

Heuristic Evaluation Report

GROUP G2-04

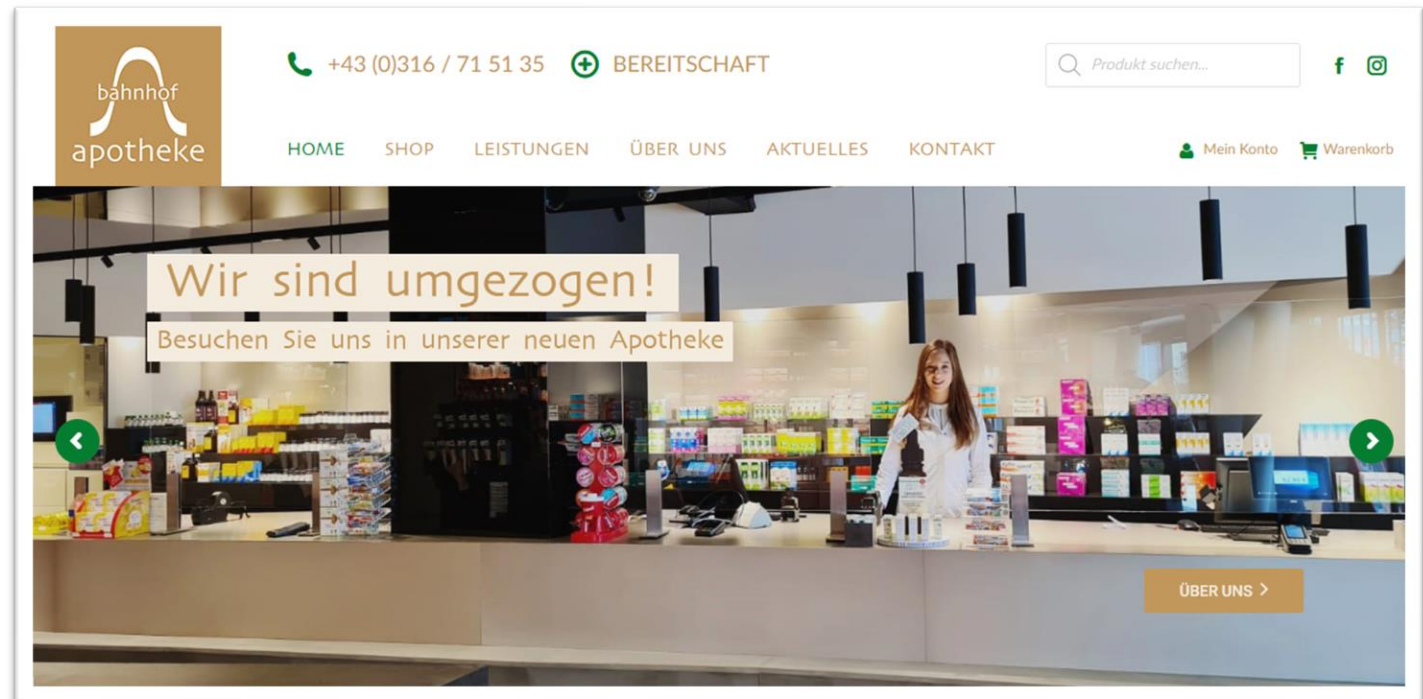
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Topics

- Website
- User Profiles
- Evaluation Methodology
- Environment
- Positive Findings
- Negative Findings

Website

- <https://www.bahnhof-apotheke.at>



User Profiles

- Think like typical user
 - People living in Graz
- Potential users
 - Tech savvy people, bedridden people

Evaluation Methodology

- Individual evaluations
- Andrews General Usability Heuristic
- Put together findings
- Problems and positives rated
- Report

Environment

- Lenovo ThinkPad T14, Windows 10, Chrome 111.0.5563
- HP Pavilion 15, Arch Linux, Firefox 111.0.1
- iPhone 13 Pro, iOS 16.3.1, Firefox 111.1
- iPhone 13 Pro, iOS 16.1.1, Chrome 111.0.5563

Positive Findings

- Visible product availability
- Fixed navigation bar
- Alternative pharmacies

Negative Findings

- **34** negative findings
- Rated by severity
- Top five listed

1. Faulty links

- Specific links faulty
- Lead to 404 page
- Heuristic: Error Prevention

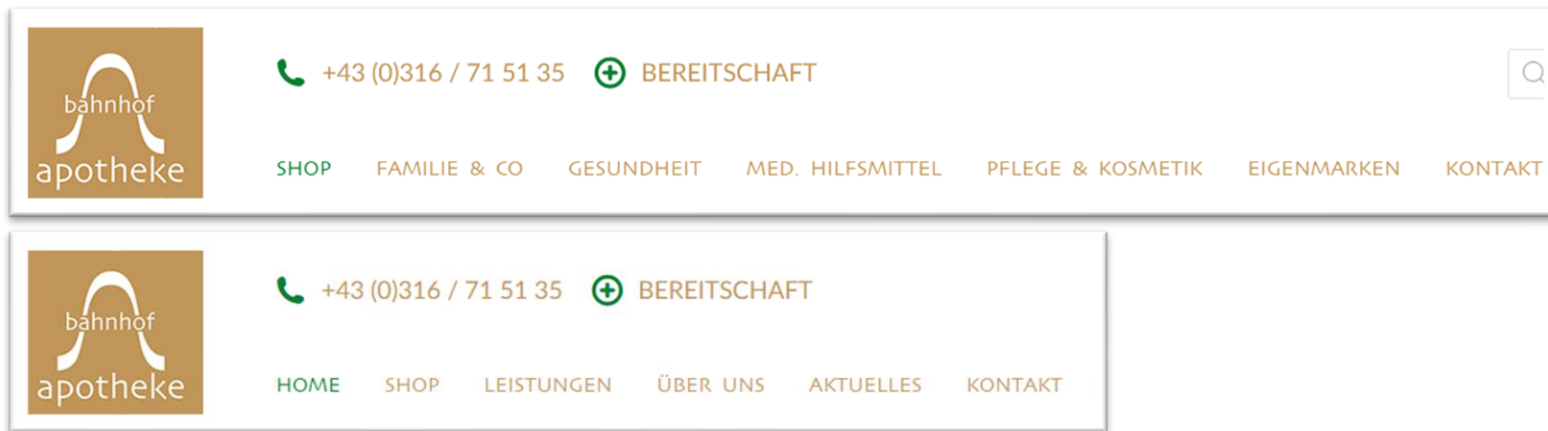


2. Site Navigation

- Site missing links
- Finding wish-list difficult
- Heuristic: Flexibility and Efficiency of Use

3. Different Navigation Bar

- Not consistent
- Might confuse user
- Heuristic: Consistency, Recognition Rather Than Recall



4. Pop-Up Buttons

- Buttons cover information
- Fixed place better
- Heuristic: Aesthetic And Minimalist Design



5. Design Inconsistencies

- Inconsistent design:
 - Slide Buttons
 - Differing bottom section
- Decreases navigability
- Heuristic: Aesthetic And Minimalist Design