Interação Pessoa-Máquina

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FCT Nav

Stage 5: Heuristic evaluation

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Introduction

We would like to start off this report by mentioning some of the positive aspects we found from our evaluation of this application before presenting the problems in the next section.
Overall the design of the pages was quite visually appealing, with plenty of images to make for a smoother experience.
The toolbar at the top of the page starts out with a white background when the pages are loaded and first presentes - once the page starts being scrolled, that white background turns into a purple background to make it distinct from the rest of the page (mostly in white colors).
This way the toolbar is always easily accessible at any stage of scrolling.
The homepage has a very modern layout, with transitions and animations that - once again worth stating - make for a very rich user environment experience.
The toolbar also has easily identifiable shortcuts for some of the most common functionality, helping the user navigate the application.

Problem table

Nº	Problem	Heuristic	Description	Severity	Solution	Screenshot
1	Calendar day highlighting	Tognazzini's State principle	Current day stops being highlighted with a purple box color when switching back to current month after swapping months previously	**Frequency**: Common **Impact**: Easy to overcome **Scale**: Cosmetic **Persistency**: Yes	Keep track of which month tab the user is currently selecting and highlight current day if current month tab is chosen	https://drive.google.com/file/d/1S92KpkZcvTOjaVN65PSSGHOds_76-Ey6/view?usp=share_link
2	House capacity	Nielsen's Help and documentation principle	Even though this is explained in the report, when testing we generally felt that a completely new user would struggle with this problem: when registering a house in the system it's not clear what this means (could be people capacity or number of divisions)	**Frequency**: Common **Impact:** Easy to overcome **Scale**: Minor **Persistency**: Yes	Have an information button next to the capacity text region that displays a message or popup when clicked to clarify the user about the term	

Nº	Problem	Heuristic	Description	Severity	Solution	Screenshot
3	Events' end date and time	Tognazzini's Efficiency of the User principle	Especially for *Generic* event types we felt we will tend to go for this option when we're only interested in the *Starting date/time* and aren't sure and/or interested on the *End date/time*. In some situations having an end date by default could make things more confusing	**Frequency**: Common **Impact**: Medium difficulty **Scale**: Minor **Persistency**: Yes	For *Generic* event types, instead of assigning an *End date/time* by default, there could be an option to introduce this parameter if the user so wishes	
4	Deleting an event	Nielsen's Flexibility and efficiency of use	To delete an event we need to click on it and then press the *Delete* option once inside it. This is a functionality we feel would be very useful because events are often dismissed (due to time constraints, people constraints, etc.)	**Frequency**: Common **Impact**: Easy to overcome **Scale**: Minor **Persistency**: Yes	Present an icon that serves as shortcut to delete given event in that day (the solution is highlighted with a yellow border on the screenshot)	https://drive.google.com/file/d/1cM-zhZQswB0WBdAmC77qwDN7W66jXCSX/view?usp=share_link
5	Inventory disposition on page	Nielsen's Recognition rather than recall principle	From usage, *House Inventory* section of a house appears to only be available once a house is clicked. The problem is this section is only displayed on one page - at the bottom of it right after the events calendar. We took a while to find it at first and needed to remember it was there whenever we wanted to access it	**Frequency**: Common **Impact**: Easy to overcome **Scale**: Major **Persistency**: Yes	Add a *House Inventory* section on top of the cover photo to make it more easily accessible (the solution is highlighted with a yellow border on the screenshot)	https://drive.google.com/file/d/1MzQzcKawFytXNGJgvGIJn7BgkhmO6cfs/view?usp=sharing
6	Help button	Nielsen's Help and documentation principle	At the beginning of testing, it wasn't clear to us that for example you could click inside the house images to open up another menu.	**Frequency**: Common **Impact**: Easy to overcome **Scale**: Minor **Persistency**: Yes	Add a *Help* button accessible from the user's profile section	https://drive.google.com/file/d/1kNlgg_6ll8D0hJaIDBohtUCQx4kbhH17/view?usp=sharing

Nº	Problem	Heuristic	Description	Severity	Solution	Screenshot
7	*Add new* button	Nielsen's Consistency and standards principle	Using a button with a "+" sign inside it would make more clear what this button does at first glance	**Frequency**: Common **Impact**: Easy to overcome **Scale**: Cosmetic **Persistency**: Yes	Substitute the *Add new* button for a button with a "+" sign inside it for example	https://drive.google.com/file/d/1kcojnSssdQ10MDauDXT6bjUd8zjjYQ_Z/view?usp=sharing
8	Success and error messages	Nielsen's Help users recognize, diagnose, and recover from errors principle	The success and error messages are too small and at first usage experiments we didn't notice them	**Frequency**: Common **Impact**: Easy to overcome **Scale**: Minor **Persistency**: Yes	Make them bigger and/or easier to see	https://drive.google.com/file/d/19L4qSXSRAKpmr6bDrlingc5p4Vxc9z86/view?usp=sharing
9	Delete house dialog	Tognazzini's Readability principle	RIght now the *Delete* dialog and font size could both be larger for readability purposes	**Frequency**: Common **Impact**: Easy to overcome **Scale**: Cosmetic **Persistency**: Yes	Make the dialog and font size a bit larger	https://drive.google.com/file/d/15xZxZC_MQq_YNSjo6Q7nmzBj-oqLOSYr/view?usp=sharing
10	Mouse hovering over team members	Tognazzini's Readability principle	Two of the members' names are displayed with a black font over a dark blue background.	**Frequency**: Common **Impact**: Easy to overcome **Scale**: Minor **Persistency**: Yes	Use a lighter text color (for example white) when displaying text over a dark background	
11	Toggling between today and tomorrow's events	Tognazzini's Consistency in overall look and feel of the application	When there are no events scheduled for today or tomorrow, the button for toggling between today and tomorrow's events is on the bottom of the page next to the taskbar. On the other hand, when there are events scheduled, the button sits higher up	**Frequency**: Common **Impact**: Easy to overcome **Scale**: Minor **Persistency**: Yes	Make it so the button for toggling between today and tomorrow's events is always placed on the same position, regardless of events being scheduled or not	https://drive.google.com/file/d/1XMQRXGITKrkg7AGBsQGcLMC_PMQFb7tn/view?usp=sharing

Relevant dates

We received the report for evaluation on **November 28th, 2022**
This report was sent to our colleagues and the professor on **December 3rd, 2022**

Additional notes

- We couldn't test the scenario where we were supposed to update the number of drinking glasses to reflect the 2 units that were broken. They were not available. We also tried manually adding the items and deleting them after for the purpose of testing the scenario but the system didn't allow us to do so (we used the *admin* account).