

TV TIME

IHC – Assignment 1

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Schedule

01 Introduction

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01 Introduction



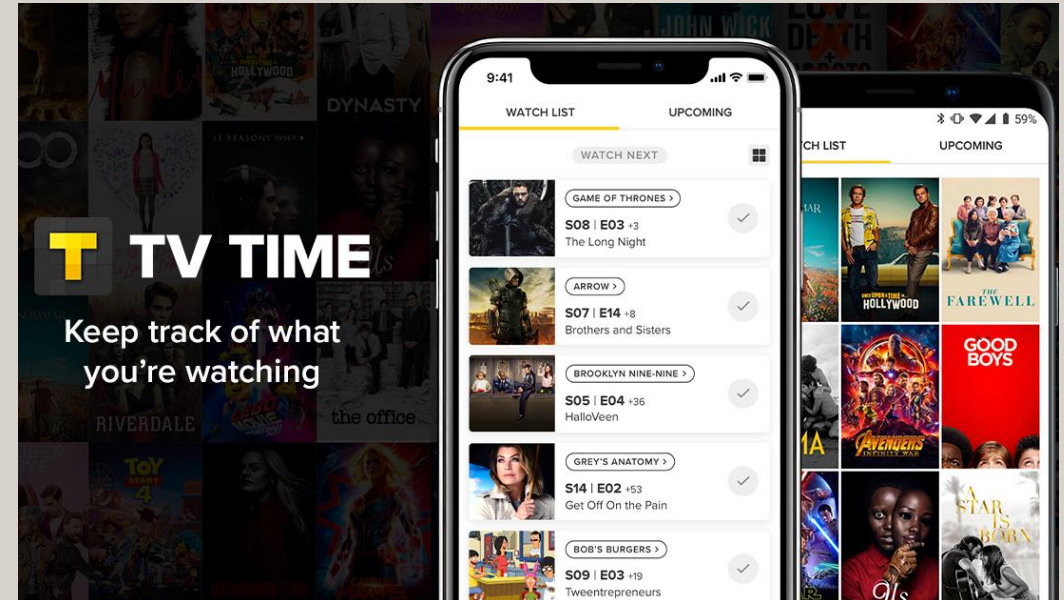
What is TV Time?



What is the target audience?



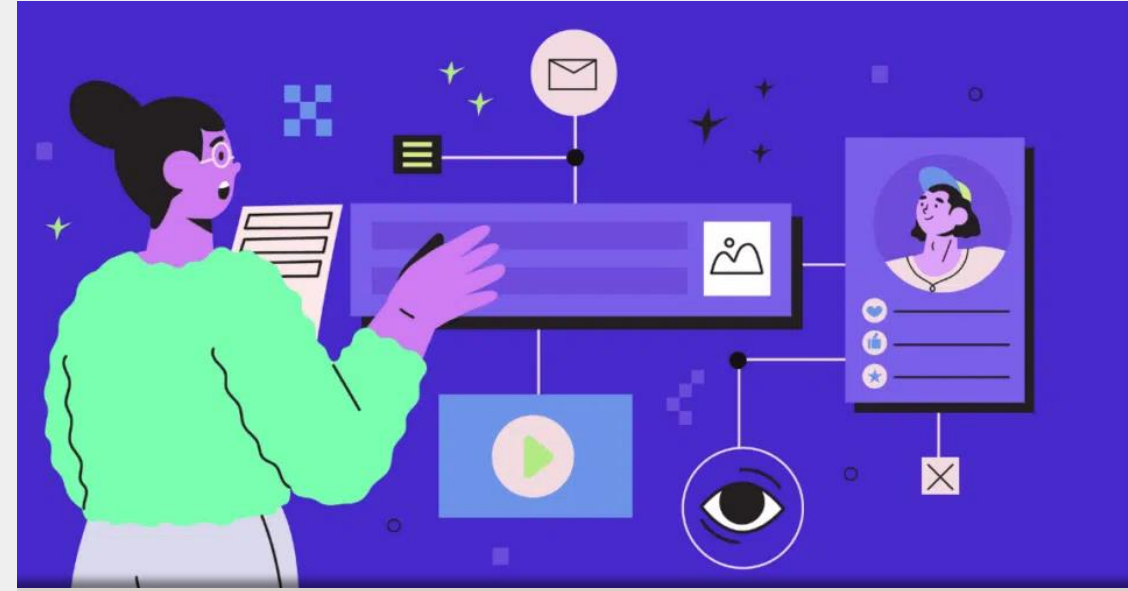
Why did we choose this project?



02 Heuristic Evaluation

To evaluate TV Time, we are using:

- Jakob Nielsen's 10 Heuristics for UI Design
- Jakob Nielsen's Severity Scale for Interaction Design



Severity Rating Scale

0

**I don't agree
that this is a
usability
problem at
all**

1

**Cosmetic
problem only**

2

**Minor usability
problem**

3

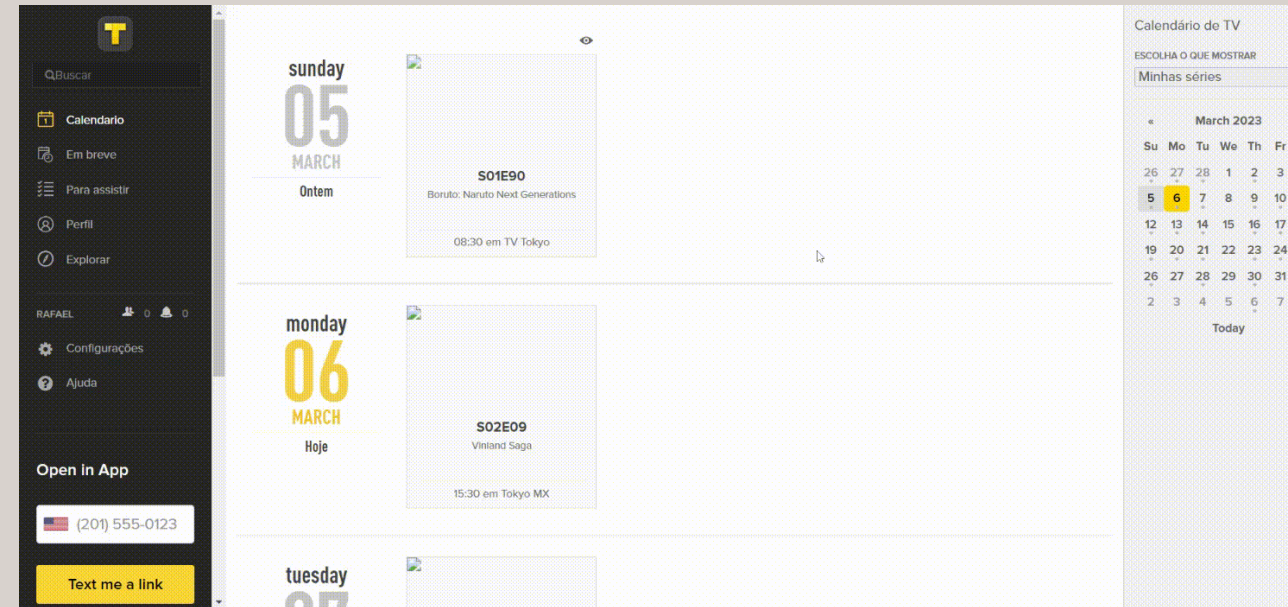
**Major usability
problem**

4

**Usability
catastrophe**

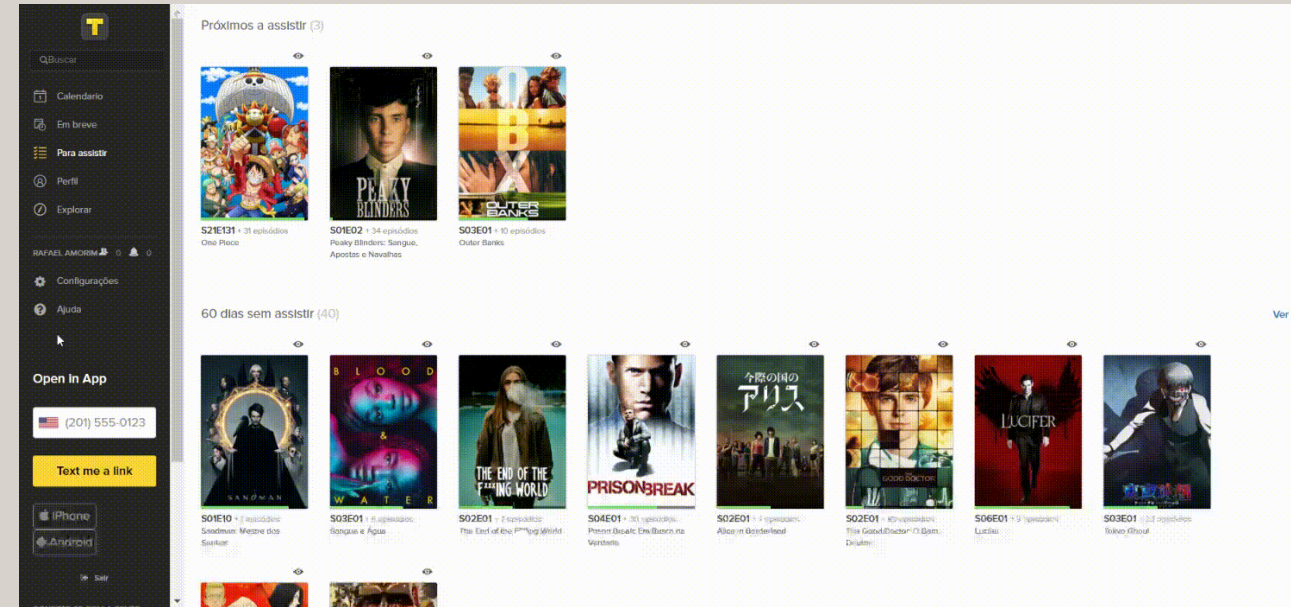
02 Heuristic Evaluation

- **Problem:** Options hidden in the calendar
- **Heuristic:** Match between system and the real world
- **Severity:** 1
- **Description:** While in the calendar it is possible to go back in the calendar while “scrolling up” to the top of the page. This option is hidden and less natural due to most of the apps using this action to refresh the page.



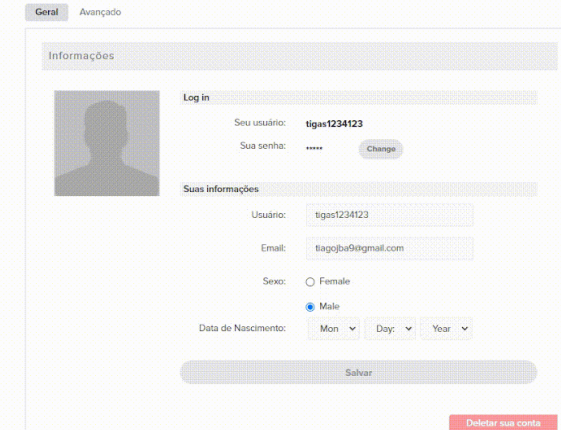
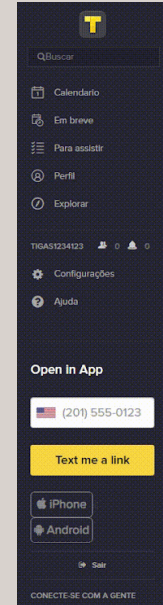
02 Heuristic Evaluation

- **Problem:** Help button does not allow to go back
- **Heuristic:** User control and freedom
- **Severity:** 4
- **Description:** In the case the user clicks in the button "help", he is redirected to a new page without an option to go back without having to login again (the login does not even work).



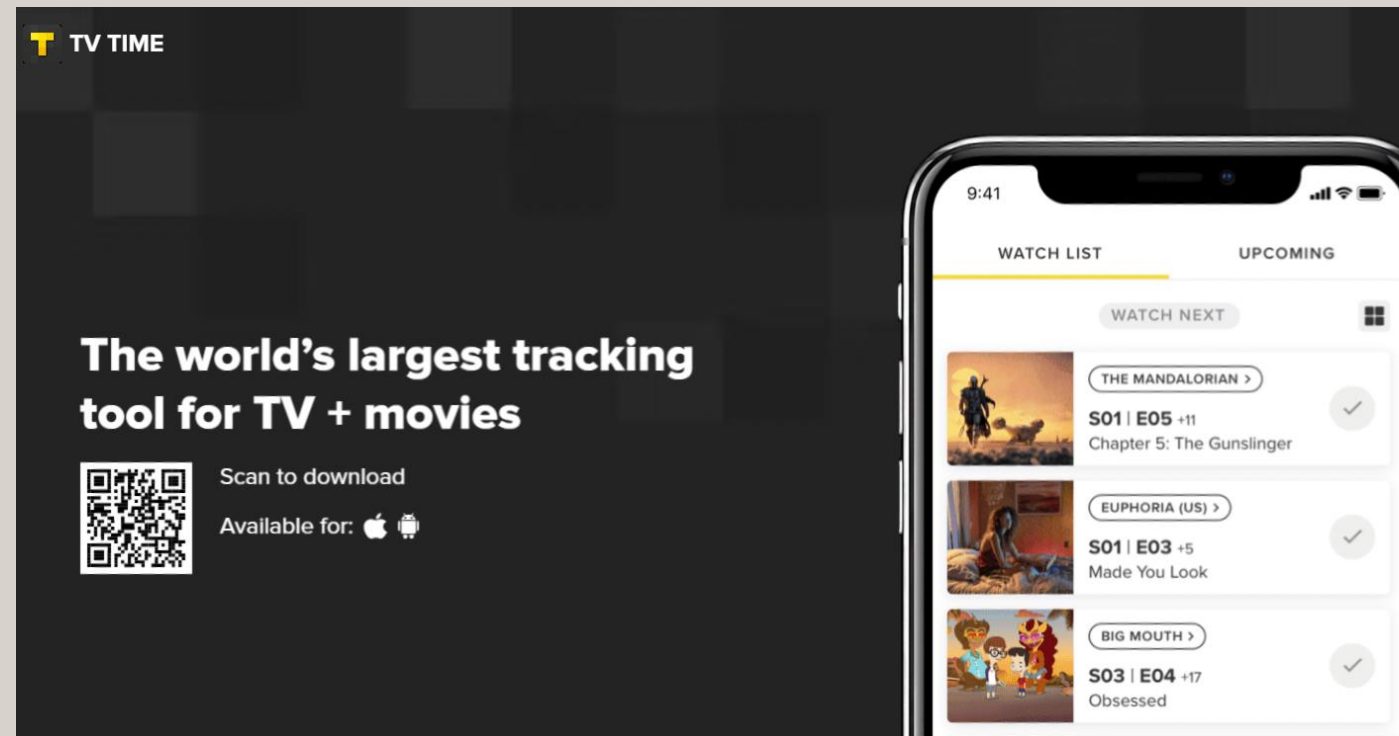
02 Heuristic Evaluation

- **Problem:** Changing Password
- **Heuristic:** Help users recognize, diagnose, and recover from errors
- **Severity:** 4
- **Description:** When changing passwords it is necessary to write the previous password. In case the password was wrong, the system will pretend the change was correct but it will not change to the new password



02 Heuristic Evaluation

- **Problem:** Lack of documentation for the web page
- **Heuristic:** Help and documentation
- **Severity:** 3
- **Description:** The help in the resolution of problems is strictly focused in the mobile app, therefore there is no useful documentation to solve problems for the web page users



03 Results and Solutions

Heurística	Problemas	RA	TA	DS	Mediana
1	1 Issue: Sem informação no "Para assistir"	4	3	3	3
	2 Issue: Informação insuficiente no "Em breve"	2	2	3	2
2	3 Issue: Opções de procura escondidas e desajeitadas no calendário	2	1	1	1
3	4 Issue: Botão de ajuda, não permite voltar atrás	4	4	4	4
4	5 Issue: Inconsistências de Idiomas	2	2	3	2
	6 Issue: Símbolos figurativos	1	0	1	1
5	7 Issue: Salvar Configurações	2	2	2	2
6	8 Issue: Manuseamento da categoria "Para assistir" pouco perceptível	2	3	1	2
	9 Issue: Falta de imagens	1	3	1	1
7	10 Issue: Shortcut Calendário	2	2	2	2
	11 Issue: Apagar série da Categoria "Para assistir"	1	2	2	2
8	12 Issue: Redundância entre "Em breve" e "Calendário"	3	1	0	1
	13 Issue: Redundância nas Séries/ Filmes apresentados	2	3	1	2
9	14 Issue: Mudança de Senha	4	4	4	4
10	15 Issue: Falta de documentação para página web	4	3	2	3

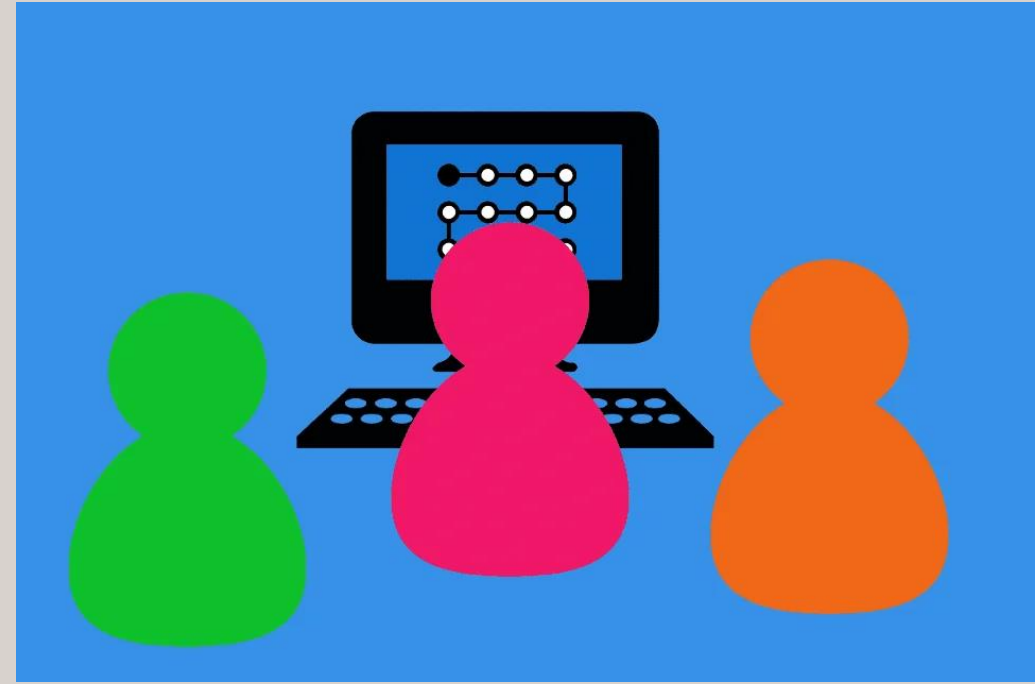
04 Cognitive Walkthrough

How to perform cognitive Walkthrough?

We choose Streamlined CW method

Q1 - Will the user know what to do at this step?

Q2 - If the user does the right thing (selects the icon), will they know that they did the right thing, and are making progress towards their goal?



04 Cognitive Walkthrough

- 01. Task 1

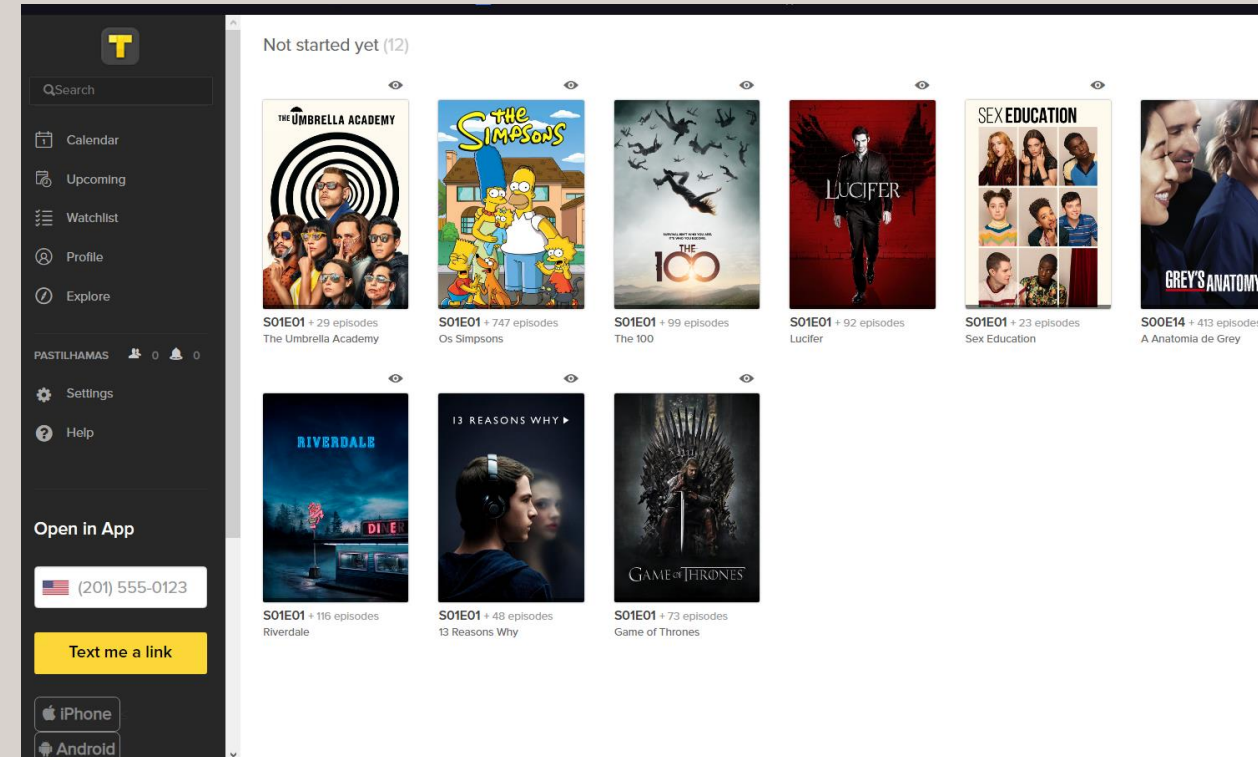
Add a movie to the watchlist, and after that, remove it

- 02. Target users

A user of the platform that wants to place a movie in the watchlist

- 03. Actions

- Search for a series to add
- Find the add button
- Add to the Watchlist defining the current episode
- Remove the series (extra)



04 Cognitive Walkthrough

- Action 1 - Search for a series to add

Q1 – Maybe

Q2 – Yes

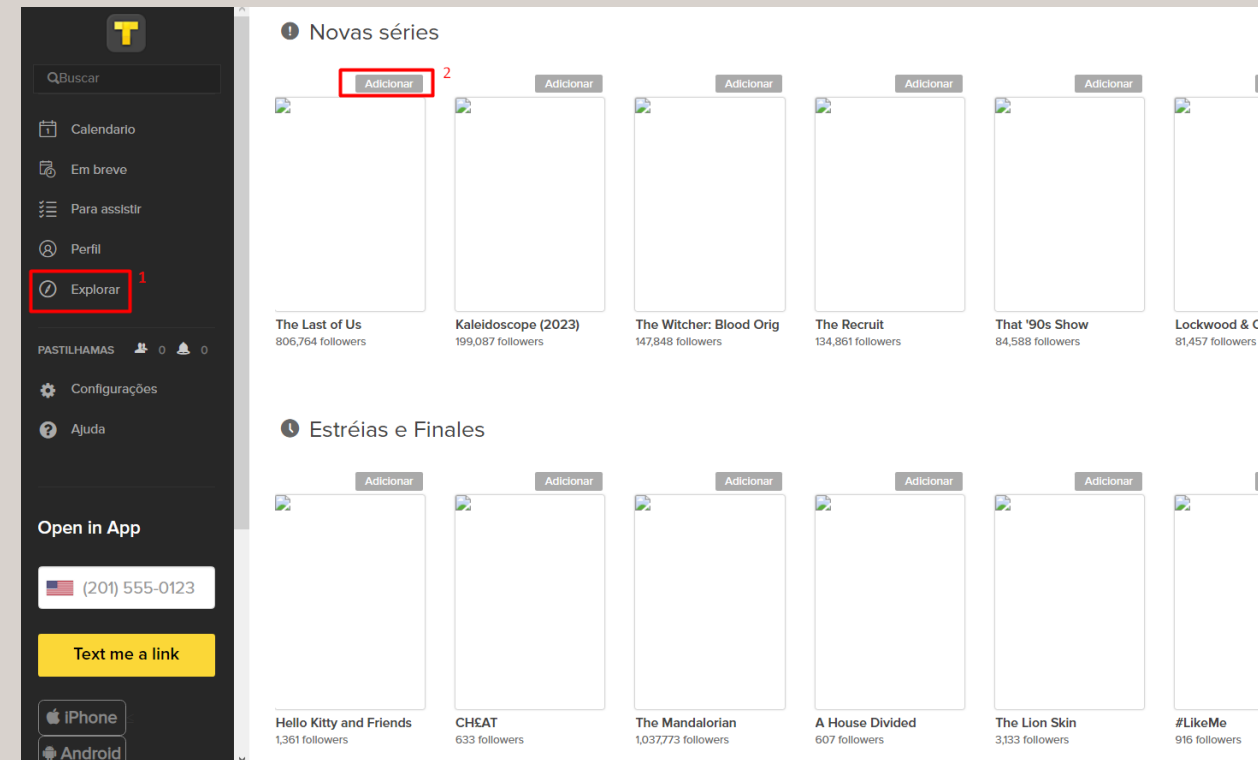
Issue: Having no indication of what to do while in "To watch"

- Action 2 – Find the add (to watchlist) button

Q1 – Probably yes

Q2 – Yes

Issue: Not possible to add to the watchlist at all pages



04 Cognitive Walkthrough

- Action 3 – Save the last episode watched

Q1 – Yes

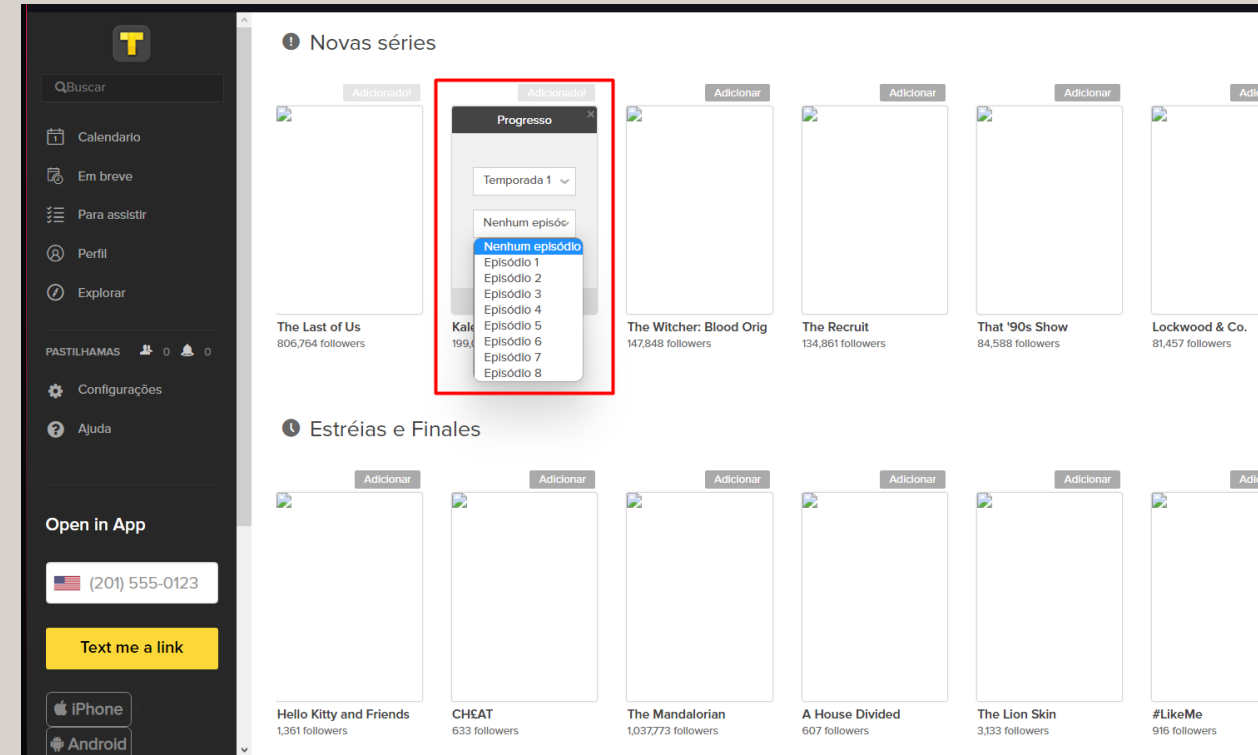
Q2 – Yes

- Action 4 – Remove the series

Q1 – Probably no

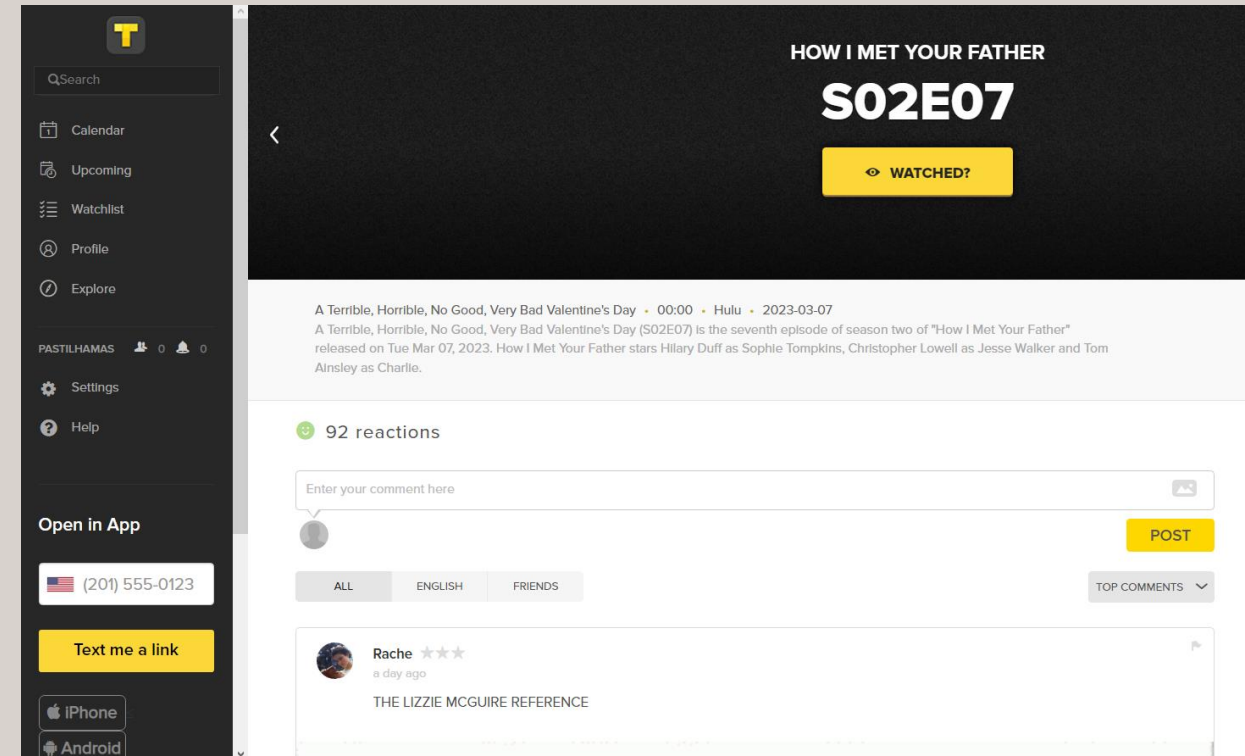
Q2 – Yes

Issue: You can't remove it from "To watch". You must search for the series/movie again and click on the title to remove it.



04 Cognitive Walkthrough

- 01. Task 2
Find Comments about a film/series through the Comedy genre
- 02. Target users
A user of the platform that wants to find a film/series to watch
- 03. Actions
 - Search by genre's
 - Find a Comedy Film
 - Find Information in the comments



04 Cognitive Walkthrough

- Action 1 – Search by genre's

Q1 – Maybe

Issue: It is not possible to use the search bar for the genre and there are no indications where you could do such a thing.

Q2 – Yes

- Action 2 – Find a Comedy Film

Q1 – Yes

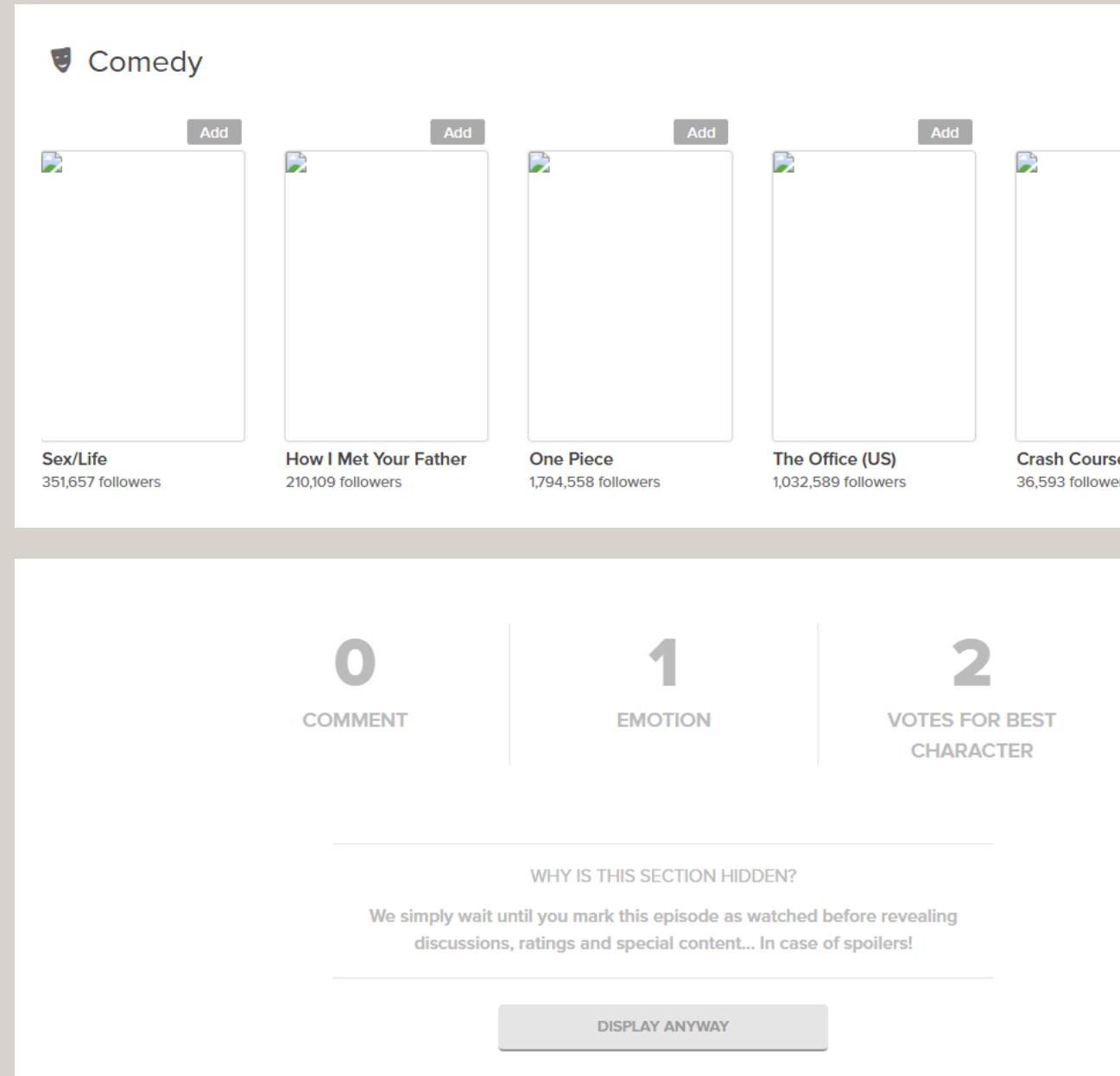
Q2 – Yes

- Action 3 – Find Information in the comments

Positive note: You can hide spoilers

Q1 – Probably Yes

Q2 – Yes



05 Appreciation

It is a useful idea for the users

- Great tool to organize your to-watch list

However usability is not great

- Insufficient support
- Unnecessary information
- More...

