

# Heuristic Evaluation

## Evaluator

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Group: HCI 4774

Project: Your Just Work

## Project Description

The assessed project is a desktop application designed for users to apply for temporary job positions and receive evaluations based on their job experiences.

## Evaluation Execution

The heuristic evaluation was carried out in person during a designated laboratory session on November 29th. To guide the assessment, I frequently referred to Nielsen's Usability Heuristics. Initially, a presenter from another group provided an overview of the app's goals, its intended problem-solving solutions, and outlined three specific tasks for simulation. Subsequently, I engaged in the evaluation process by simulating interactions with various buttons within the app, with guidance from the other group.

## List of Violations

1. H3 User control and freedom  
Where: Entire Application.  
What: Lack of back button.  
Why: While the user could use the phone's back button it can create confusion not having a clear way to go back to the previous page.  
Severity: 3
2. H6 Recognition rather than recall  
Where: Homepage and Job pages.  
What: Lack of page title.  
Why: Without a page title, users may feel disoriented and have difficulty understanding the context of the current page.  
Severity: 3
3. H3 User control and freedom  
Where: Homepage/Your Just Work page.

What: Details button too small.

Why: Given that it's a mobile app it's uncommon to have a button that small which could lead users to get frustrated when trying to press it, given that it's the only option inside the window, the entire window could be selected .

Severity: 1

4. H6 Recognition rather than recall

Where: Your Just Work page.

What: The notifications section isn't fixed.

Why: The notifications section appears on the Your Just Work page only when the user receives a notification but it could lead to confusion due to the fact that it was previously hidden and the user may not know where to go looking for the notifications .

Severity: 3

5. H8 Aesthetic and minimalist design

Where: Book an interview page.

What: Time slot section.

Why: Having the time slots appear categorized as morning and afternoon slots is redundant and not minimalist.

Severity: 1

6. H4 Consistency and standards

Where: Book an interview page.

What: Help section.

Why: There is a spelling mistake, "Founded" instead of "found".

Severity: 2

7. H10 Help and documentation/H1 Visibility of system status

Where: Your Just Work page.

What: Jobs statuses.

Why: It's tricky to understand all of the statuses (and filters) without a legend or some sort of explanation, for example it's ambiguous what the difference between "In progress" and "current" is.

Severity: 2

8. H7 Flexibility and efficiency of use

Where: Your Just Work page.

What: Lack of a "delete" and "sort" button.

Why: The interface can become cluttered with old jobs that were completed or rejected applications, there is no way to delete these elements, also there is no way to sort by most/least recent or by alphabetical order.

Severity: 2

9. H4 Consistency and standard

Where: Popup after booking/deleting an interview.

What: X button brings the user to the homepage.

Why: After booking/deleting an interview a popup will appear, closing it returns the user to the homepage which may cause confusion and is not consistent with other popups that instead bring the user back to the Your Just Work page.

Severity: 3

10. H3 User control and freedom

Where: Your Just Work page.

What: Impossible to cancel or reschedule an interview after booking it.

Why: If a user has booked an interview he's locked from expressing his disinterest or rescheduling it and must contact the support.

Severity: 4

11. H5 Error prevention

Where: Page after doing the interview.

What: Lack of error prevention.

Why: If the call ends unexpectedly, via user error or for other causes, the user has no way of getting back to the call or calling the interviewer again and the application status changes to "waiting for result".

Severity: 4

12. H1 Visibility of system status

Where: Your Just Work page

What: Lack of "waiting for result" filter .

Why: The filters don't include the "waiting for result" which may cause frustration when searching these types of applications.

Severity: 2

13. H3 User control and freedom

Where: Feedbacks page.

What: Can't view the feedback from the app.

Why: Users may want to preview the feedback from the app instead of downloading the pdf, also if the user has no space on the phone it could lead to some errors.

Severity: 2

14. H10 Help and documentation/ H4 Consistency and standard

Where: Done job page.

What: Lack of help option.

Why: There is no option to ask for help on this page, which is made more evident by the fact that in all of the other job pages there was.

Severity: 1

15. H5 Error prevention

Where: Support Page.

What: Lack of error prompt if the user doesn't input anything.

Why: The prototype doesn't take into account that the user could press the send button without inserting anything in the text box.

Severity: 3

## Summary and Recommendations

Heuristic	# violations
H1: Visibility of system status	2
H2: Match between system and the real world	0
H3: User control and freedom	4
H4: Consistency and standards	3
H5: Error prevention	2
H6: Recognition rather than recall	2
H7: Flexibility and efficiency of use	1
H8: Aesthetic and minimalist design	1
H9: Help users recognize, diagnose, and recover from errors	0
H10: Help and documentation	2
HN: Non-heuristic issue	0

Overall the structure of the application is well made ,the idea behind it is great, and all three of the tasks were executable.

Upon reviewing the usability concerns identified within the application, it is evident that there are several opportunities to enhance the user experience. The lack of a clear back button, small interactive elements, and inconsistencies in design elements contribute to potential user confusion and frustration. Addressing these issues would significantly improve the overall usability of the application. There is the need to address the canceling/rescheduling of a booked interview and accounting for the possibility of errors when having the interview which can be major usability concerns. Additionally, attention to detail, such as correcting spelling errors and providing an informative legend for the filters, can contribute to a more polished user interface.