Heuristic Evaluation

Evaluation of Mobile prototype of User-Centered group / UrbanHub project

Part I: Your Name

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Part II: Project Description

AI based Trip planning app by considering budget, preferred dates and the number of the people.

Part III: Evaluation Execution

In a focused meeting with a group member, I conducted an in-person evaluation of their mobile app's prototype. Utilizing paper prototypes for the desktop version, we engaged in a detailed review. The session provided clarity on specific functionalities and tasks of the app. This collaborative effort enhanced the comprehensiveness of the evaluation, aligning with my expectations for usability assessment.

Part IV: List of Violations

Report the heuristics' violations you identified. Each of them must be numbered sequentially, formatted as follow:

[Issue #]. [Heuristic #] [Heuristic Title]
Where: [Where the issue occurred – task, step, page]
What: [Description of the problem]
Why: [Reason why it violates the heuristic]
Severity: [0-4, according to Nielsen's severity rating]

1. Issue #1. [Heuristic #3] User Control and Freedom
   Where: Sub-plan section
   What: Sub-plans are currently not editable.
   Why: Limits user control and ability to modify or correct plans.
   Severity: 3 (Major usability problem)
2. Issue #2. [Heuristic #2] Match Between System and the Real World
   Where: Main interface
   What: Lack of a menu bar on the page.

Why: Inconsistent with standard interface conventions, potentially confusing users.
Severity: 3 (Major usability problem)
3. Issue #3. [Heuristic #2] Match Between System and the Real World
   Where: General navigation
   What: No home button designed.
   Why: Defies common navigation conventions, hindering user orientation.
   Severity: 3 (Major usability problem)
4. Issue #4. [Heuristic #1] Visibility of System Status
   Where: Error handling
   What: No pop-up designed for errors.
   Why: Fails to provide immediate feedback on errors, leaving users uncertain.
   Severity: 4 (Usability catastrophe)
5. Issue #5. [Heuristic #5] Error Prevention
   Where: Plan creation
   What: No offers for tickets to tourist places or eateries.
   Why: Misses an opportunity to prevent user disappointment and enhance experience.
   Severity: 2 (Minor usability problem)
6. Issue #6. [Heuristic #3] User Control and Freedom
   Where: Plan management
   What: No delete button to completely remove a plan.
   Why: Limits user control over managing their plans.
   Severity: 3 (Major usability problem)
7. Issue #7. [Heuristic #1] Visibility of System Status
   Where: Saving process
   What: No pop-up message to confirm saving.
   Why: Lacks clear feedback on action completion, leading to uncertainty.
   Severity: 2 (Minor usability problem)
8. Issue #8. [Heuristic #2] Match Between System and the Real World
   Where: App initialization
   What: Absence of a language selection button on the first page.
   Why: Does not cater to a diverse user base, hindering accessibility.
   Severity: 3 (Major usability problem)

Part V: Summary and Recommendations

Heuristic	# violations
H1: Visibility of system status	2
H2: Match between system and the real world	3
H3: User control and freedom	2

H4: Consistency and standards	
H5: Error prevention	1
H6: Recognition rather than recall	
H7: Flexibility and efficiency of use	
H8: Aesthetic and minimalist design	
H9: Help users recognize, diagnose, and recover from errors	
H10: Help and documentation	
HN: Non-heuristic issue	

The mobile app's prototype shows potential but requires improvements in user interface and experience. Key issues include limited user control, evident in non-editable sub-plans and missing navigational elements like back and home buttons. The absence of system feedback, such as error notifications and save confirmations, further detracts from usability. Recommendations include simplifying input methods, adhering to intuitive design principles, enhancing system feedback, and incorporating user-centric features like language selection and offers for tickets and dining. These enhancements, rooted in established usability heuristics, are crucial for elevating the app's overall appeal and functionality.