

Heuristic Evaluation

Structure of the individual report

Part I: Your Name

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Part II: Project Description

Evaluated team name: MICE

Project name: Looking

The project is created with the objective of helping foreign students improve their skills in the Italian language by completing challenges (individually or with a partner) or by finding some users of the same level to chat with. Additionally, after reaching a certain level, a user can also become a mentor and be contacted by regular users for assistance.

Part III: Evaluation Execution

For the heuristic evaluation, my colleague and I met two members of another group in person in a study room. Both of us brought the prototype to be evaluated in paper version, and we started the process. First of all, one of the members of the other team introduced me to the context of their project. More precisely, he told me that it is an application that would be used by foreign students of approximately our age. He defined the three tasks and the project solution, and then we started the main part of the evaluation.

The other team member placed the home page in front of me, and we began performing the three previously defined tasks while exploring the application's functionalities.

Part IV: List of Violations

1. H3 User control and freedom
Where: Single challenge page
What: After starting the single challenge, there is no way to escape from the challenge if it was started by error
Why: User is here forced to complete the challenge, even if it was mistakenly started, without providing a way to go back
Severity: 3
2. H1 Visibility of system status

Where: Landing pages page

What: The button has to be conditionally enabled, but it is always visible in the prototype

Why: Since the user can perform that action only if he has gained a certain amount of points, it should not be always visible or clickable

Severity: 2

3. H4 Consistency and standards

Where: Landing pages page

What: here the app uses “about mentoring” to become a mentor, while in profile page the button says “become a mentor”

Why: It involves inconsistent terminology for the same function, which can lead to errors.

Severity: 2

4. H2 Match between system and the real world

Where: Landing pages page

What: The “about mentoring” button is misleading

Why: The button doesn’t provide information about mentoring but make te user upgrade to mentor without any further confirmation

Severity: 2

5. H3 User control and freedom

Where: Mentor page

What: After becoming a mentor, there is no a way to downgrade to regular user

Why: A user that upgrade to mentor by error can’t recover from that and be taken back to the status of regular user, this is even worst if combined with violation #4 where the button to become mentori s misleading

Severity: 3

6. H2 Match between system and the real world

Where: Landing pages page

What: the chat button placed at the bottom of the page is not described properly

Why: the button that takes the user to his open chats is described only by an icon without any additional clarification in human language

Severity: 2

7. H4 Consistency and standards

Where: open chat page

What: The back arrow is placed in a different position compared to all the other arrows in the rest of the application, and it shows an additional text 'Back' that never appears in the other sections.

Why: User may be confused , it should be better to standardize arrows that perform the same actions

Severity: 1

8. H6 Recognition rather than recall

Where: Find partner and match page

What: After clicking the 'Add' button, the user is not directed straight to the chat.

Why: To start the conversation, the user has to go back to the home page, open the chats page and search the newly added user to start the chat, needing to remember his name

Severity: 2

9. H3 User control and freedom

Where: Mentor pages

What: Absence of a way to go back to previous page after having clicked the "Click here" links

Why: User that click the button is unable to go back to the previous page

Severity: 2

10. H10 Help and documentation

Where: Mentor page after having become a mentor

What: Suggestion cloud that suggests to make changes to the user profile

Why: It suggests to make changes without providing any detail on what should be changed and why, this can create confusion on the user

Severity: 1

11. H1 Visibility of system status

Where: Home page

What: Home button

Why: this button is not marked as selected and self-point to the home page, this can make the user think that he is not in the home page yet

Severity: 1

Part V: Summary and Recommendations

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

Heuristic	# violations
H1: Visibility of system status	2
H2: Match between system and the real world	2
H3: User control and freedom	3
H4: Consistency and standards	2
H5: Error prevention	0
H6: Recognition rather than recall	1
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	1
HN: Non-heuristic issue	0

The application is well-structured, and the three tasks are clear. In some of the pages, there is a bit of noise in the interface that can lead to confusion during the first interactions of a new user, but overall, this doesn't represent a significant problem.

My suggestion is to improve the navigation between different pages, especially where it is missing, and to make some actions clearer by specifying in a more appropriate way the function of each button. Additionally, for important tasks such as becoming a mentor or adding another user to the friend list, it would be great to have a confirmation request before committing the action (for example, a popup) or a way to undo these operations if done unintentionally.