

# Heuristic Evaluation

## Structure of the individual report

### Part I: Your Name

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### Part II: Project Description

Evaluated team name: erasmus team

Evaluated project name and value proposition: HabitCrafters - Build healthy habits that stay

The 'HabitCrafters' project is a mobile application designed for university students to help them to reduce their stress by exercising regularly and stay motivated.

### Part III: Evaluation Execution

The heuristic evaluation was conducted in person during lesson hours. There were two members for team, and we used paper prototypes to simulate the system behavior. Initially, the project's details, specific domain, and the application's objective were explained to me. Subsequently, the two team members outlined the three tasks to familiarize with the app's primary focus. I then started performing the tasks using the paper prototype to identify possible violations. Throughout the task execution, I took copious notes regarding all the doubts that came in my mind, and I asked them directly to the team members. Additionally, I tried to repeat steps that were unclear to enhance my understanding.

### Part IV: List of Violations

1. **H1** – Visibility of system status

**Where:** Homepage

**What:** The clarity of the component displaying weekly routines is insufficient

**Why:** Due to the absence of a clear title, users may have difficulty understanding the purpose or significance of the component immediately, thereby compromising the visibility of the system status.

**Severity:** 2

2. **H1** – Visibility of system status

**Where:** Navigation bar

**What:** The application fails to present the user's current location clearly

**Why:** The icons on the navigation bar do not accurately reflect the user's current page, creating the impression that the user is consistently on the homepage due to its distinct style, even when navigating to other sections.

**Severity:** 2

3. **H6** – Recognition rather than recall

**Where:** Page that indicates the rest for an exercise

**What:** Possible misunderstandings regarding the 'pause' button

**Why:** While the 'pause' symbol may be widely recognized, there can still be users who are not familiar with it or may have different interpretations in this context. It could be useful to add a brief tooltip or label to provide additional clarity and reduce potential ambiguity.

**Severity:** 2

4. **H6** – Recognition rather than recall

**Where:** Page that indicates the rest for an exercise

**What:** Possible misunderstandings regarding the 'next' button

**Why:** While the 'next' symbol may be widely recognized, there can still be users who are not familiar with it or may have different interpretations in this context. It could be useful to add a brief tooltip or label to provide additional clarity and reduce any ambiguity.

**Severity:** 2

5. **H2** – Match between system and real world

**Where:** Exercise execution page

**What:** Possible misunderstanding of '< Cancel' link in the top-left of the exercise execution page

**Why:** The term 'Cancel', united with the symbol "<", is used to exit from the routine execution and this may not align perfectly with users' real-world expectations, as 'cancel' is often associated with undoing a specific action rather than ending an entire process. Users, by clicking this link, probably expect to go back at the previous exercise (if there is).

**Severity:** 3

6. **H2** – Match between system and real world

**Where:** Stop routine execution popup

**What:** Misleading popup title

**Why:** The title ('Cancel exercise') is misleading because the popup is meant to confirm the user's desire to stop the routine, not cancel the exercise.

**Severity:** 2

7. **H3** – User control and freedom

**Where:** Page where a user can provide feedback for a routine

**What:** Missing the possibility for users to review, confirm or modify their feedback

**Why:** Users cannot confirm or modify their feedback before being redirected to the next page, leading to potential errors, especially if the last rate is clicked by mistake

**Severity: 3**

**8. H5 – Error prevention**

**Where:** Page where a user can provide feedback for a routine

**What:** Missing the possibility for users to review, confirm or modify their feedback

**Why:** Users cannot confirm or modify their feedback before being redirected to the next page, leading to potential errors, especially if the last rate is clicked by mistake

**Severity: 3**

**9. H3 – User control and freedom**

**Where:** Page where there are routines suggestions according to the feedback provided by the user

**What:** Missing navigation button

**Why:** Users are unable to navigate back to the feedback page while on the 'routine suggestion' page, restricting their control and freedom to review or modify their previous input.

**Severity: 3**

**10. H2 – Match between System and the Real World**

**Where:** Page displaying routine suggestions based on user feedback

**What:** Ambiguous title

**Why:** The title "Routine Suggestions" inadequately communicates the functionality of routine substitution. Users might interpret it as proposing additional routines rather than providing alternatives to replace the recently completed routine. The lack of clarity in the title may lead to user confusion regarding the purpose of the page, potentially resulting in unintended actions. While users can maintain their current routine by clicking a specific button, the general title does not sufficiently guide users in understanding the available options.

**Severity: 2**

**11. H1 – Visibility of system status**

**Where:** Page displaying routine suggestions based on user feedback

**What:** Missing the possibility for the user to confirm the substitution

**Why:** In the 'Routines suggestion' page, clicking 'Select' replaces the current routine with the chosen one. However, the system fails to explicitly communicate this action, resulting in a lack of clear information about routine substitution. The absence of a clear indication or confirmation option affects the visibility of the system status, specifically in conveying the action of routine substitution to the user.

**Severity: 3**

**12. H1 – Visibility of system status**

**Where:** Page displaying routine suggestions based on user feedback

**What:** Missing the possibility for the user to confirm the substitution

**Why:** In the 'Routines suggestion' page, clicking 'Select' replaces the current routine with the chosen one. However, the system fails to explicitly communicate this action, resulting in a lack of clear information about routine substitution. This lack of confirmation option also impacts user control, as users may unintentionally substitute routines without a clear opportunity to confirm their choice.

**Severity:** 3

**13. H4 – Consistency and standards**

**Where:** Homepage and 'Routines' section

**What:** Inconsistent labels for buttons that perform the same function

**Why:** The action of creating a new routine is represented by different labels ("Add Routine" on the homepage and "Create New" in the 'Routines' section). This inconsistency can lead to confusion, as users might wonder why the wording changes in different sections for the same action, violating the principle of consistency and standards.

**Severity:** 3

**14. H3 – User control and freedom**

**Where:** Create routine pages

**What:** Missing possibility for the user to abort the creation of a routine (in step 2 and 3)

**Why:** The app does not provide a clear and immediate way to abort the creation of a routine during the second and third step ('Exercises' and 'Preview'), there's only the general 'Previous' button that must be clicked 2 or 3 times to abort the creation task.

**Severity:** 2

**15. H2 – Match between system and real word**

**Where:** 'Recommendation' page

**What:** Misleading title

**Why:** Users on the page labelled "Recommendation" are required to input information to receive recommended exercises. This might cause confusion because the title doesn't explicitly convey the process of providing input, leading to a mismatch between user expectations and system behavior.

**Severity:** 2

**16. H3 – User control and freedom**

**Where:** Routine editing form

**What:** User limitation over the editing process

**Why:** When the user attempts to modify a routine, he is to the routine creation form at step 2 ('Exercises'). This limitation prevents the user from modifying crucial details such as the routine name and rhythm, significantly restricting their control over the editing process.

**Severity:** 4

**17. H2 – Match between system and real world**

**Where:** Routine editing form

**What:** Misleading button at the end of the task to modify a routine

**Why:** When the user finishes to modify a routine, on the third step ('Review') there is a 'Create +' button since the form is the same as the one for creating a routine. This may cause confusion as the term "Create" implies initiating a new action, leading to a mismatch between user expectations and system behavior during the routine modification process.

**Severity:** 3

## Part V: Summary and Recommendations

Report in the table below the total number of identified violations.

Heuristic	# violations
H1: Visibility of system status	4
H2: Match between system and the real world	5
H3: User control and freedom	4
H4: Consistency and standards	1
H5: Error prevention	1
H6: Recognition rather than recall	2
H7: Flexibility and efficiency of use	0
H8: Aesthetic and minimalist design	0
H9: Help users recognize, diagnose, and recover from errors	0
H10: Help and documentation	0
HN: Non-heuristic issue	0

The application has been developed quite meticulously and allows the execution of all three tasks for which it is designed. The navigation experience is generally smooth, and it's possible to observe the completion level of the most frequent tasks.

One aspect to improve is providing the user with a clear indication of the current section, although representing the dynamic behavior of an application on a paper prototype is challenging. However, even the distinct style of the homepage icon alone can be misleading.

Finally, another enhancement can be made by using more suitable phrases to describe the specific

function of a page or button to avoid confusing the user.

In summary, addressing these issues will contribute significantly to enhancing the application's usability, ensuring a more intuitive and consistent user experience.