

CPSC 481

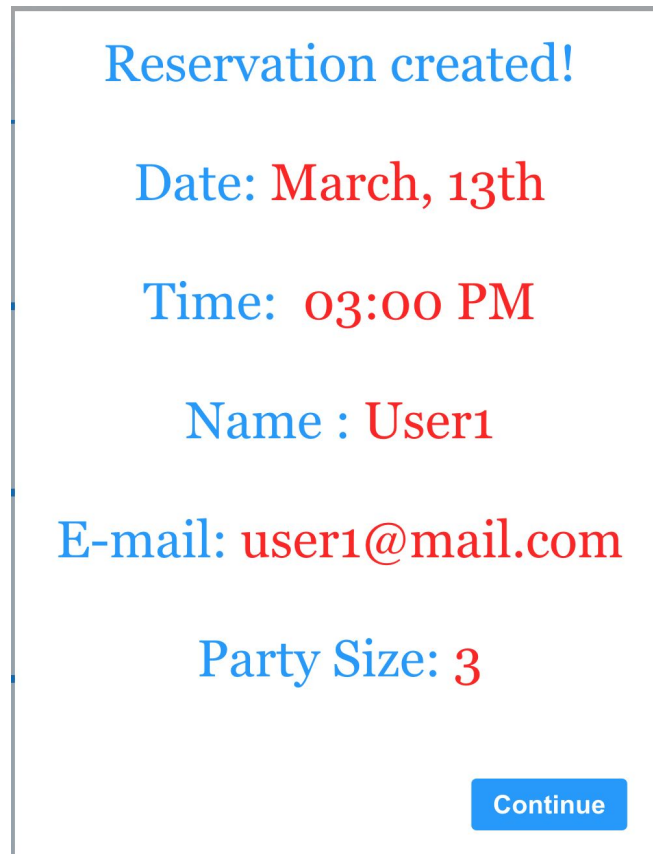
Group 3

P3

Heuristic Evaluation Report
Restaurant Reservation

1. Visibility of system status: SEVERITY RATING 3

In terms of visibility the restaurant reservation has some major usability problems. Once a reservation is made a pop up appears giving you information like shown below.



After pressing continue there is no way for the user to get that information again in the app.

There is no option for the user to view their current, past or even future reservations.

2. Match between system and the real world: SEVERITY RATING 2

The purpose of restaurant reservation is to enhance and make it easier to get reservations. Restaurant reservation makes this easier by providing information about various restaurants depending on what the user searches for.

Once the user selects a restaurant the app displays important information about the restaurant and the user then has the option to view the menu or make a reservation.

The design of the menu resembles real world menus, giving the user the feeling of familiarity.

Mains

Cheese Pizza	\$9.99
Meat Pizza	\$10.99
Pizza with cheese	\$9.99
Pizza with meat	\$10.99
Pizza with no cheese	\$9.99
Pizza with no meat	\$10.99
Pizza with extra cheese	\$9.99
Pizza with extra meat	\$10.99
Cheese with extra Pizza	\$9.99

Side

Fries	\$9.99
Chicken Wings	\$10.99
Fries	\$9.99
Chicken Wings	\$10.99
Fries	\$9.99
Chicken Wings	\$10.99
Fries	\$9.99
Chicken Wings	\$10.99
Fries	\$9.99

4. Consistency and Standards: SEVERITY RATING 2

Throughout the prototype, there are a few minor inconsistencies regarding aspects of the UI. The first and most noticeable, is that the “sign” in and “sign up” buttons are displayed differently on different pages. Although in both cases they are both used for the same purposes, since they look different users may be confused about what this means.



6. Recognition rather than recall: SEVERITY RATING 2

The page which a user lands on after selecting a restaurant displays many important pieces of information. This includes things such as announcements, ratings, pictures, links to the menu, etc.

A Pizza Place

★4.75

999 9 Ave NW

Low Price Restaurant

Reservation Available

Excepietur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim.

Important Announcements

- Pizza half price today!
- Not opening tomorrow
- Try our new strawberry pizza!
- Challenge: If you finish 8 slices in 2 minute, then it's FREE!

Check out Menu

Make Reservation

					01	02
03	04	05	06	07	08	09
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Reviews

Overall: ★4.75

5★

4★

3★

2★

1★

Submit review

5★

BEST PIZZA EVER!

Alice

This restaurant is the best pizza place ever! Good services and price. Definitely worth a try!

5★

BEST PIZZA EVER!

Alice

This restaurant is the best pizza place ever! Good services and price. Definitely worth a try!

5★

BEST PIZZA EVER!

Alice

This restaurant is the best pizza place ever! Good services and price. Definitely worth a try!

When making a reservation, the user is taken to a new page which only displays a calendar with available booking dates.

Select a Date

					01	02
03	04	05	06	07	08	09
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Setup more information

Time

⌚ Select a Time

Name

User1

E-mail

user1@mail.com

Party Size

3

Back

Confirm

Although the calendar is the most relevant piece of information regarding the booking, if the user forgets about pieces of information on the previous page, they would be forced to go back. This would cancel their booking and they would have to enter all of their information again, which can be tedious. A possible solution could be to include the booking process on the main page, since it is only a few text fields and a confirm button and therefore would not take up a lot of space. This would reduce the user's memory load.

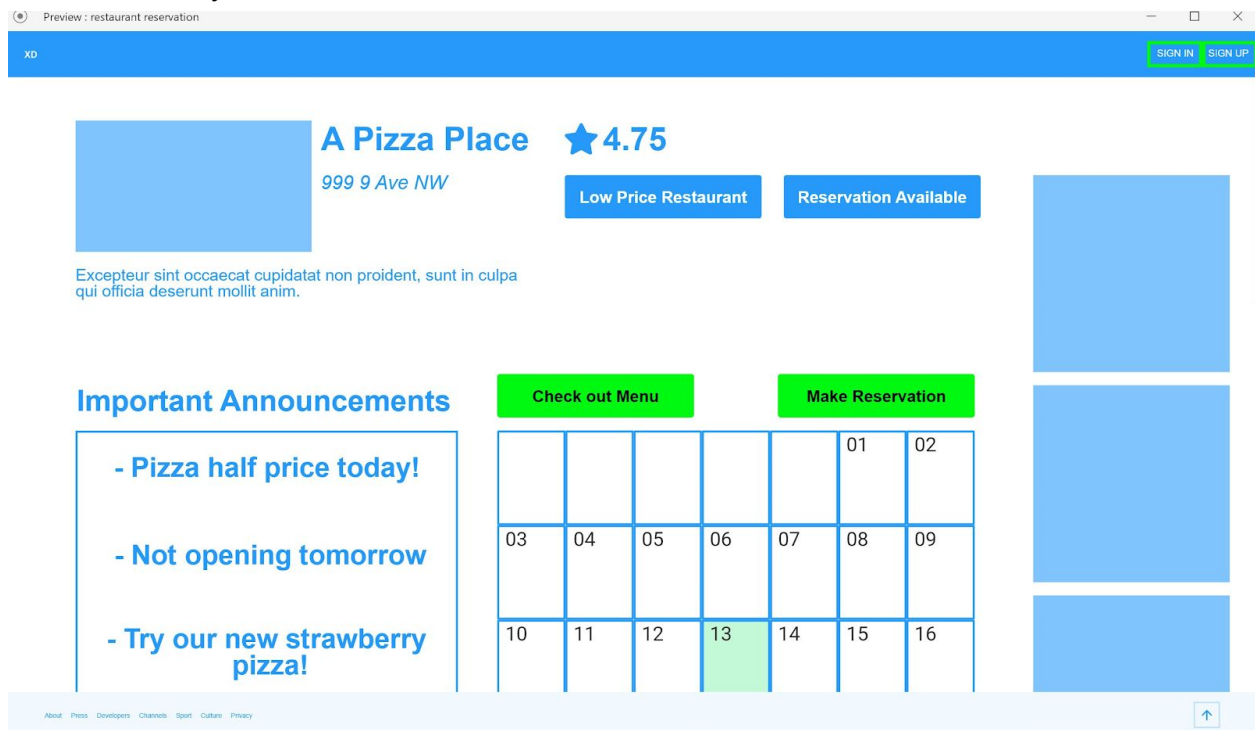
7. Flexibility and Efficiency of Use: Severity Rating: 2

There are not many accelerators that have been applied to this system which is fine for such app, but some that are included is a button that lets you scroll back to the top of the page on the bottom right hand side of the screen. Some concerns with the flexibility of this system includes not having a dedicated button to go to search on the main page:



This could cause problems for various users, such as ones which don't know how to press enter to search (assuming that is how you search) as we cannot treat this action as common knowledge. Without a button, users may get confused. Also the button could help with broken keyboards. This is my main reasoning for the severity level being at 2.

Another flexibility issue is on the reservations screen:



I am assuming since there are no overlay that pops up when you press a date on the calendar, you have to use the "make a reservation" button to create a reservation, not allowing a quick reservation to be made on this screen by pressing a date. This removes an intuitive and convenient function to make reservations, and by not having this, the system is not as flexible

as it could be and is not efficiently using the system. Another flexible element that is missing is when trying to press the rating/comment icons on the main results page, it does not take you to their respective elements, this is a missed opportunity I believe many people may use.

8. Aesthetics and Minimalist Design: Severity Rating 0

For this section, I believe that the system is designed with a good minimalist approach. The search page is straightforward, the search result page only shows what the user would want to see; a picture of the restaurant, how it's rated, how many comments are on it, and a share button to share with others. The search options are hidden in panels that pop up when you press them so they are not cluttered. The restaurant overview page gives adequate information if the user wants to look into the restaurant in a presentable way, and all the menus and make a reservation pages are clean and easy on the eyes. This app's design keeps it simple and does not confuse the user with too much information.

10. Help and documentation:

There are several problems with the HiFi prototype that we have evaluated.

- 1). There is no documentation on how this website is working. There is no handbook instruction related to what are the functions of this app.
- 2). There are some issues that cause problems to new users by without having any instructions during using the website:
 - a. When the users click on the rating button on the website, and click on apply, the website direct the users to the page that it is not relating to rating. Examples are shown in the pictures below:

★★★★★

Apply

A Pizza Place

Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt

A Pizza Place
 999 9 Ave NW

★ 4.75

Low Price Restaurant

Reservation Available

Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim.

Important Announcements

- Pizza half price today!
- Not opening tomorrow
- Try our new strawberry pizza!

Check out Menu

Make Reservation

					01	02
03	04	05	06	07	08	09
10	11	12	13	14	15	16

As the button of rating, the new users are normally expecting to see how to rate this restaurant instead of the page like that.

b. Similar issue with a. when the users are trying to click price button on the main page of the website, it direct the users to the same page as shown below which is not relating to the price itself.

Low

High

Apply

A Pizza Place
★ 4.75

999 9 Ave NW

Low Price Restaurant

Reservation Available

Exceperur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim.

Important Announcements

- Pizza half price today!
- Not opening tomorrow
- Try our new strawberry pizza!

Check out Menu

					01	02
03	04	05	06	07	08	09
10	11	12	13	14	15	16

Make Reservation

c. The third problem that occurred during evaluation is that when we click on a specific restaurant on the website, it directs the users to the page that contains a Check out Menu button. However, this is a restaurant reservation website, which based on the name of the website, it supposed to be a website that deals with making reservation to a specific restaurant, but with this “Check out Menu” button, it seems to let users order food online and pick up or delivery, but there is no details about this or no instruction to tell the users how this button works.



d. The last problem is that there is a “pizza” button on the main page of the website, but there is no function on this button, when the users click on that, there is nothing happened which causes confusion to the users which is not helpful there.