

FIT3175

Usability

Assignment

Submission 3

High Fidelity

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FIT3175 Assignment 3 High Fidelity Prototyping

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1. Link To High Fidelity Prototype

Link to Figma Prototype:

https://www.figma.com/design/lzXnrhsqTqeQ1htMCsZQzk/FIT3175-project-workspace?node_id=43-2&t=gmwN5v2HPJT2rGh5-1

1.2 Requirements Used

- Allow Users to Find Online Cooking Classes that suit their needs.
- The app shall provide users with quick and simple recipes within the amount of time that they prefer.
- The System shall implement a point based reward system to encourage users

2. Usability Theory Written Report

1.1. Screen 1 Homepage - Suhani

The screenshot shows the PREP'D homepage. At the top left is a chef icon and the text 'PREP'D'. To the right is a large title 'This Week' with a star icon. Below the title, it says 'MON 12 May'. The main content area displays two meal cards for the current week:

- Stir Fry** (highlighted with a red border) - 11-12pm, NOW
- Spaghetti Bolognese** - 5-7pm, IN 7 HRS

Below this section, there is a heading 'Next Week' followed by another two meal cards:

- Beef Burger** - 11-12pm, 19/05
- Carbonara** (highlighted with a red border) - 5-7pm, 19/05

At the bottom of the screen are four navigation icons: a house, a calendar, a clipboard, and a person.

Best Practices for Interface Design: Fitts' Law

The PREP'D homepage applies Fitts' Law by using large, well-spaced buttons that are easy to tap on mobile devices. Each meal card spans most of the screen width, reducing the chance of mis-taps and enabling quick selection. Important items, like the current class marked "NOW", are visually emphasised to support fast recognition. The bottom navigation bar is placed within easy thumb reach, minimising distance. Clear labels and consistent button shapes further enhance usability, allowing users to interact efficiently with minimal error, reflecting Fitts' Law's principles of target size, distance, and movement time.

1.2. Booked classes/planner page - Belinda

PREP'D

My Classes

May 2025

| Mon | Tue | Wed | Thu | Fri | Sat | Sun |
|-----|-----|-----|-----|-----|-----|-----|
| 28 | 29 | 30 | 1 | 2 | 3 | 4 |
| 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| 26 | 27 | 28 | 29 | 30 | 31 | 1 |

All Classes **Booked**

- Stir Fry** 5 11 - 12 pm Book
- Chef James**
- Spaghetti Bolognese** 15 5 - 7 pm Book
- Chef Mary**
- Cucumber Salad** 10 2 Book
- Chef James**

bigger size

consistent typography

I constant spacing

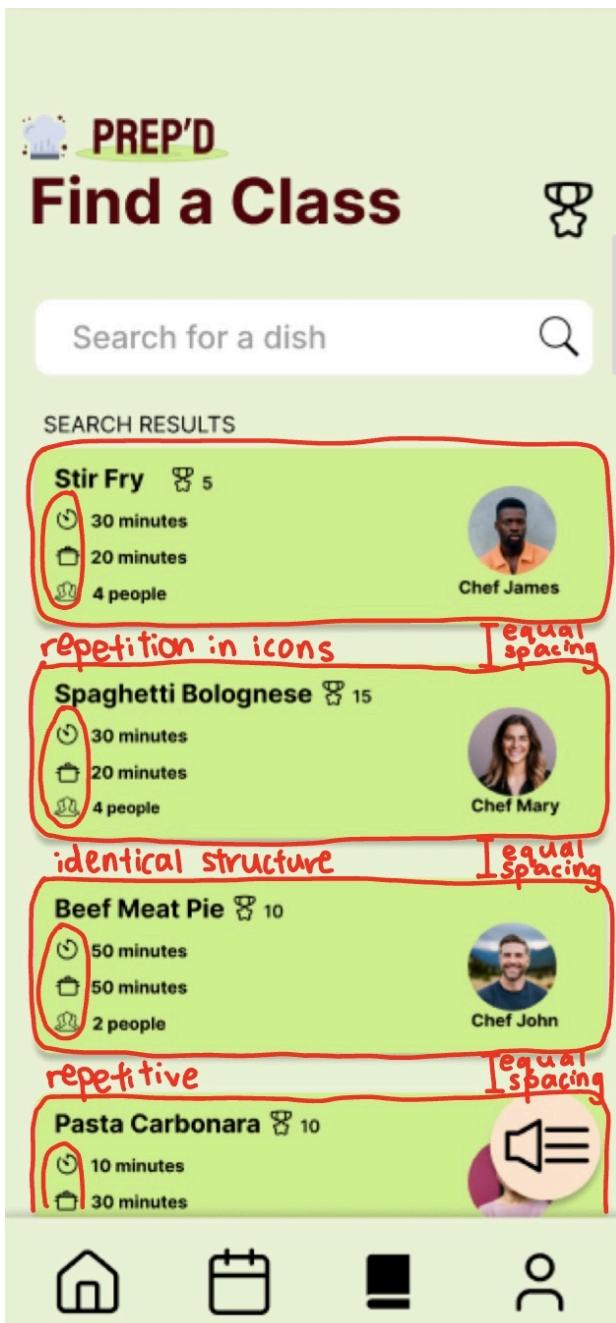
I

Icons at the bottom: Home, Calendar, Notebook, User.

Belinda: Design Principle: Visual Hierarchy

The screen implements visual hierarchy effectively to guide the user's attention from the most important element (the calendar) to the class list below. The calendar is given prominence through its central position and raised card style, immediately indicating its importance. Class cards use consistent spacing, typography, and grouping, enabling users to quickly scan for chef names, times, and booking options. The use of size and layout helps establish a clear order of operations for planning.

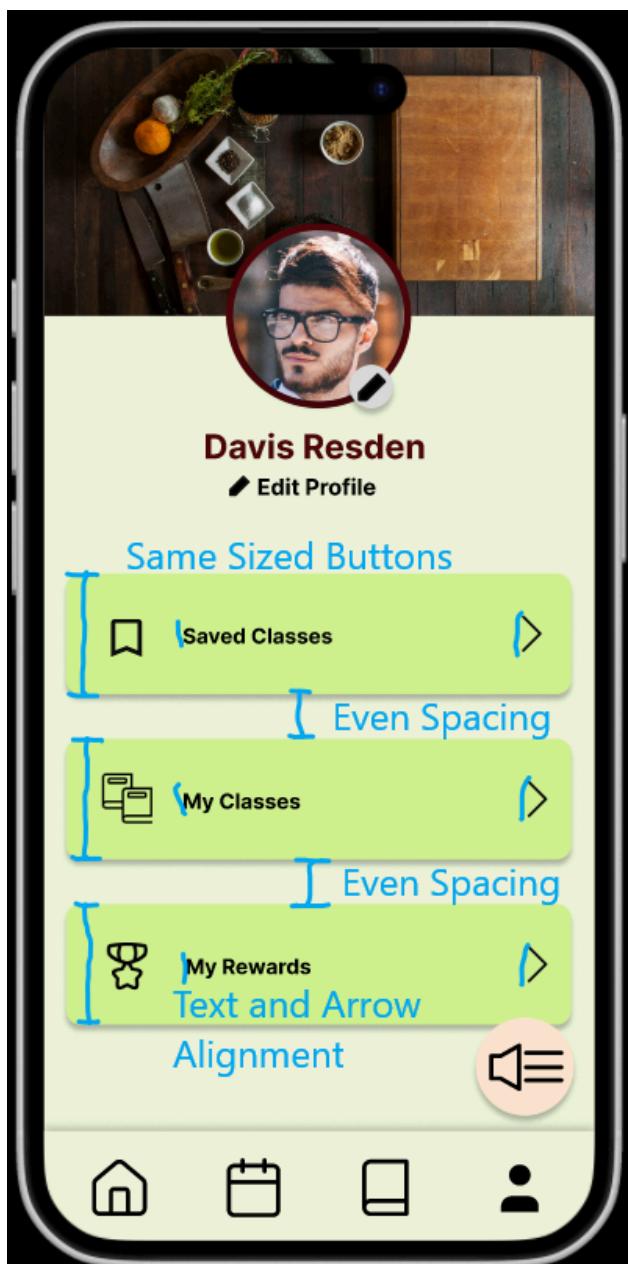
1.3. Recipe Search Page - Belinda



Belinda: Design Principle: Repetition

This screen uses repetition in both layout and visual styling to create a predictable and easy-to-scan interface. Each recipe card shares an identical structure: recipe title, icons for time and servings, and chef photo/name. This repeated format helps users quickly interpret information without re-learning the structure for each item. The repetition in icons and card formatting also reinforces visual cohesion, making the interface feel polished and well-organised.

1.4. Screen User Page Christian

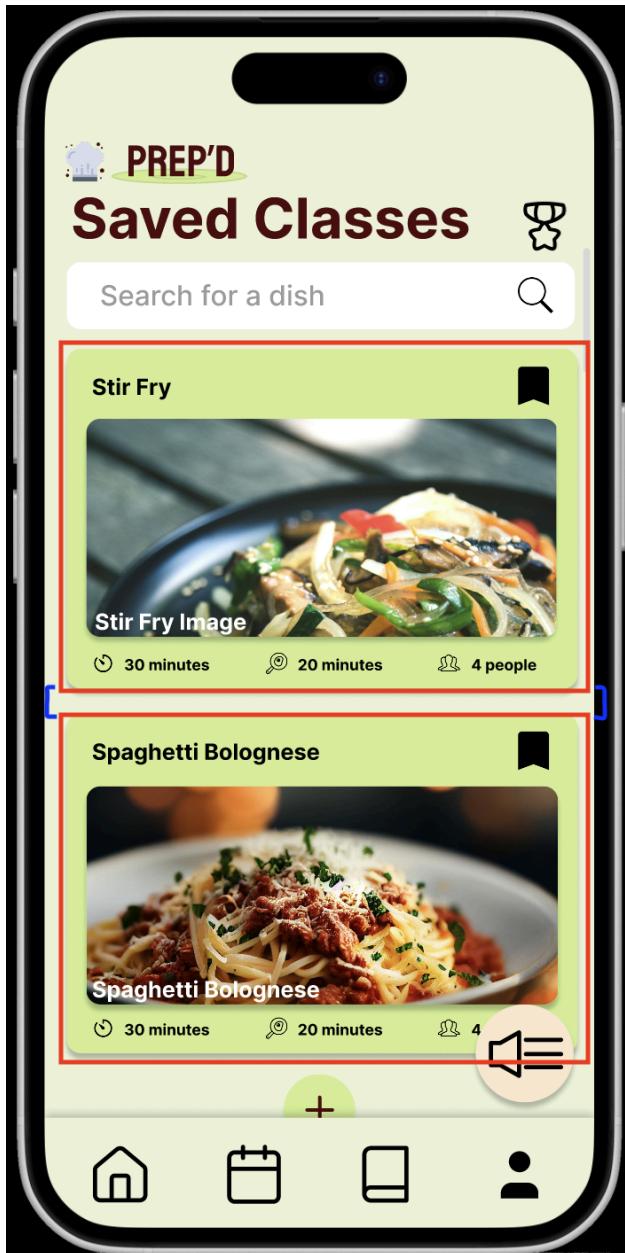


Christian: Shneiderman's Rule - Strive for Consistency

The use of Consistency was implemented as three call to action buttons that act as navigation to other pages. They have the same spacing, size, colour and provide the user with a sense of order and something that is predictable.

Furthermore the use of the Icons on the left allow a person to recognise the functionality visually without having to read the text. However in the case where a user has not understood the icon meaning there is a text to provide more information for clarification. This design choice helps the user feel more confident in using the interface.

1.5. Saved Classes Page - Super

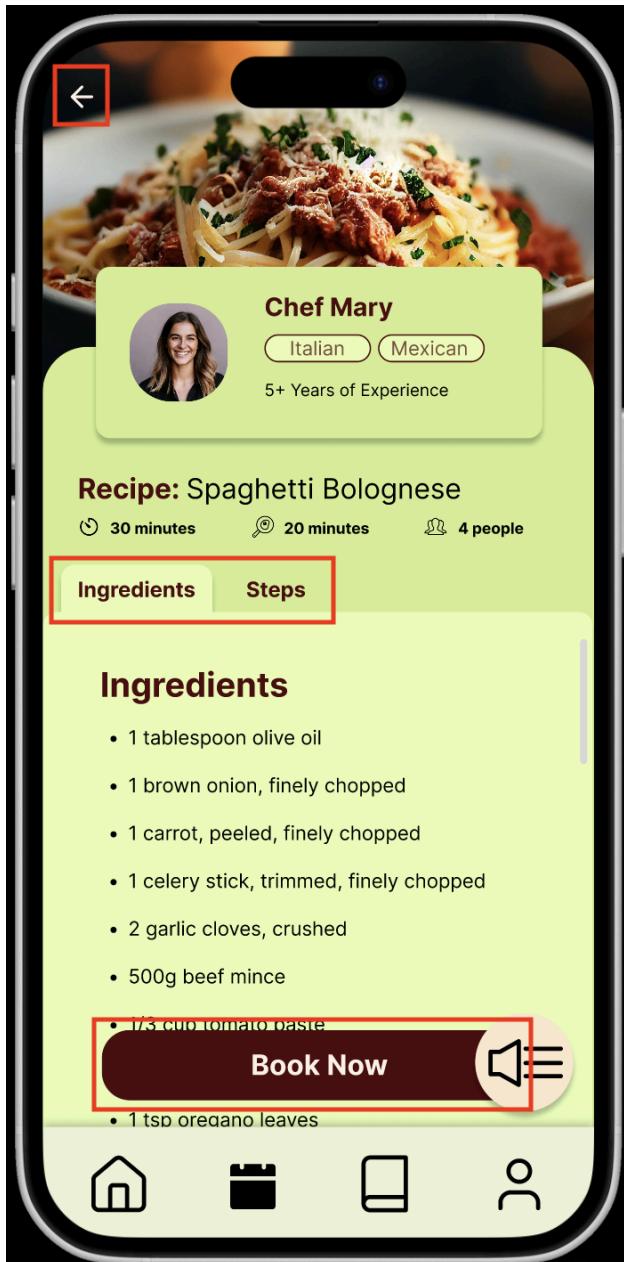


Gestalt Principle: Law of Proximity

For this “Saved Classes” screen for the Prep’d app, one design guideline implemented is Gestalt’s principle and the law of proximity.

The screen uses grouping and spacing to visually separate different elements, in this case, the class cards (Stir Fry and Spaghetti Bolognese). They are both boxed with consistent padding and spacing between them. This helps users intuitively recognise which elements belong together (image, title, duration, servings) and improves scanability, which makes the interface easier to navigate and understand at a glance.

1.6. Booking Info Page - Super



Navigation and Menu Design Guidelines: Clear entry points and orientation cues

For the Booking Info screen one design guideline implemented is providing clear entry points and orientation cues.

This screen gives the user clear entry points for interaction and navigation, such as the “Book Now” button and the tabbed interface (Ingredients and Steps). This makes it easy for users to know where to go next. The presence of the back arrow in the top-left also offers a strong orientation cue, helping users maintain a sense of where they are within the app’s structure and how to return to any previous content. This improves usability by minimising confusion and cognitive load during navigation.

1.7. Online cooking class page - Suhani

The wireframe shows a mobile-style interface for a live cooking class. At the top left is a back arrow icon. To the right of the arrow is the 'PREP'D' logo, which includes a small illustration of a person's head with a blue bow. Next to the logo is the title 'Live Class: Stir Fry' in large, bold, dark red font. To the right of the title is a trophy icon. Below the title is a video thumbnail showing a stir fry dish with a play button overlaid. The text 'Stir Fry Image' is at the bottom of the thumbnail. Underneath the thumbnail is a timer saying 'Class Starts in: 10 minutes'. To the right of the timer are two buttons: one with 'cc' and another with a bookmark icon. A red box highlights the video thumbnail and the 'cc' button. Below the video thumbnail is a section titled 'Ingredients' in bold dark red font. It contains a bulleted list of ingredients: 2 tablespoons vegetable oil, 1 ½ cups fresh broccoli florets, 2 carrots, thinly sliced, 1 green onion, chopped, 1 cup sliced mushrooms, 1 teaspoon minced garlic, 2 tablespoons soy sauce, and 2 tablespoons sesame seeds, toasted. To the right of the ingredient list is a speaker icon inside a circle. A red box highlights the speaker icon. At the bottom of the screen are four navigation icons: a house, a calendar, a book, and a person.

Best Practices for Interface Design: Jakob's Law

The online cooking class wireframe follows Jakob's Law by using familiar layouts and interface elements seen in other apps. The video thumbnail, class countdown and ingredient list mimic the structure of recipe and video platforms, making the screen intuitive to navigate. Common icons like play CC, bookmark, and speaker are easily recognisable, reducing the learning curve. The bottom navigation bar also uses standard icons (home, calendar, profile), supporting user expectations. By aligning with widely used design conventions, the interface feels similar and easy to use, improving the overall user experience through predictable interaction patterns.

1.8. Screen Rewards Page Christian



Christian: Visual Design Principle - Scale

This was implemented in the form of box sizes along with text sizes. The first card uses a hierarchy with big bold text “Available Points” along with the number of points that draws in the attention of the user to be the primary focus of the page along with the progress bar.

The available rewards cards are medium sized to represent secondary importance since users will want to spend their points indicating their relevance to the progress of the user. Leaving achievements as the smallest item that users would glance over but it's not the primary goal of this page.

1.9 WCAG Principles

The image shows two cards from a recipe application. The first card is for "Stir Fry" and the second for "Spaghetti Bolognese". Both cards feature a thumbnail image of the dish, the name, cooking time (30 minutes), preparation time (20 minutes), and serves 4 people. A blue circle highlights the "Alt Text" label next to the images on both cards.

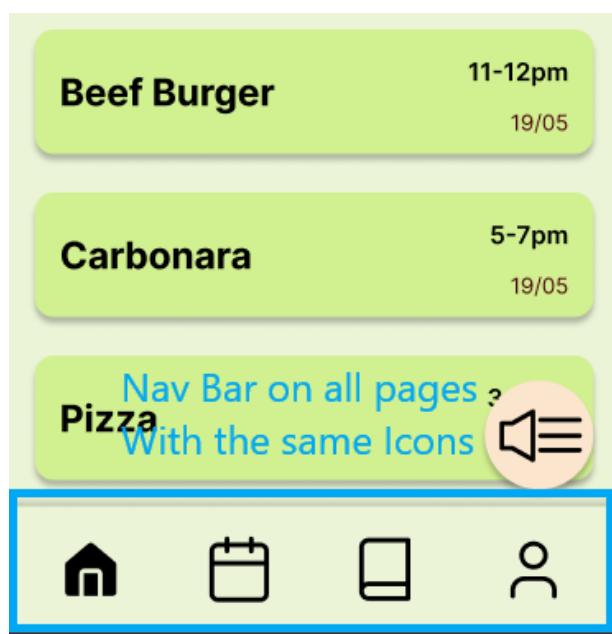
Principle 1. Perceivable Guideline 1.1 Text Alternatives Non-Text Content

To meet the requirements for text alternatives, the team has implemented alternative text for the images of the food dishes presented on both the saved classes and live class pages. Since these images are non-text content, users often rely on them to identify the type of dish. However, users who cannot view the images, whether due to technical issues or accessibility needs, may not know what dish is being presented without a textual description. Providing alternative text ensures that this information is accessible to all users, offering necessary context and improving the overall usability and inclusivity of the platform.

The image shows a vertical navigation menu with three items: "Saved Classes", "My Classes", and "My Rewards". Each item has an icon to its left and a right-pointing arrow. Below the menu, the text "Larger than 44px x 44px" is displayed next to a speaker icon, which is also highlighted with a blue box.

Principle 2. Operable Guideline 2.5 Input Modalities Target Size

To meet the requirements for Input Modalities, the team ensured that clickable elements, such as buttons, meet or exceed the recommended target size of 44px by 44px. Larger touch targets have been implemented for the main navigation on the user profile, as well as for the text-to-speech button in the bottom right corner. This design choice supports users with motor impairments or limited dexterity, such as those with arthritis, by reducing the need for precise targeting and providing a greater margin of error. Ensuring adequately sized targets improves overall accessibility and usability for all users.



Principle 3 Understandable Guideline 3.2 Predictable Consistent Navigation

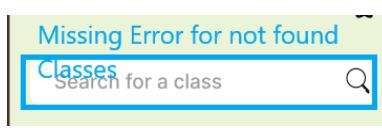
To meet the requirement guideline of being Predictable, the team had implemented consistent navigation by making sure the Navigation bar had stayed consistent in its position and size on the app. This was to assist unfamiliar users who have been on Prep'd for the first time, allowing them to build familiarity with Prep'd's interface, reducing the cognitive load. It was also designed to assist users who have a cognitive impairment, making sure they didn't have to relearn navigation, and making sure the layout is predictable. In all, this makes sure the navigation is stable and consistent for most users, providing familiarity.

2. Individual Heuristic Evaluation

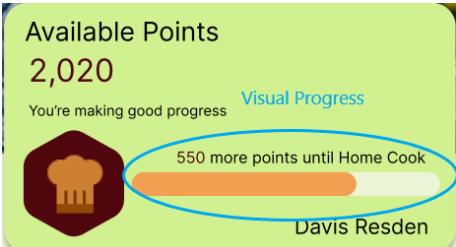
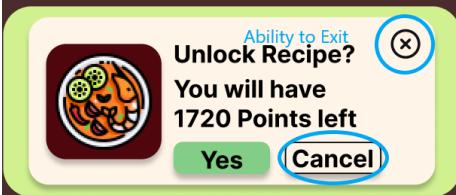
Christian's Heuristic Violation Evaluation

| Instance Of Violation | Heuristic Rule | Evidence | Severity Rating and Justification | Recommendation |
|---|----------------|---|---|---|
| While testing it was made apparent that the navbar does not have any text to specify what the icons are. This might be fine if you know what the icons mean but to a new user the semantic meaning might be missing making users have to relearn what it means. | #4 |  | <p>Frequency: 3 due to it being the nav bar which is on every page.</p> <p>Impact on Users: 2 At first it may present a challenge but over time they will understand.</p> <p>Persistence: 3 due to being everywhere the user goes</p> <p>Total: 3</p> | <p>To remedy this, the use of text under the icons to specify what each one does such as "Home", "Booking", "Cooking", "Profile" would benefit the user.</p> <p>This is since users expect the navbar to have similarities to other well known apps. This also helps with accessibility for users who need more context</p> |
| While testing the word "Exclusive" is a vague description with only the Available Rewards and the unlock icon indicates it. It doesn't suggest to the reader whether it can be unlocked with just points. Which might reduce the confidence in the users ability. | #2 |  | <p>Frequency: 2 Due to it only being on the rewards page.</p> <p>Impact on Users: 2 due to over time it will make sense to the user and they may not claim their rewards.</p> <p>Persistence: 2 due to the user will have to continue dealing with it whenever they are on the rewards page</p> <p>Total: 2</p> | <p>To remedy this adding the word "Unlock for" at the start of the points so the user clearly understands that the reward only requires 400 cooking points and not any other point.</p> <p>Doing this recommendation will decrease the cognitive load of the user since they do not have to interpret or guess what the Exclusive meaning is along with if it is just Cooking points that are required.</p> |

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| | | | | |
|---|------------|--|---|--|
| <p>While testing a violation was present in the search bar, it does not show a not found if it can't find a search result. This may make users believe that they are still waiting for results to load making it inefficient and confusing to users.</p> | <p>#9</p> |  <p>The screenshot shows a search interface with a green header bar. The text "Missing Error for not found" is displayed in blue at the top. Below it is a search bar with the placeholder "Search for a class". A magnifying glass icon is positioned to the right of the search bar.</p> | <p>Frequency: 3 It is going to be common since users usually will search for specific recipes and some of the more delicate recipes might not be created yet or available.</p> <p>Impact on Users: 3 Since users will not know if they have hit a roadblock. Only after a minute or two they would assume or get frustrated that they might believe the app was running slow, not that it hadn't found anything.</p> <p>Persistence: 3, the user has to overcome it every time they have an incorrect search.</p> <p>Total: 3</p> | <p>If the search does not yield any results it will present the user with "No recipes found" so they know that they haven't found anything so they can recover and search again.</p> <p>It would also match to consistency and having an idea how a system should act with reference to other mobile apps on the platform. They would expect having a no results page if nothing is found.</p> |
| <p>While testing, it was made apparent that there was no help information when you book a class, while it is simple to get to "book now" it leaves a lot of assumptions to the user. And not only that, there is no helpful info about canceling a booking or what happens if you miss a class.</p> | <p>#10</p> |  <p>The screenshot shows a bookings page with a green header bar. The text "All Classes Booked" is displayed in white. Below it is a section titled "No Help Button for Rescheduling or cancelling circumstances". It lists three classes: "Stir Fry" (5 seats), "Spaghetti Bolognese" (15 seats), and "Cucumber Salad" (10 seats). Each class entry includes a "Book" button and a small icon.</p> | <p>Frequency: 3 Due to it being on the bookings page that they will use continuously</p> <p>Impact on Users: 3 due to Users not having the information to cancel or reschedule which will make them confused.</p> <p>Persistence: 3 Due to the fact that users might have to reschedule or cancel one day and no matter when there is no information to assist them</p> <p>Total: 3</p> | <p>To remedy this, the use of a question icon can help users if they are stuck. It can provide instructions on how to cancel bookings, reschedule and do bookings to provide more confidence to the user and understanding.</p> |

Christian's Heuristic Compliance Evaluation

| Instance of Compliance | Heuristic Rule | Evidence | Design Justification |
|---|----------------|--|--|
| During testing, on the rewards page. There is a progress bar along with information indicating how many points to go before the user reaches the next level. | #1 |  <p>Available Points 2,020 You're making good progress Visual Progress 550 more points until Home Cook Davis Resden</p> | The current status is visible in the form of the amount of available points the user has along with a progress bar to visualise their progress to the next level. Another justification is the progress indicator providing the user understanding as to how many more points they need to reach the goal of "Home cook". |
| During testing, there is an example of compliance with unlocking a recipe with a way to cancel or close the recipe unlock in the instance the user doesn't want it or made a mistake. | #3 |  <p>Ability to Exit Unlock Recipe? (X) You will have 1720 Points left Yes Cancel</p> | This provides freedom to the user in the form of canceling the unlock with the "cancel" button or the close button making users not feel trapped by their mistakes allowing them to escape the unwanted scenario of an unlock. Having these extra options to back out make the user feel free and provide the control back to them. This is also reinforced with Shneiderman's rule of "Permit Easy Reversal of Actions" if the user had changed their mind or made a mistake making them feel less trapped by an accidental choice. |
| During testing an instance of compliance was on the booking info page where it displays information about the recipe. | #5 |  <p>Chef Mary Italian Mexican 5+ Years of Experience Clear Title And Booking Details Recipe: Spaghetti Bolognese ⌚ 30 minutes ⌚ 20 minutes 🍲 4 people</p> | While this is not like a search restriction or greying out submit buttons it prevents errors by presenting the user the time it takes to be in the class, the cook time it takes and how many people it feeds. This can prevent users from booking a class that does not suit their needs or the time they require. It helps as a form of a soft constraint since users would realise that this would not fit into their schedule so they don't fear missing out. And additionally Miller's law provides simple details to reduce the cognitive load with 4 bits of critical information that a user needs to know. |

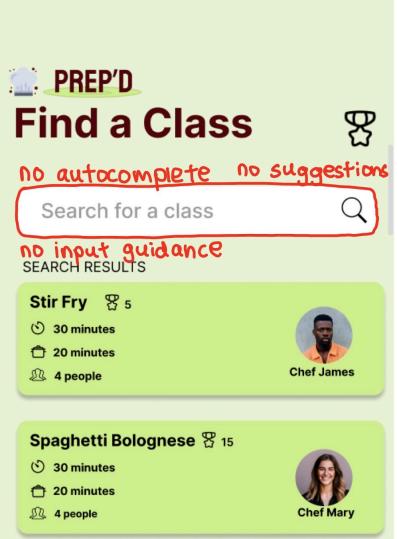
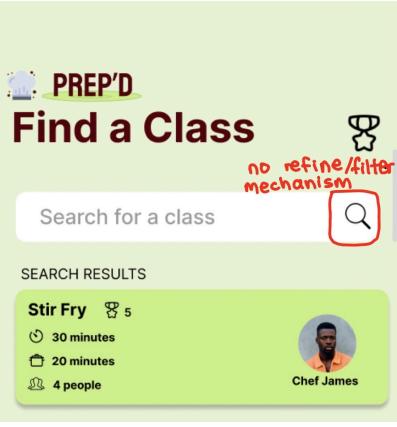
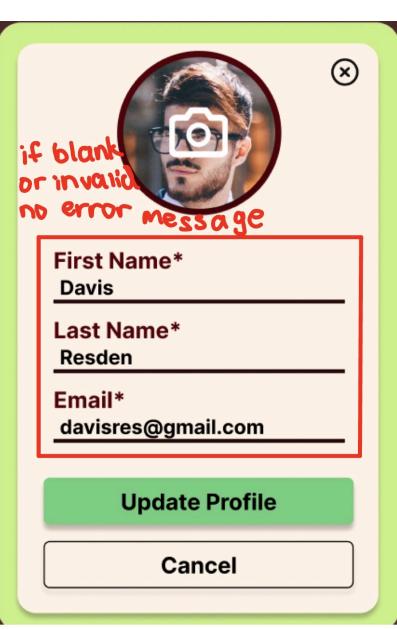
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| <p>During testing on the Recipe search page, A good example of Recognition rather than recall was the history menu so you can see your previous classes and recipes you have looked at.</p> | <p>#6</p> <table border="1"> <thead> <tr> <th>Recipe</th> <th>Cooking Time</th> <th>Servings</th> </tr> </thead> <tbody> <tr> <td>Stir Fry</td> <td>30 minutes</td> <td>4 people</td> </tr> <tr> <td>Sweet Corn Soup</td> <td>20 minutes</td> <td>4 people</td> </tr> </tbody> </table> | Recipe | Cooking Time | Servings | Stir Fry | 30 minutes | 4 people | Sweet Corn Soup | 20 minutes | 4 people | <p>This method helps users reduce the amount of remembering they have to do if they had visited a certain recipe or class they wanted to go to but didn't, they don't have to re-search it again. It reduces the effort required to find the recipe again and helps the user not make a mistake.</p> <p>This can also represent an advantage according to Fitts Law since a user does not have to scroll far to re-find a cooking class along with the larger surface area to click on which can also benefit less user error.</p> |
|---|---|--|--------------|----------|----------|------------|----------|-----------------|------------|----------|--|
| Recipe | Cooking Time | Servings | | | | | | | | | |
| Stir Fry | 30 minutes | 4 people | | | | | | | | | |
| Sweet Corn Soup | 20 minutes | 4 people | | | | | | | | | |
| <p>During testing on the Saved Recipes page there is a shortcut to add new recipes to the saved recipes page through the Plus Button.</p> | <p>#7</p> | <p>This supports an efficiency of use allowing them another way to add recipes without them having to leave the saved recipes page to go to the find a recipe class page saving them time for their user journey if they want to save a recipe they had seen before.</p> <p>This allows more experienced users to take advantage of a shortcut while newer users can still use the nav bar to find a recipe class on the recipe page.</p> | | | | | | | | | |
| <p>During testing while on the homepage we are presented with the classes that the user has on the 12 of May providing all the information that they need to know at the time.</p> | <p>#8</p> | <p>This follows the concept of the heuristic Aesthetic and Minimalist design where only the information that is needed for the user to know what the class is about, how long it is, what day it is and an estimate of how much longer before the class. This reduces the overload on the user on information that they can search for under the Online cooking class page.</p> <p>This is reinforced also through Miller's Law that people can only remember about 7 items so providing a minimal amount of information that they need to know about the class helps reduce the short term memory load on the user.</p> | | | | | | | | | |

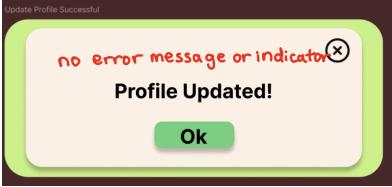
Belinda's Heuristic Violation Evaluation

| Instance Of Violation | Heuristic Rule | Evidence | Severity Rating and Justification | Recommendation |
|---|----------------|---|---|---|
| In the “Online Cooking Class page” screen, there’s no indication of the current status of the class for example “Live”, “Starting Soon”, “Ended”. Users are left guessing whether they’ve joined at the right time or if the class is in progress, causing uncertainty. | #1 |  | <u>Frequency:</u> 2 This applies only during live sessions. <u>Impact:</u> 3 Users may miss or enter a class late due to unclear timing. <u>Persistence:</u> 3 The same issue occurs in every live session context. Final Score: 3 | Display a live status label for example “Class is now live!” or “Starts in 5 minutes”, countdown timer, or participant indicator to inform users about session status. |
| On the "Booked classes/planner" screen, the calendar shows booked dates but does not provide immediate visibility of the class details. Users have to click on each date to view the class information, which forces them to recall rather than recognize what they've booked. This can be frustrating when planning multiple classes or trying to confirm upcoming bookings quickly. | #6 |  | <u>Frequency:</u> 3 The planner is likely used regularly. <u>Impact:</u> 3 It disrupts planning, causing mental strain to remember class details. <u>Persistence:</u> 3 The issue repeats every time the user wants to review bookings. Final Score: 3 | Add small visual indicators or summaries for example “Stir Fry - 6PM” on each calendar date with a booked class. Alternatively, include a list below the calendar summarising upcoming classes. |

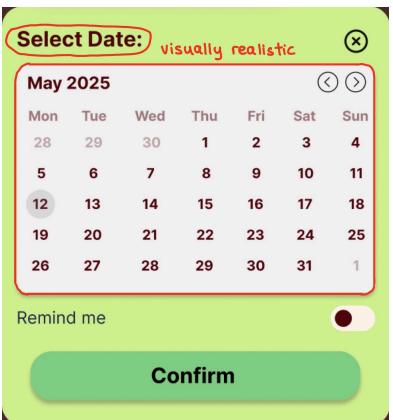
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| <p>On the “Recipe search” screen, users are required to enter the exact name or spelling of the class in the search bar. However, there’s no autocomplete, suggestions, or input guidance, which increases the likelihood of errors or confusion if the exact term is unknown.</p> | #5 |  | <p><u>Frequency:</u> 3 Recipe/class search is a core feature.</p> <p><u>Impact:</u> 2 It may not block functionality, but it leads to poor user experience.</p> <p><u>Persistence:</u> 2 Users face this issue each time they search.</p> <p>Final Score: 2</p> | <p>Introduce autocomplete and dynamic suggestions as the user types. Also, add a placeholder for example “Search for pasta...” to guide input.</p> |
| <p>On the "Recipe search" screen, there's no mechanism to refine or filter the search results by specific attributes like cuisine type, difficulty level, or duration. This forces users to manually scroll and scan through the results.</p> | # 7 |  | <p><u>Frequency:</u> 3 Core feature accessed frequently for class searches</p> <p><u>Impact:</u> 3 Users may waste significant time scanning irrelevant results</p> <p><u>Persistence:</u> 3 Users face this issue every time users search without filters</p> <p>Final Score: 3</p> | <p>Add a filter option to allow users to refine search results by attributes such as class type, duration, or chef. Additionally, include a sort function to organise results by relevance or rating.</p> |
| <p>On the "Profile Update" screen, if a user leaves required fields blank or enters invalid information, there is no error message or indicator to explain why the changes cannot be saved. This leaves users uncertain about how to resolve the issue.</p> | # 9 |  | <p><u>Frequency:</u> 2 Occurs when users attempt to update their profile with invalid or incomplete input</p> <p><u>Impact:</u> 3 Prevents users from successfully updating their profile, causing frustration</p> <p><u>Persistence:</u> 2 Will occur every time users make</p> | <p>Implement real-time validation and clear error messages next to invalid or incomplete fields, for example, displaying a red border and text stating, "This field is required" or "Invalid email format."</p> |

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| | | | | |
|--|--|---|--|--|
| | |  | <p>similar mistakes without feedback Final Score: 3</p> | |
|--|--|---|--|--|

Belinda's Heuristic Compliance Evaluation

| Instance of Compliance | Heuristic Rule | Evidence | Design Justification |
|---|----------------|--|--|
| On the "Booking Info" screen, the use of familiar terminology like "Select Date" and a visually realistic calendar mirrors real-world scheduling tools. | #2 |  | This adherence to real-world conventions helps users intuitively understand the booking process, reducing cognitive load and improving usability. |
| The "Cancel" button on the "Text to Speech Activation" confirmation pop-up allows users to undo their action easily before it is executed. | #3 |  | This ensures users have control and can recover from unintended actions, reinforcing their sense of freedom and confidence in the system. |
| When the user adds a class using the "Quick Add" feature, it shows a "Class Added" confirmation popup with a tick and confirmation text. | #4 |  | This design reinforces visual and functional consistency across multiple interactions involving confirmation. By maintaining a standard confirmation style, the interface allows users to easily recognize system feedback and associate it with success. It avoids confusion and reduces the learning curve, as the same confirmation style is used throughout the app for booking, saving, and adding. Users |

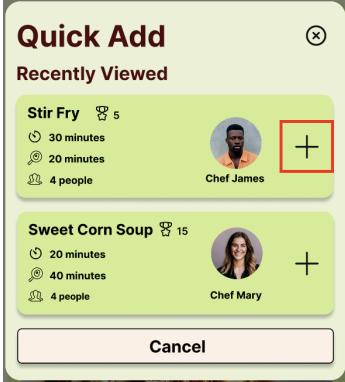
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| | | | |
|---|-----|--|---|
| | | | become confident in the system's feedback, improving overall trust and usability. |
| The "Rewards Page" displays only essential information, such as the points available, required points for unlocking, and progress, avoiding unnecessary visual clutter. | #8 | | The design maintains clarity and helps users stay focused by focusing on the most relevant data, reducing potential distractions. |
| In the "User Page" and "Update Profile" screens, users can update their profile information, including uploading a profile picture, with clear navigation back options. | #10 | | The update screen offers contextual guidance by labeling fields clearly and allowing the user to cancel actions before submitting them. Although it is not a full help manual, this just-in-time information helps the user to understand how to safely update their profile without needing external help. It reflects the principle that systems should offer minimal documentation where needed, keeping the interface self-explanatory. |

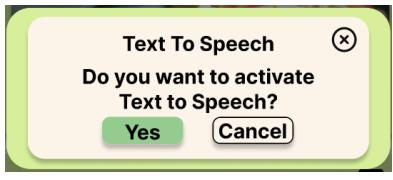
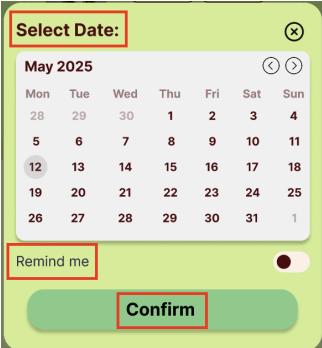
Super's Heuristic Violation Evaluation

| Instance of Violation | Heuristic Rule | Evidence | Severity Rating and Justification | Recommendation |
|--|----------------|---|--|---|
| On the “My Classes” screen, the calendar is intuitive to users familiar with calendar apps. But for new or unfamiliar users, its functionality might not be clear, and there isn’t a help or guidance feature to help them understand. | #10 |  | <u>Frequency:</u> 1 The calendar interface is normally very intuitive. <u>Impact:</u> 2 Users unfamiliar won't be able to use the calendar. <u>Persistence:</u> 1 After a user knows how it works, it won't be a problem Final Score: 1 | Add a help button feature for users who are unfamiliar with calendar interfaces. This will provide guidance and help them understand how to use it. |
| On the “Rewards” page, under “Recent Achievements”, the user is able to tap on all of the buttons (Blue box). However, in the section underneath, the buttons with a similar visual style aren't tappable (Red boxes). Instead, users must tap on the lock icons (Purple boxes). This inconsistency can cause confusion as users may assume the entire button is functional based on the previous section. | #4 |  | <u>Frequency:</u> 1 This style of button only exists on the rewards page <u>Impact:</u> 2 Over time, the user will understand that they're not the same. <u>Persistence:</u> 3 After learning it's not tappable, users might forget and try again later, since similar buttons above work. Final Score: 2 | Change it so that the entire card is the button instead of just the lock icon. This ensures that all elements that look like buttons are tappable, improving consistency and reducing user confusion. |
| Each main screen has a medal icon. Clicking this icon brings the user straight to the rewards page instead of first going to their profile and then clicking “My Rewards”. This shortcut could go unnoticed by novice users, as the medal icon doesn't look like a button. | #7 |  | <u>Frequency:</u> 3 Many users might not notice that its actually a button <u>Impact:</u> 1 Not that big of a deal, as the user can still access the rewards page <u>Persistence:</u> 0 Once known, it's no longer an issue Final Score: 1 | Change the medal icon so that it actually looks like a button and can be interacted with. This will make it so that both novice and expert users know that it's a button and will take them straight to the rewards page. |

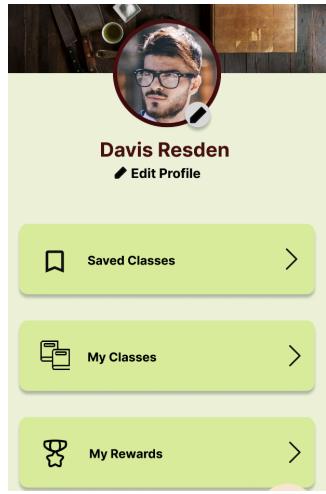
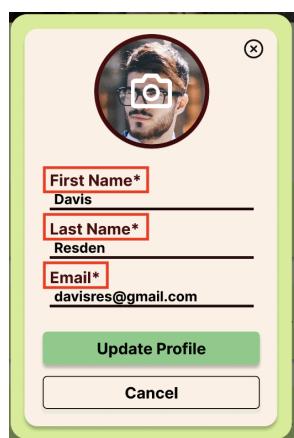
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| In the 'Quick Add' pop-up on the 'Saved Classes' screen, if a user tries to add a class they have already saved, the app still allows the action with no error or feedback, which results in no visible change in the 'Saved Classes' screen. This would confuse users as they don't know why it isn't showing up. | #9 |  | <u>Frequency:</u> 3 Users might think it's a different class, but the same recipe name | Make it so that the user gets feedback when trying to add a class to their saved classes. For example, if the user clicked on the add button for a class they already have in their saved classes, a pop-up would appear stating that they already have this class saved. |
| | | | <u>Impact:</u> 3 Users might be confused as to why the class isn't showing up. <u>Persistence:</u> 3 The user isn't getting any feedback, so they think it worked. Final Score: 3 | |

Super's Heuristic Compliance Evaluation

| Instance of Compliance | Heuristic Rule | Evidence | Design Justification |
|--|----------------|--|--|
| After a user makes a booking, a pop-up will appear on their screen saying "Class successfully booked", informing the user that they have successfully booked the class. | #1 |  | Confirmation messages ("Class successfully booked!") give users immediate feedback that their actions were successful. This helps users understand what is going on at all times, reducing any confusion. |
| When navigating through the app, if a user accidentally taps the text-to-speech button, a pop-up appears that gives the user a chance to cancel their action before it goes through. | #3 |  | This design allows users to easily recover from mistakes and not feel trapped by unintended actions. This makes it so users feel in control of their actions and have freedom while using the app. |
| When a user is trying to book a class, they are presented with familiar words and terms like "Select Date", "Remind me", "Confirm" and a readable calendar UI that matches that of real-world appointment booking. | #2 |  | These familiar terms and concepts help users relate to the real world and make the booking process more intuitive. This helps users understand what they are doing without being confused by unfamiliar terminology. |

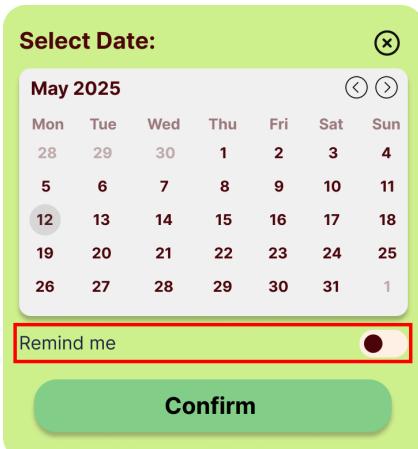
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| <p>On the user's profile screen, they are presented with their profile picture, name, an edit feature and three simple cards that they can tap on to navigate to their specified screen.</p> | <p>#8</p> |  | <p>The profile screen displays only essential information. There are no unnecessary elements or visual clutter, which allows users to focus on the most relevant actions without distraction. This clean and minimalist layout enhances usability and makes the interface feel more intuitive and efficient.</p> |
| <p>When a user is unlocking a recipe through the rewards page, although a pop-up appears on their screen, the user is still able to see their available points and how many points it takes to unlock the recipe.</p> | <p>#6</p> |  | <p>This design means the user doesn't need to remember how many points they have or how many points it takes to unlock the recipe. Overall, minimising the user's memory load avoids making the user need to remember this information.</p> |
| <p>When a user wants to edit their profile, each of the labels for the input fields where they can change details all have an asterisk (*), which indicates to the user that it's a field that must be filled in.</p> | <p>#5</p> |  | <p>Using the asterisks in labels for each input field indicates to the user that each of the fields must be filled in before the form can be submitted. This helps to reduce the chance of any problems the user might face when trying to update their profile.</p> |

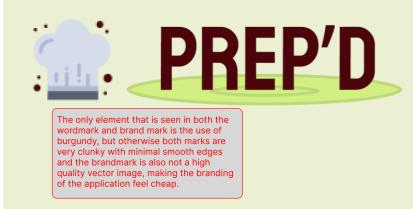
Suhani's Heuristic Violation Evaluation

| Instance of Violation | Heuristic Rule | Evidence | Severity Rating and Justification | Recommendation |
|--|----------------|--|--|---|
| The icon representing cooking duration is inconsistent across two different pages, creating confusion and making it unclear to users what the icon signifies.. | #4 |  <p>Recipe: Spaghetti Bolognese</p> <p>⌚ 30 minutes 🍲 20 minutes 🧑 4 people</p> <p>⌚ 30 minutes</p> <p>🍲 20 minutes</p> <p>🧑 4 people</p> | <p><u>Frequency:</u> 3 → The inconsistency appears across multiple pages, increasing the likelihood that users will repeatedly encounter the issue during normal navigation.</p> <p><u>Impact:</u> 3 → Inconsistent iconography creates confusion about the meaning of the time indicator, which can disrupt users' understanding of critical information and delay task completion.</p> <p><u>Persistence:</u> 3 → The issue persists throughout the user experience; users must continually infer the icon's meaning without clear guidance, leading to inconsistent interpretations across different users.</p> <p><u>Justification:</u> Given the high frequency of the issue across pages, the impact on users' ability to correctly interpret key information,</p> | <p>Standardise the cooking duration icon across all wireframes to ensure consistency. This aligns with Nielsen's Consistency and Standards heuristic, which states that users should not have to wonder whether different words, situations, or actions mean the same thing. Consistent iconography reduces cognitive load, enhances predictability, and improves learnability, supporting a smoother and more intuitive user experience.</p> |

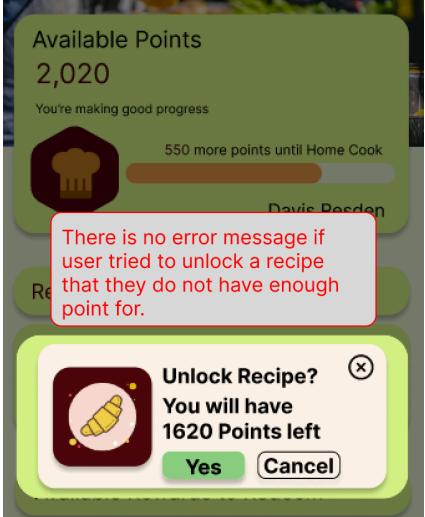
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| | | | <p>and the persistent nature of the confusion without a built-in resolution, this issue is rated 3 – Major usability problem according to Nielsen's severity rating scale.</p> | |
| <p>After selecting the option to set a class reminder, users are not shown a confirmation message, leading to uncertainty and forcing them to rely on memory to track their bookings.</p> | #6 |  | <p><u>Frequency:</u> 3 → Users regularly encounter the absence of reminder confirmations after booking classes. Without a reminder, they are forced to manually track class timings in personal calendars or frequently revisit the app's homepage.</p> <p><u>Impact:</u> 3 → Since the primary goal of the application is to attend booked classes, the lack of a notification system risks users missing or forgetting classes entirely, undermining the core purpose of the app.</p> <p><u>Persistence:</u> 3 → The absence of reminder notifications is a persistent issue across the user journey, likely causing ongoing frustration. Over time, this can lead to reduced user</p> | <p>Introduce a confirmation message after users enable the class reminder toggle, informing them that they will receive a notification as the class date approaches. This aligns with Nielsen's Visibility of System Status heuristic, ensuring that users receive immediate feedback confirming their action.</p> <p>Implementing a reminder system reduces users' memory load, enhances trust in the app, and improves overall satisfaction and task completion rates.</p> |

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| | | | <p>satisfaction and a decline in overall engagement with the platform.</p> <p><u>Justification::</u> Given the frequency of the issue across user journeys, its high impact on the app's core purpose (attending classes), and the persistent absence of a reminder mechanism, this issue is rated a 3 – Major usability problem according to Nielsen's severity rating scale.</p> | |
| Placing the wordmark and brandmark side by side creates a cluttered appearance and undermines a minimalistic aesthetic, as the two elements lack visual harmony and do not share cohesive design characteristics. | #8 |  <p>The only element that is seen in both the wordmark and brand mark is the use of burgundy, but otherwise both marks are very chunky with minimal smooth edges and the brandmark is also not a high quality vector image, making the branding of the application feel cheap.</p> | <p><u>Frequency:</u> 3 → The lack of visual cohesion between the wordmark and brandmark appears consistently on every page where both elements are present.</p> <p><u>Impact:</u> 1 → This is primarily a cosmetic issue; it does not impair functionality or usability. The wordmark and brandmark still communicate the application's identity effectively, but the inconsistency detracts from the overall aesthetic appeal.</p> <p><u>Persistence:</u></p> | <p>Refine the wordmark and brandmark to work harmoniously as a visual pair by aligning their colours, line weights, textures, and proportions. Focus on incorporating only essential elements needed to communicate the application's identity, reinforcing a minimalistic aesthetic. This aligns with Nielsen's Aesthetic and Minimalist Design heuristic, ensuring that the interface maintains visual clarity and professionalism, which enhances user trust and brand perception.</p> |

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| | | | <p>1 → Although the inconsistency persists on pages where both elements appear, it does not significantly affect the user's ability to interact with the application or complete tasks, and users are unlikely to be motivated to seek a resolution.</p> <p><u>Justification:</u> Considering the high frequency but low impact and low persistence of this issue, it is rated as 1 – Cosmetic problem only, according to Nielsen's severity rating scale.</p> | |
| There is no error message when users lack sufficient points to unlock a recipe, which may cause confusion and repeated unsuccessful attempts to access features, ultimately leading to frustration. | #9 |  <p>The screenshot shows a rewards page with the following details:</p> <ul style="list-style-type: none"> Available Points: 2,020 You're making good progress 550 more points until Home Cook Davis Person There is no error message if user tried to unlock a recipe that they do not have enough point for. <p>A modal dialog is displayed, asking "Unlock Recipe? You will have 1620 Points left" with "Yes" and "Cancel" buttons.</p> | <p><u>Frequency:</u> 2 → The issue occurs only when users attempt to unlock a feature they have not yet earned enough points for. Since not all users will frequently engage with the rewards page or attempt unlocks, the occurrence is relatively moderate.</p> <p><u>Impact:</u> 2 → Although not catastrophic, the absence of an error message can leave users confused about why they cannot access certain features, leading to a disrupted user experience.</p> | Implement a clear, minimal error message when a user attempts to unlock a feature without sufficient points. The message should briefly explain the issue and guide users on how to accumulate more points if applicable. This aligns with Nielsen's heuristic for Help Users Recognise, Diagnose, and Recover from Errors, ensuring users are informed of system states and can take corrective action easily. Providing clear feedback reduces user frustration and improves user satisfaction. |

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| | | | <p>experience and reduced satisfaction.</p> <p><u>Persistence:</u> 2 → The lack of feedback persists every time the user attempts to unlock features without sufficient points, requiring them to infer the reason for the failure without system guidance.</p> <p><u>Justification:</u> Considering the moderate frequency, moderate impact on user understanding, and the persistence of the issue during unlock attempts, this is rated as a 2 – Minor usability problem based on Nielsen's severity rating scale.</p> | improves overall system transparency. |
| The absence of a user guide or onboarding instructions when first opening the app increases the time users need to understand its functionality, leading to a slower and more frustrating learning experience. | #10 | | <p><u>Frequency:</u> 2 → The absence of onboarding guidance primarily affects first-time users immediately after installing the app. Once users become familiar with the interface, the need for this support diminishes significantly.</p> <p><u>Impact:</u> 2 → Without onboarding, new users may require additional time to learn how to navigate the app, potentially leading</p> | Implement a brief onboarding experience, such as a step-by-step pop-up guide, to introduce users to the app's core functionality. This could include guiding users through making their first booking or explaining the primary navigation structure. Providing initial instructions aligns with Nielsen's Help and Documentation heuristic, supporting users by offering clear |

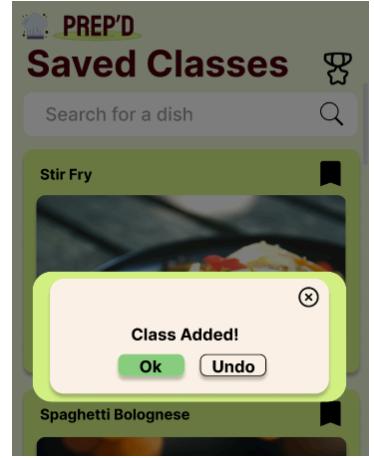
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| | | | <p>to initial confusion. However, the system's functionality is still learnable, as it follows common booking system patterns.</p> <p><u>Persistence:</u> 1 → This issue mainly affects first-time users. After initial use, most users will naturally adapt to the app's structure and flow, reducing the long-term impact.</p> <p><u>Justification:</u> Given the moderate frequency and moderate impact for first-time users, but low persistence as users gain familiarity, this issue is rated 2 – Minor usability problem according to Nielsen's severity rating scale.</p> | guidance when needed and reducing the initial learning curve. |
|--|--|--|---|---|

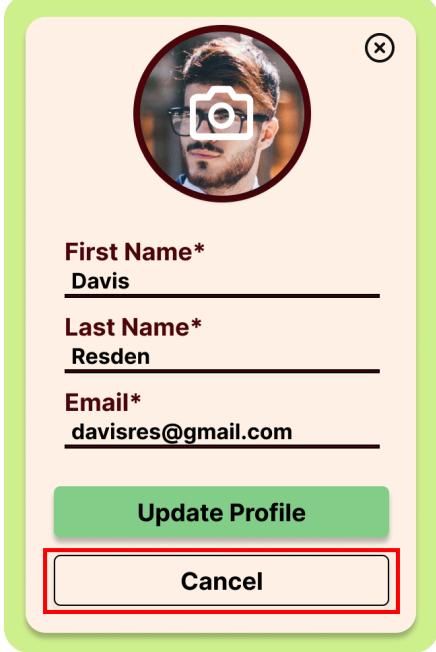
Suhani's Heuristic Compliance Evaluation

| Instance of Compliance | Heuristic Rule | Evidence | Design Justification |
|---|----------------|--|--|
| After selecting a class from the recently viewed options, the application displays a pop-up message confirming that the class has been added to the user's schedule. Users can then continue navigating the app | #1 |  | This design demonstrates Visibility of System Status by providing immediate and meaningful feedback, confirming that the user's action of adding a class to their schedule was successful. |

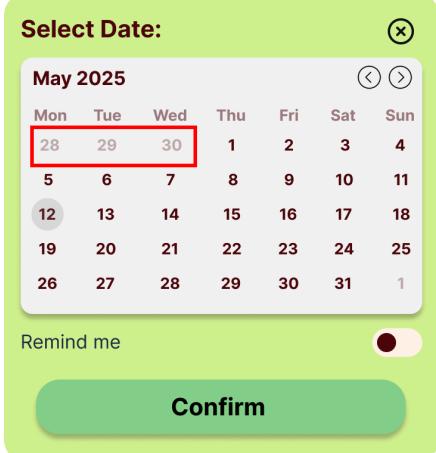
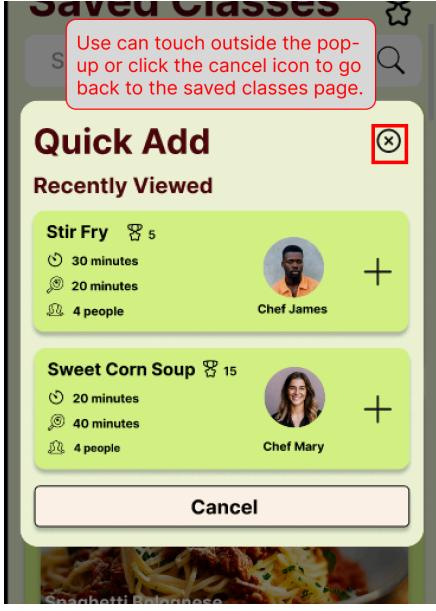
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| by pressing the “OK” button. | |  | <p>was successful. The pop-up appears promptly after selection, ensuring users are kept informed about the system's state without ambiguity. Additionally, the design leverages the Von Restorff Effect by visually isolating the pop-up from the rest of the interface, with the darkened background increasing contrast and drawing immediate attention to the message. The prominent placement of the “OK” and “Undo” buttons supports recognition over recall, enabling quick and intuitive decision-making while reducing cognitive load.</p> |
| <p>When selecting a class to join, users can click on the class details to navigate to a dedicated page displaying the chef's name and the dish they will be teaching. This page also provides the class time, a list of required ingredients, and step-by-step instructions. By offering this information upfront, users can prepare in advance and ensure they have all necessary items ready before the class begins.</p> | #2 |  | <p>The system follows the Match Between System and the Real World heuristic by replicating the familiar structure of a physical recipe card, commonly seen in cookbooks. The page presents a clear title, a list of required ingredients, and a separate section outlining step-by-step instructions, closely mimicking real-world expectations. Additional details such as total preparation time, cooking time, and serving size further align the digital experience with user mental models of how recipes are typically presented.</p> <p>This design also applies to Jakob's Law, organising the “Ingredients” and “Steps” into distinct tabs, similar to a filing cabinet or</p> |

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| | | | <p>folder structure. This familiar organisation helps users quickly locate information, minimises cognitive load, and prevents overwhelming them with large blocks of text on a single page. By leveraging familiar real-world conventions and organising information effectively, the design improves usability, supports intuitive navigation, and enhances overall user experience.</p> |
| The system allows users to exit the Update Profile pop-up either by clicking the cancel button or by clicking anywhere outside the pop-up window. | #3 |  | <p>The system applies the User Control and Freedom heuristic by allowing users to exit the Update Profile pop-up in two intuitive ways: either by clicking the "Cancel" button or by tapping outside the pop-up window. This dual exit strategy supports error prevention by giving users an immediate way to reverse or cancel unintended actions without penalty. Additionally, the visual design reinforces this control through the use of a light tan colour for the "Cancel" button, a calm and non-threatening choice that signals safety and reduces anxiety. By combining intuitive interaction patterns with thoughtful visual cues, the design empowers users to feel confident in navigating and controlling their experience without fear of making irreversible mistakes..</p> |

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| <p>When the calendar pop-up appears for users to select a date for a cooking class, unavailable dates are displayed with reduced opacity, visually indicating that they cannot be selected.</p> | #5 |  | <p>Displaying certain dates with low opacity helps users quickly understand that these dates are unavailable for selection. This approach leverages Visual Design Elements, specifically the use of colour and opacity, where greyed-out or desaturated components conventionally signal inactivity or unavailability. By applying these visual cues, the design aligns with established user expectations, reducing cognitive effort and minimising the risk of error. The consistent use of lower opacity provides a clear, non-intrusive way to guide user interactions, improving usability by making the system's state immediately apparent.</p> |
| <p>When a pop-up appears, users can dismiss it by simply tapping outside the overlay, returning to the original page without needing to press a cancel icon.</p> | #7 |  | <p>Allowing users to dismiss the pop-up by tapping outside the overlay supports User Control and Freedom, enabling quick and intuitive navigation without requiring explicit cancellation. This shortcut accelerates interaction for experienced users and contributes to a smoother, more efficient user experience. Additionally, the design leverages Jakob's Law by aligning with common patterns found in other applications and websites. By matching user expectations and supporting intuitive behaviour, the system reduces cognitive load and fosters a sense of ease and familiarity.</p> |

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| | | during navigation. |
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Appendix

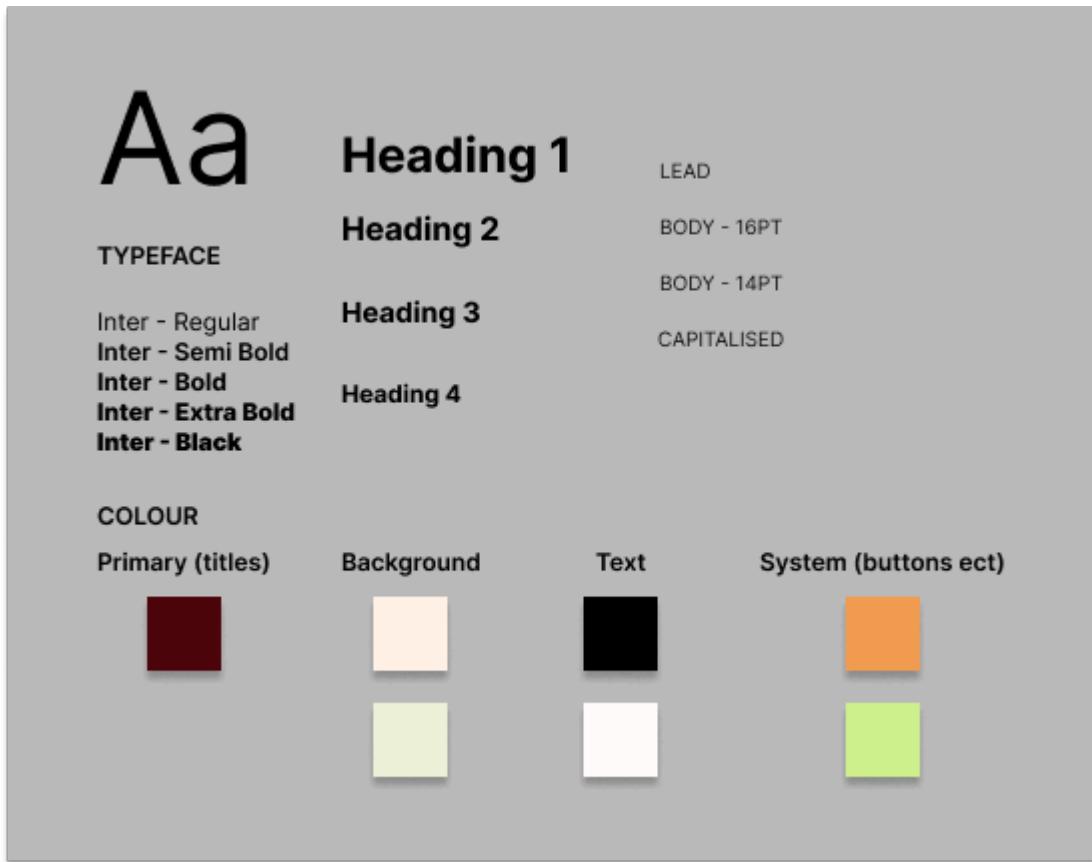


Figure 1: Style Guide

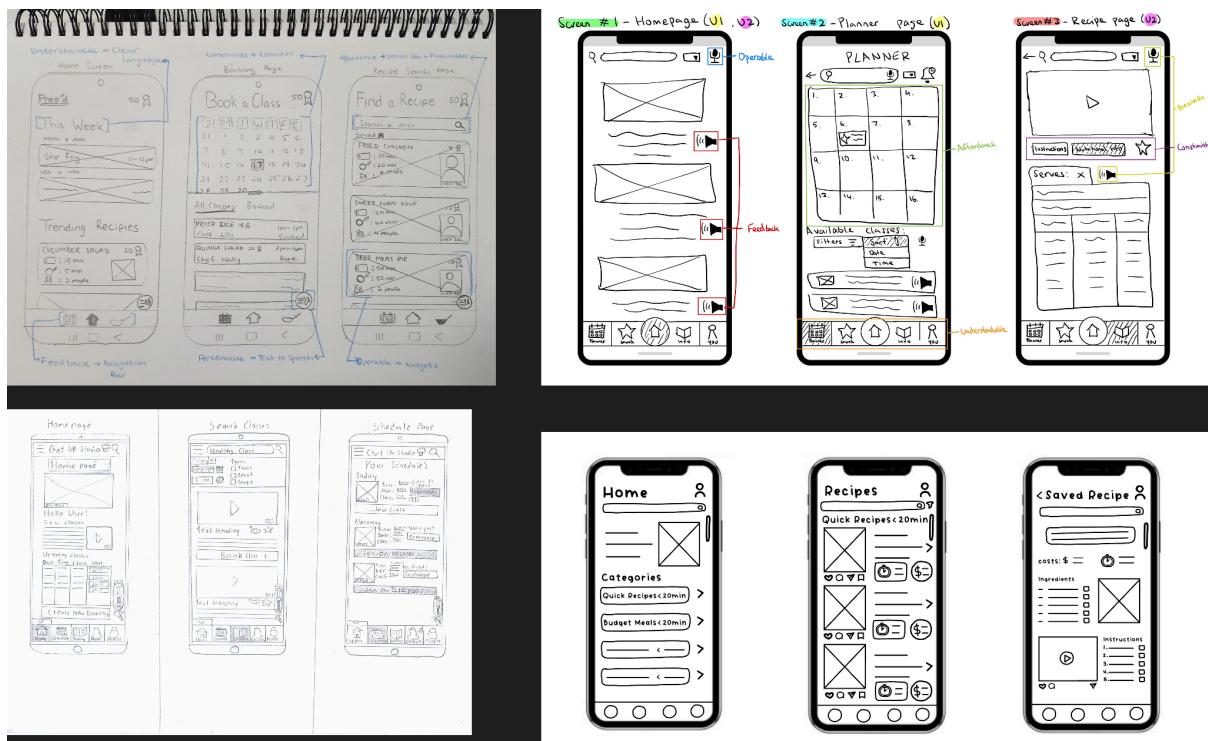


Figure 2: Lo-Fi wireframes from Assessment 2 (Individual task)

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