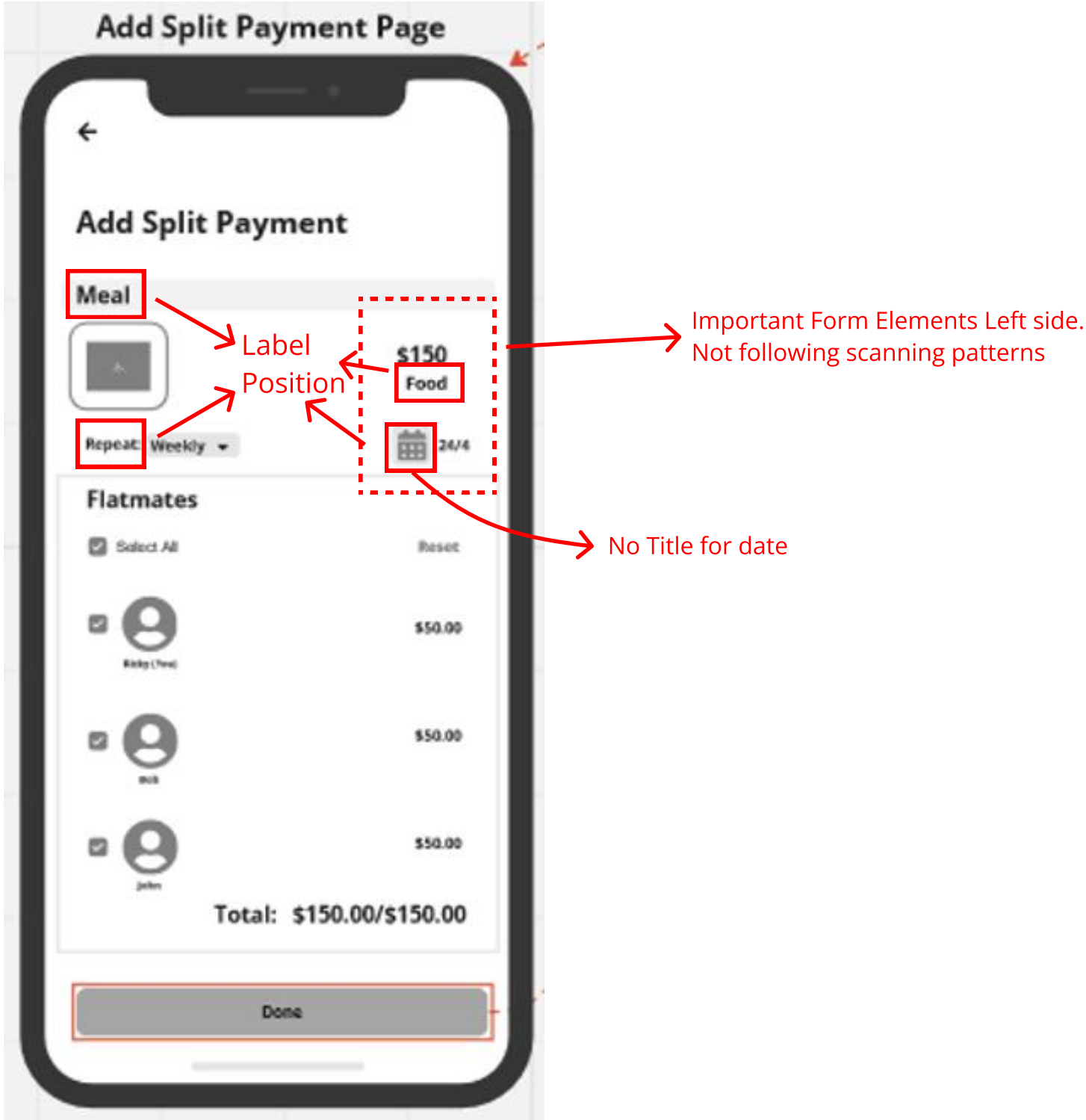Should be a heading for clarity on structure

6.2 Confusing Flatmate Layout

Why are you managing transactions in the 'flatmates' page
Would the name 'transactions' be more intuitive.

8. Aesthetic and Minimalist Design

8.1 Weird Form Element Placement

Add Split Payment Page

←

Add Split Payment

Meal

$150

Food

Label Position

Repeat Weekly ▾

📅 24/4

Important Form Elements Left side. Not following scanning patterns

No Title for date

Flatmates

☑ Select All   Reset

☑ 👤 Ricky (You) $50.00

☑ 👤 Nick $50.00

☑ 👤 John $50.00

            Total: $150.00/$150.00

            Done

8.2 Inconsistent alignment in expense selection

Select Category Page

←

equal distance

Select Category

Why is this left-aligned when everything else is centre-aligned

Education   Entertainment   Food

Healthcare   Housing   Insurance

Miscellaneous   Personal Care   Savings

Shopping   Transportation   Utilities

Weird alignment of text relative to icons

            Done