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UNIVERSITI TEKNOLOGI MALAYSIA

FACULTY OF COMPUTING
UTM Johor Bahru

SECV2113: Human-Computer Interaction

Semester 01, 2025/2026

Group Assignment:

Evaluation Report and Journey Map Suggestion

20252026

Group 1 Name: SURVIVOR

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1.0 Introduction

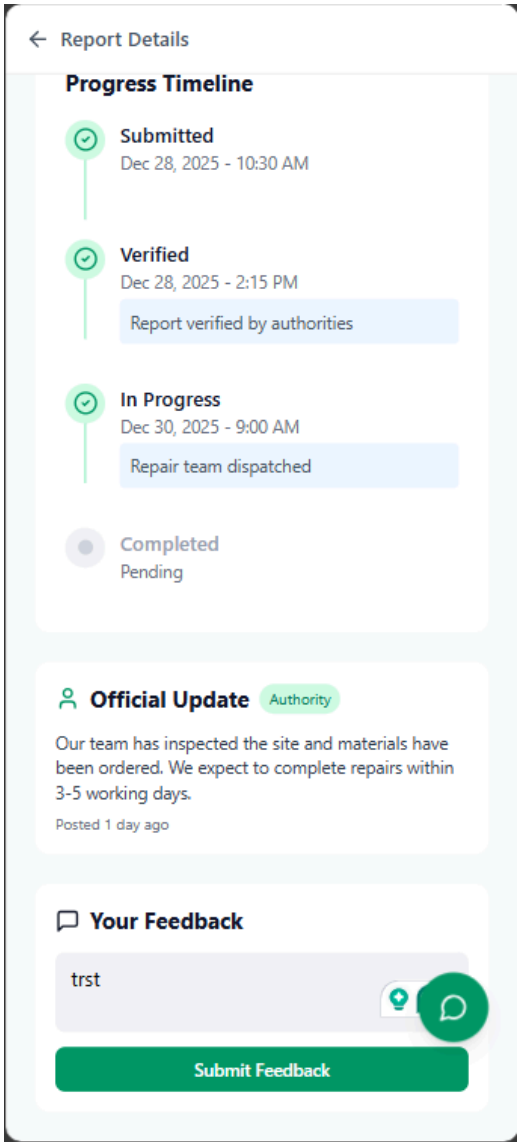
Our team acted as usability experts to review the prototype created by Group 2. To make our feedback as realistic as possible, we conducted our evaluation from the perspective of Fariz, a 16-year-old high school student. Fariz is a typical digital native who expects apps to be fast and intuitive, he wants to help his community by reporting issues like broken streetlights or clogged drains, but he is easily discouraged by long forms, confusing menus, or a lack of updates after he submits a report.

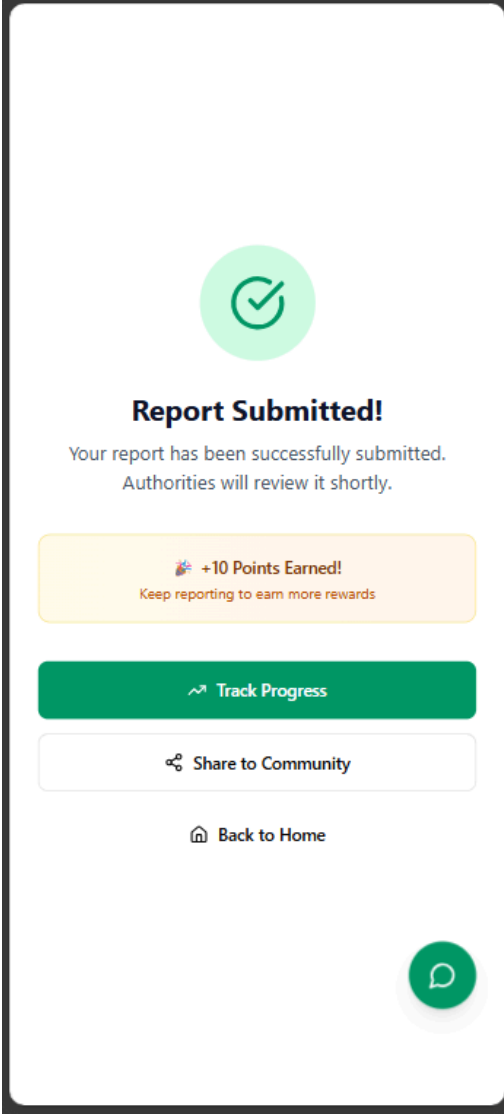
We specifically tested the app using a scenario where Fariz is on his way to a futsal match and spots a broken wooden bench that could be dangerous to others. He opens the app to quickly report the damage by taking a photo and using his location. During our inspection, we looked for any obstacles in Group 2's design that might frustrate Fariz or slow him down. We focused on whether the app provides clear status updates, uses simple language, and makes the reporting process feel rewarding, noting down every issue we found to help the other team improve their final design.

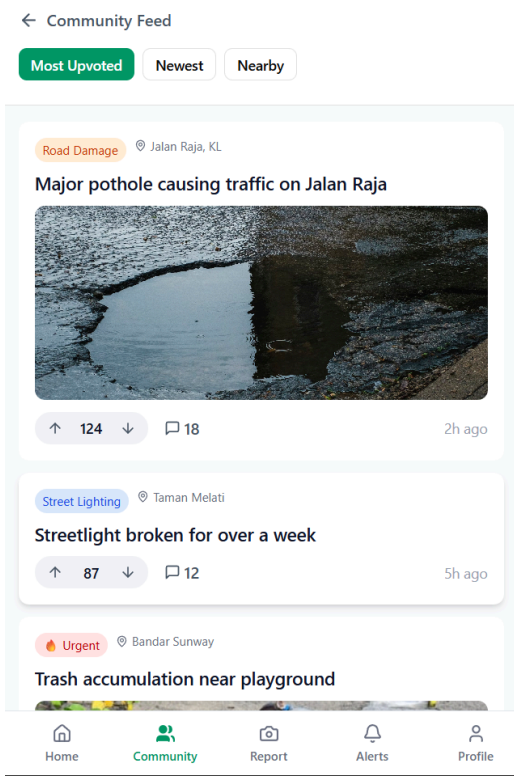
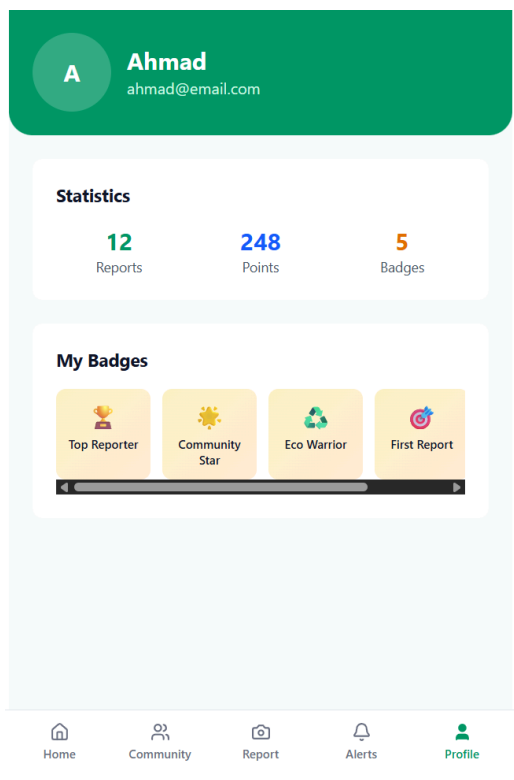
2.0 Instruction #1:

We have conducted a thorough observation of your prototype and identified several usability concerns. Below is a Heuristic Evaluation (HE) table containing **8 instances** where the design could be improved to better align with industry standards and user expectations.

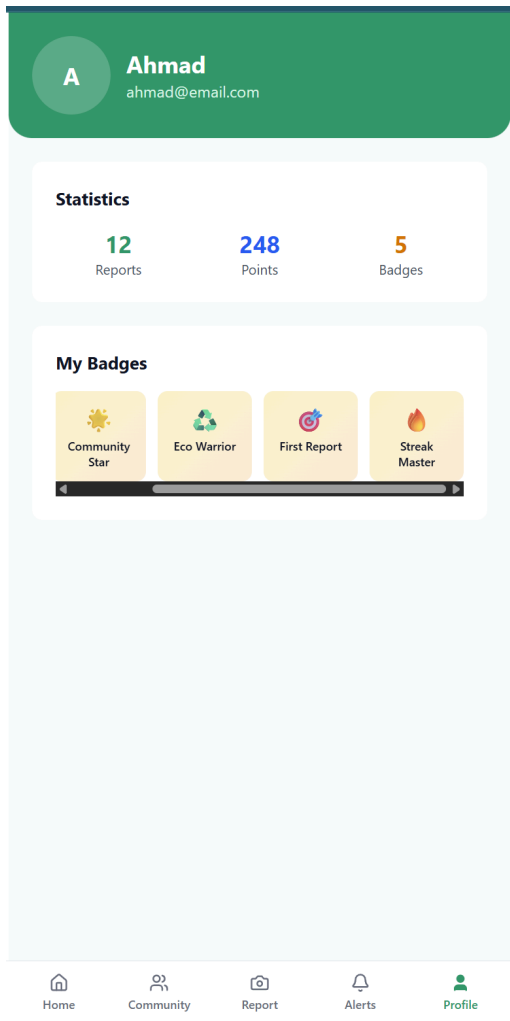
Table 1: HE Table

No.	Prototype Image	Identified Issue	Heuristic and Severity
1.		<p>Color-coded status bars:</p> <p>The progress timeline confuse/hard the user to see if it not done yet, in progress and done. (no traffic light color)</p>	<p>H1: Visibility of system status.</p> <p>S2: Minor issue</p>

<p>2.</p>	 A mobile app screen showing a 'Report Submitted!' confirmation. At the top is a green circle with a white checkmark. Below it, the text 'Report Submitted!' is in bold, followed by 'Your report has been successfully submitted. Authorities will review it shortly.' There are three buttons: a yellow one with a star icon and '+10 Points Earned!' (with subtext 'Keep reporting to earn more rewards'), a green one with a line graph icon and 'Track Progress', and a white one with a speech bubble icon and 'Share to Community'. At the bottom is a white button with a house icon and 'Back to Home'. A green circular floating action button with a white speech bubble icon is in the bottom right corner.	<p>Visibility of System Status:</p> <p>No visual feedback for required fields or validation errors.</p>	<p>H1: Visibility of system status.</p> <p>S3: Major issue</p>
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<p>3.</p>		<p>Unnecessary Community Feed back button:</p> <p>The bottom navigation buttons alone is enough for user navigation</p>	<p>H4: Consistency and standards.</p> <p>S1: Cosmetic issue</p>
<p>4.</p>		<p>My Badges horizontal scroll bar:</p> <p>A huge vertical gray scroll bar with dark background ruins the aesthetics.</p>	<p>H8: Aesthetic and minimalist design</p> <p>S1: Cosmetic issue</p>

5.



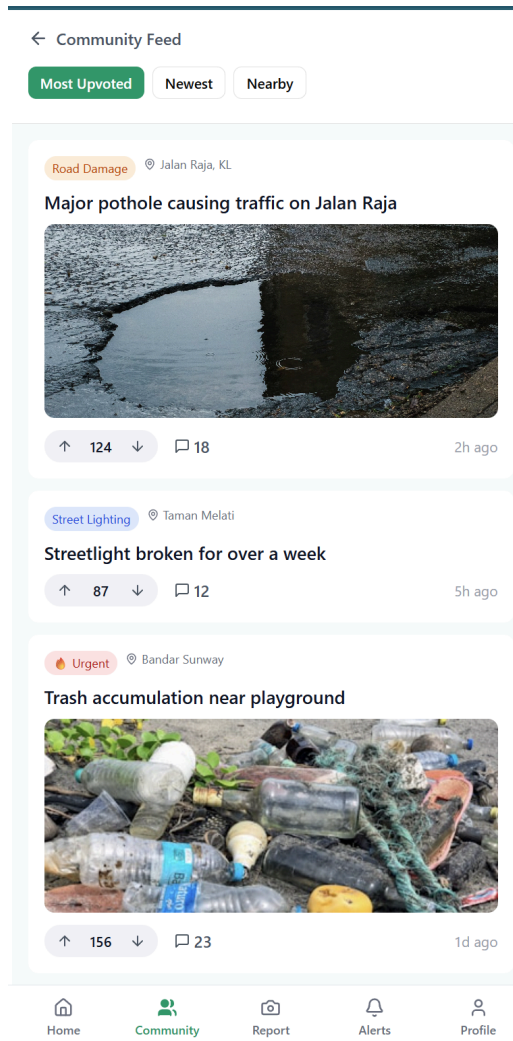
Streak master issue

The user dont understand what is the function of that and if it is streak for daily login.. This system is not suitable

H2: Match between system and real world

S2: Minor issue

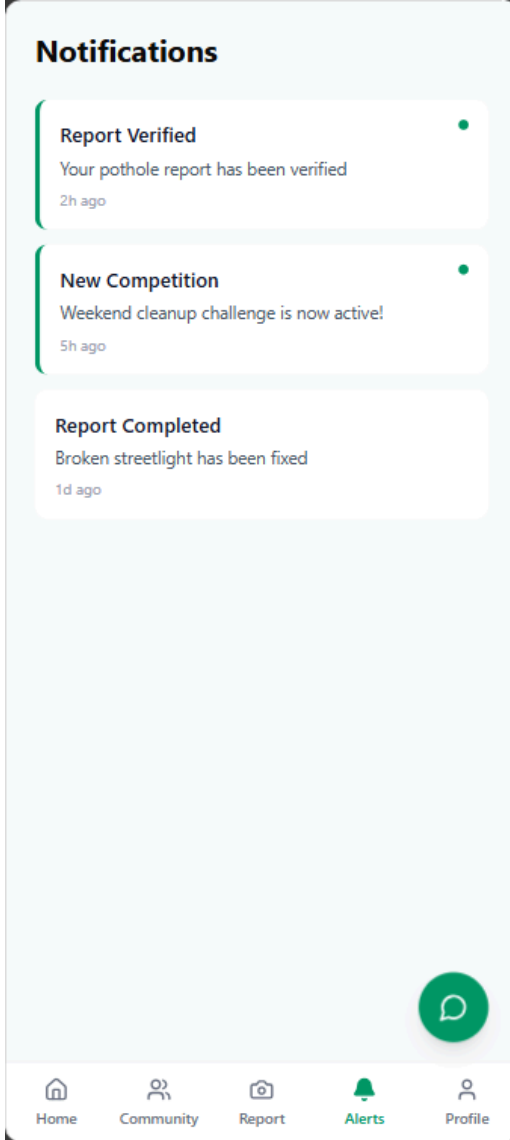
6.

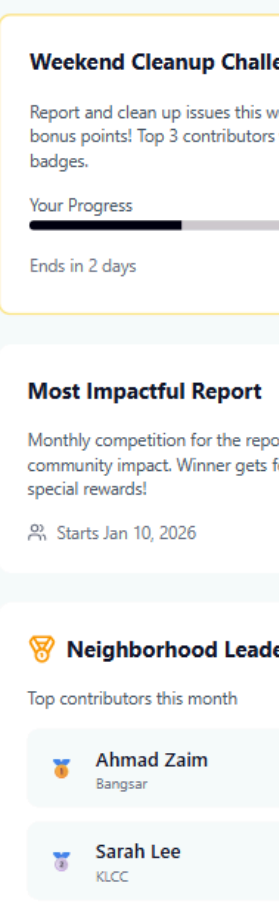


Lack of Search/Filter:
There is no search bar to find specific local issues, only "Most Upvoted" or "Nearby" tabs. This forces users to scroll excessively.

H7: Flexibility and efficiency of use

S2: Minor issue

7.	 A mobile app notification screen mockup. The screen has a light blue background. At the top, the word "Notifications" is written in bold. Below it are three notification cards. The first card is titled "Report Verified" and says "Your pothole report has been verified" with "2h ago" below it. The second card is titled "New Competition" and says "Weekend cleanup challenge is now active!" with "5h ago" below it. The third card is titled "Report Completed" and says "Broken streetlight has been fixed" with "1d ago" below it. At the bottom right of the notification area is a green circular button with a white speech bubble icon. At the very bottom is a navigation bar with five icons: a house for "Home", two people for "Community", a camera for "Report", a bell for "Alerts" (which is highlighted in green), and a person for "Profile".	<p>Inconsistent Terminology: The screen header is titled "Notifications," but the bottom navigation label is "Alerts." This inconsistency can cause cognitive friction.</p>	<p>H4: Consistency and standards</p> <p>S1: Cosmetic issue</p>
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<p>8.</p> 	<p>The "Participate" button remains active even though the user has already completed 4/10 reports.</p>	<p>H1: Visibility of system status</p> <p>S3: Major issue</p>
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H1: Visibility of system status
S3: Major issue

H1: Visibility of system status
S3: Major issue

3.0 Instruction #2:

The following user journey map outlines the experience of Fariz Alkausar, a 16-year-old student, as he navigates the process of reporting a campus safety hazard through a digital interface.

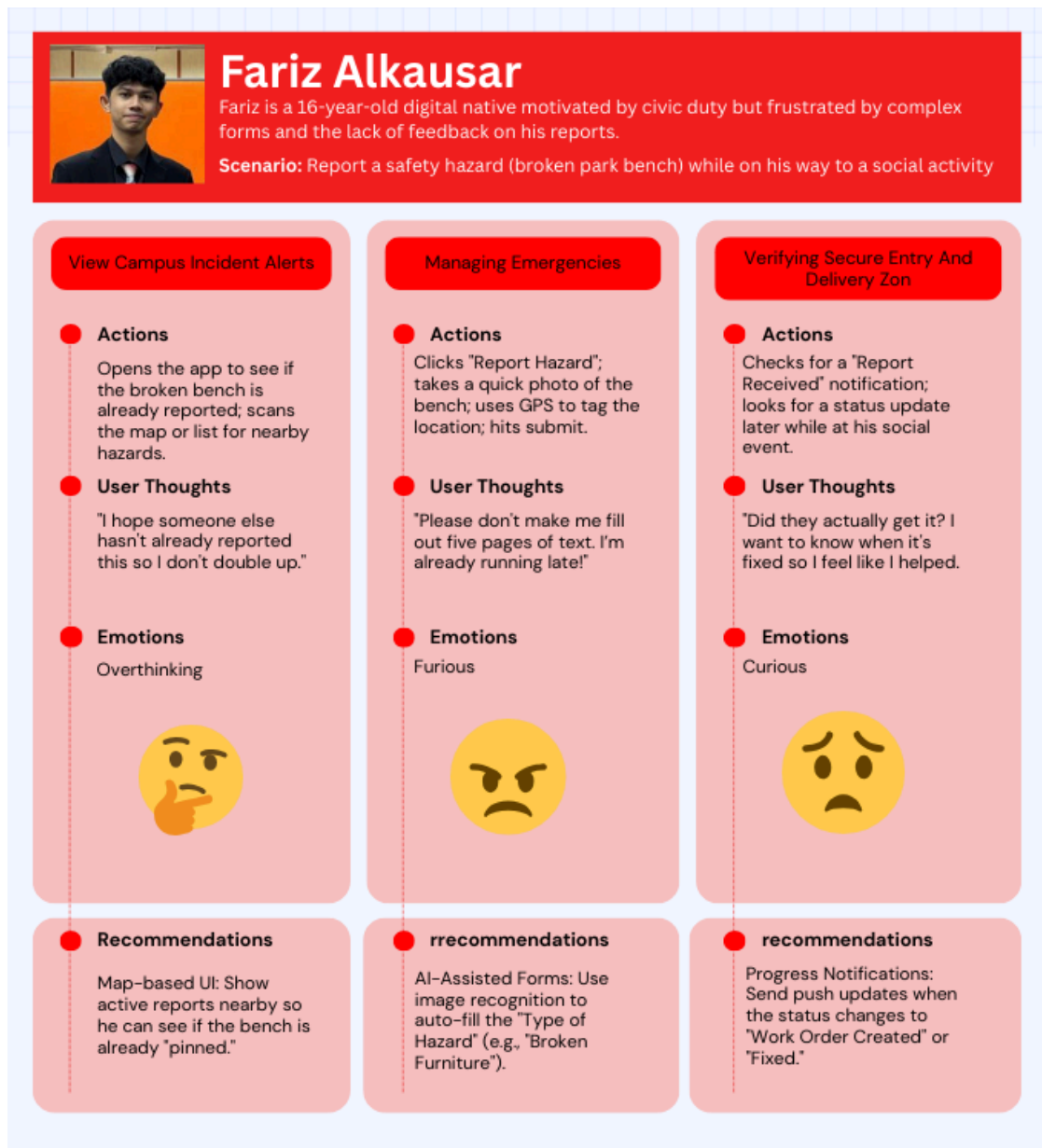


Figure 1: Example of a User Journey Map