

Participant Heuristic Evaluation

Evaluator: Sahil

Heuristic Set: "UI Rule of Thumbs"



#	Heuristic	Severity	Issues	Recommendations	Frequency (how common)	Impact (how easy is it to overcome)	Persistence (one time or repeated)

1	Visibility of system status	0	User clearly knows what state they are in.				
2	Match between system and real world	0	Icons are recognisable such as the settings icon and also the interface uses easy familiar terms.				
3	User control and freedom	2	<p>When clicking “Find routes”, users are given multiple routes but aren’t able to go back or have a look at the map preview again if they want to. 2nd wireframe</p> <p>Once user is provided with route and real time information, there is no undo button provided if they want to go back. 3rd wireframe</p>	Simply adding an undo or cancel button on the 2nd + 3rd wireframe.	4	2	4
4	Consistency and standards	0	Very small issue (page 2), settings icon changes from the original bottom left to bottom right when selecting time.	For better consistency, keep settings icon always on bottom left			

5	Error prevention	3	If user clicks on a route by accident e.g “10 min route”, there is no confirmation button and not able to go back.	Add another wireframe/screen for confirmation and also an undo button if needed.	2 (occasional misclicks)	4 (can’t undo the accidental selections)	3 (recurring issue)
6	Recognition rather than recall	0	Everything is clearly visible. Assuming when user searches, recent search/history appears.				
7	Flexibility and efficiency of use	0	Design allows for flexibility using the settings + options button. And routes can be saved which is efficient.				
8	Aesthetic and minimalist design	0	Nice clean design.				
9	Help users recover	1	No error messages are given.	If a user enters an incorrect or non-existence destination, a pop-up error screen could be shown.	1	3	1
10	Help and documentation	1	Although design is great, no clear help and documentation is provided.	In settings, simply add a help button/section or an accessible FAQ.	1	1	1