Name: Md. Anas Mahmud
ID: 20101149
Course: CSE472
Assignment 4

Part A

1. The website I chose for this assignment is MyAnimeList. It's a website that has almost any kind of information about any anime (cartoons made in japan) and manga (comics made in Japan). MyAnimeList is the most popular database for anime and manga since 2006. Basically it's a website that allows users to create a profile, add anime and manga to their list and rate and even review them. They can also interact with other people using the forum or private message. Key features of this website are Anime and manga database, user profiles, forums, anime and manga news, recommendations system etc. If it is hard to understand, then in other words, it's basically like IMDB (movie and series database) but for anime/manga.I chose this website because it's one of the only websites that I used the most in my lifetime. So I want to find problems with this website using heuristic evaluation as I used it a lot. I will be focusing on the visibility, usability, performance while trying my best to cover all the 10 usability.

2. Here is the table after evaluating the website with the 10 usability from heuristic evaluation: (All the screenshot is showing a link because placing screenshots on a single table cell is hard to see.)

No.	Brief Description	Usability Principle Violation	Severity Rating (0-4)	Screenshot
1	The notification still shows the number even after someone clicks on it to see the notification. It only goes away if the user press "Mark All as Read"	Visibility	2	Notification Screenshot 1.1
2	User can add an anime to their list using "Add to List" (screenshot 2.1) but they are unable to remove the anime from the list without digging very deep in	User control and freedom	3	Screenshot 2.1 Screenshot 2.2

	settings(screenshot 2.2) They need to go to specific anime and refresh it after adding, with very small "edit details" and then delete. (Screenshot 2.3)			Screenshot 2.3
3	Whenever a user goes to any place on the website, the header stays constant at the top. (Header Screenshot 3.1) But when the user goes to their profile and then their anime/manga list the header disappears and there is no easy way to navigate like before. So the header is not consistent throughout the website (Header Screenshot 3.2)	Consistency and Standards	3	Header Screenshot 3.1 Header Screenshot 3.2
4	The user can view the history of the anime/manga they added. But it only lasts for three weeks. Other websites similar to myanimelist such as Anilist keeps history forever. (History Screenshot 4.1)	Recognition rather than recall	3	History Screenshot 4.1
5	No keyboard shortcuts in the whole website. There is a shortcut for exporting anime/manga lists (Export Screenshot 5.1) but there is no shortcut for importing that list. Users need to search google to find the import section of myanimelist.	Flexibility and Efficiency of Use	2	Export Screenshot 5.1 Import Screenshot 5.2
6	One of the main complaints of MyAnimeList despite being the most popular, is because the design is very poor, outdated, ugly and not minimalistic at all.	Aesthetic and minimalist design	4	Clatter Homepage 6.1 Clatter

	The homepage is cluttered (Clatter Homepage 6.1) with information that is irrelevant (Clatter Homepage 6.2). Similar websites such as [Anilist](#) are very minimalistic. Only shows information that is needed and interests the user. It keeps advanced sections under the hood. (Minimalist Homepage 6.3)			[Homepage 6.2](#) [Minimalist Homepage 6.3](#)

3. Since I did it all alone I discussed it by myself for any correction I needed to do.

   a. The problems that I found were mentioned above, which included the notification visibility issue, Add to List usability issue, header inconsistency usability issue, website unable to keep history, no keyboard shortcut and difficult to find some shortcut, huge design and aesthetic issue.

   b. There were some problems that I wanted to include but missed on my own because I was a little unclear, such as if the user inputs invalid url, then it shows a 404 error which should fall into "Real World Match" but it also shows that this page doesn't exist which gives the meaning of the website. Another thing I missed is because the tutorial section does exist but it is very old like it was made in 2012 so some of the functionality could be outdated in the tutorial but I did not include it in the usability issue because it exists.

   c. I checked everything several times to see if I made any issues in rating the severity and corrected them by myself so the table above is the final table which is the only table in Part A.

   d. If I were to rank the problems which is more important to fix then that will be, (Most important to fix —> Least important to fix)
   i. Fixing the whole website's design to make it minimalistic (No. 6) (Severity 4)
   ii. Let users keep history forever, other websites can do it and so can they. It does not require a lot of resources just to remember a few text dates. (No. 4) (Severity 3)
   iii. They should have a redo button next to that anime/manga to be able to undo it immediately rather than digging deep into sections to find the delete button. (No. 2) (Severity 3)
   iv. The header is not even available in the user list section. I don't know why, I do have a little website building requirement and adding header files

to each page is not even hard since they are keeping the header on their other sections. (No. 3) (Severity 3)

v. Tutorials, import sections have no shortcuts to go into, they need to be searched in google to find the specific section which they should add into the website. (No. 5) (Severity 2)

vi. Last thing I want them to fix is the notification numbering where seeing the notification should remove the number. (No. 1) (Severity 2)

The final table as ranked,

No.	Brief Description	Usability Principle Violation	Severity Rating (0-4)	Screenshot
6	One of the main complaints of MyAnimeList despite being the most popular, is because the design is very poor, outdated, ugly and not minimalistic at all. The homepage is cluttered (Clatter Homepage 6.1) with information that is irrelevant (Clatter Homepage 6.2). Similar websites such as Anilist are very minimalistic. Only shows information that is needed and interests the user. It keeps advanced sections under the hood. (Minimalist Homepage 6.3)	Aesthetic and minimalist design	4	Clatter Homepage 6.1 Clatter Homepage 6.2 Minimalist Homepage 6.3
4	The user can view the history of the anime/manga they added. But it only lasts for three weeks. Other websites similar to myanimelist such as Anilist keeps history forever. (History Screenshot 4.1)	Recognition rather than recall	3	History Screenshot 4.1
2	User can add an anime to their list using "Add to List" (screenshot 2.1) but they are unable to remove the anime from the list without digging very deep in settings(screenshot 2.2)	User control and freedom	3	Screenshot 2.1 Screenshot 2.2

	They need to go to specific anime and refresh it after adding, with very small "edit details" and then delete. (Screenshot 2.3)			Screenshot 2.3
3	Whenever a user goes to any place on the website, the header stays constant at the top. (Header Screenshot 3.1) But when the user goes to their profile and then their anime/manga list the header disappears and there is no easy way to navigate like before. So the header is not consistent throughout the website (Header Screenshot 3.2)	Consistency and Standards	3	Header Screenshot 3.1 Header Screenshot 3.2
5	No keyboard shortcuts in the whole website. There is a shortcut for exporting anime/manga lists (Export Screenshot 5.1) but there is no shortcut for importing that list. Users need to search google to find the import section of myanimelist.	Flexibility and Efficiency of Use	2	Export Screenshot 5.1 Import Screenshot 5.2
1	The notification still shows the number even after someone clicks on it to see the notification. It only goes away if the user press "Mark All as Read"	Visibility	2	Notification Screenshot 1.1

e. Since I am the only person in this assignment I double checked everything before agreeing on the severity and usability. I ran through the whole website several times testing all the features I could find to find the most usability problem and then categorize them. I also watched some articles and youtube videos to get more idea of what a usability principle is along with examples.
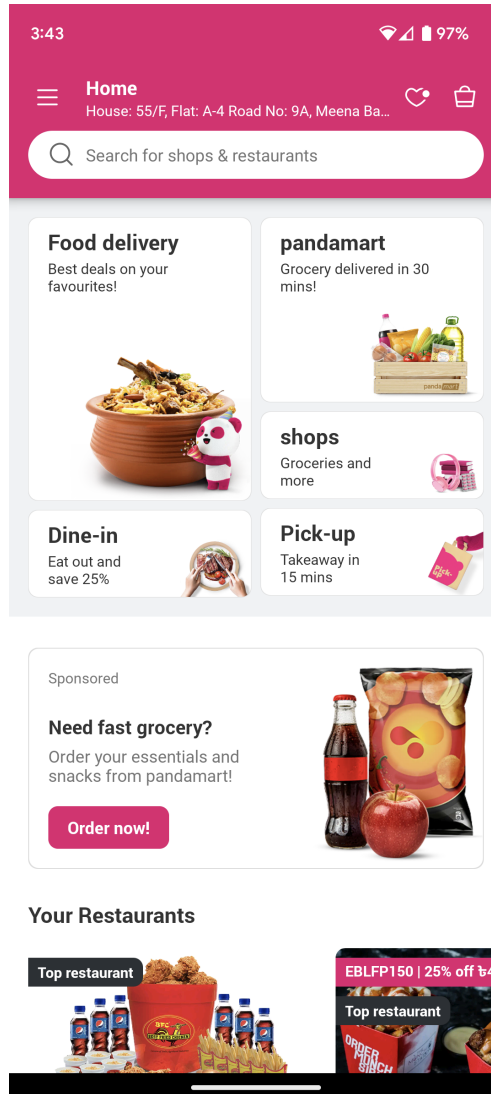
Another thing is that I also used other Anime Databases other than MyAnimeList and I compared them to find what issues MyAnimeList has. I prioritized the main problems the website could have and before that I looked at the slides and tried to place the usability principle on the website and see what problem I can come up with and that is how I found the problems.

Part B

4. The App I chose to test is called Foodpanda, it's one of the most popular apps in Bangladesh for customers getting their food delivered and it even creates job opportunities for the riders who deliver the food. The reason I chose it is I thought of an app that I use the most and of course by default in Ramadan it's going to be the Foodpanda app.

5. The specific feature I targeted was the search option. By design choice I did not like the position of the search option and I wanted to fix the search option by design at least. By fix I would like to change the position of the search option to two different places instead of being at the top.

6. The default design of foodpanda startup was this: (You can see it at the next page)

As it can be seen in the top position is the search option which is the target of today's A/B testing.

The two designs that I created were using Canva prototyping website.
This is the first design, where the search bar is at the bottom.

Home
House: 55/F, Flat: A-4 Road No: 9A, Meena Ba...

Food delivery
Best deals on your favorites!

pandamart
Grocery delivered in 30 mins!

shops
Groceries and more

Dine-in
Eat out and save 25%

Pick-up
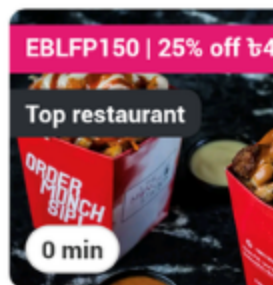Takeaway in 15 mins

Your Restaurants

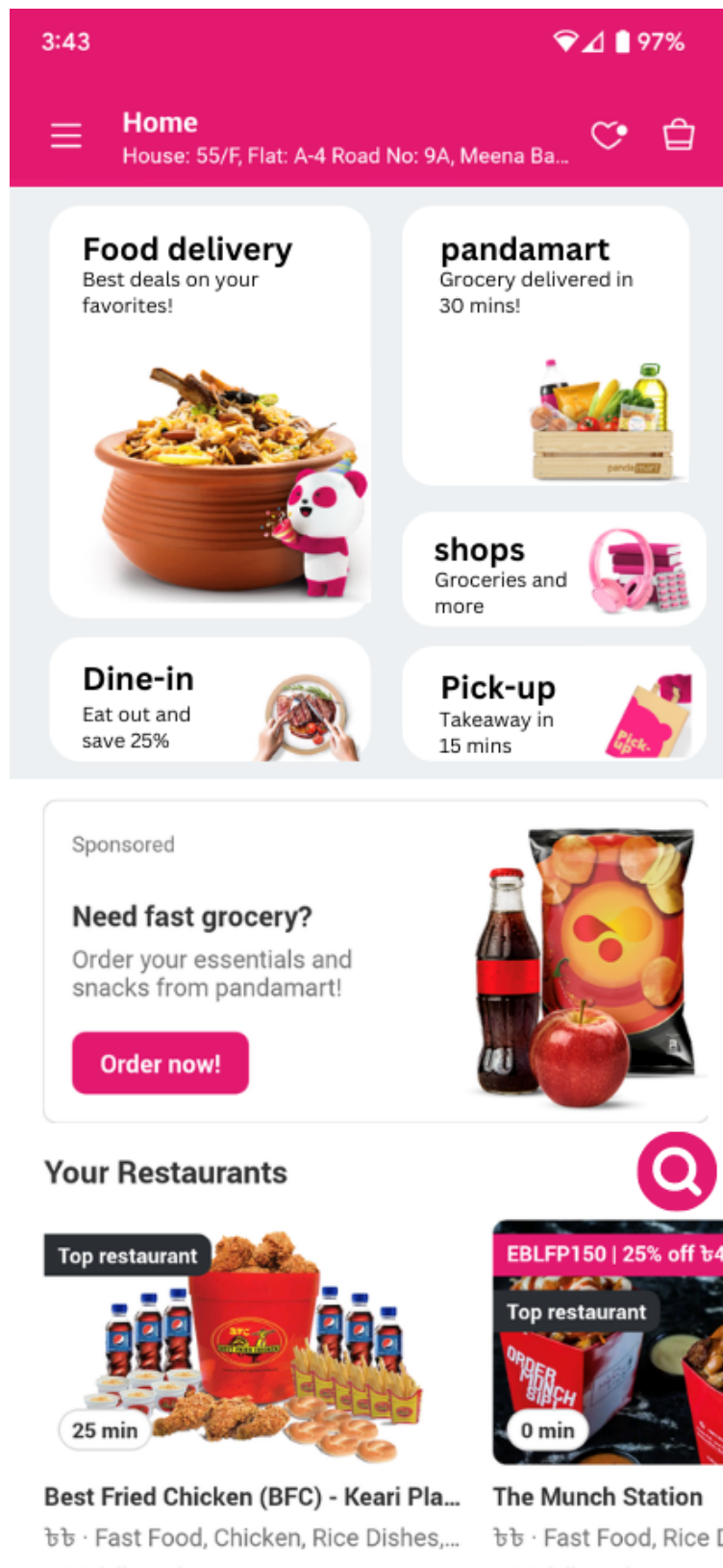Top restaurant

25 min

EBLFP150 | 25% off ৳40

Top restaurant

0 min

🔍 Search for shops & restaurants

The second design I created is where the search bar is only a small Icon where if the user presses it will expand and show the full search bar for the user to write something.

7. The two designs have only 1 change and that is the search bar, so the two designs I created are only to test the one feature that I want to evaluate which is the search bar.

8. Since I only created two prototypes, I can create a google form survey and place three of the designs: The default one, the prototype design 1 and prototype design 2. I will place three designs in that google form and take surveys from people. I will post the link to my friends and a website called torrentbd. It has a form section which is very active, one can get 20+ responses just from posting their survey link on the forum for free. Also the responses are very quiet as people of many ages and occupations use that website. So I think I can get about 30 responses as the survey will be short.

9. The first design where the search bar is at the bottom is for the users who have tall phones which is almost everyone. Since it is hard to reach the most used feature as the search bar, it feels hard to use the search bar with one hand if it is at the top.
The second design I created is the floating search bar at the left bottom. This is because it will generate more screen real estate for the content.
If I were to choose, I would choose the second design as the search bar is not taking any extra space and the function can be used whenever anyone wants.
I don't think they will be marginally better compared with design 1 and 2. Since design 2 feels a bit clunky as a floating search bar and design 1 feels solid. Some people would prefer design 1. But I believe both of design 1 and 2 I created is better than the whole default design.