No.	Description	Page No.	Rule(s) Violated	Severity Ratings						Suggested Fixes
				Kai Yoong	Bazil	Kah Hoe	Xun Guo	Ying Ying	Mean	

Instances of Violations of Nielsen's Ten Usability Heuristics for User Interface Design

No.	Description	Page No.	Rule(s) Violated	Kai Yoong	Bazil	Kah Hoe	Xun Guo	Ying Ying	Mean	Suggested Fixes
1	There is no option to recover password.	2	3, 4, 5, 9	3	4	4	3	4	3.6	Add a "Forget Password" button and page
2	It is not clear what the button with the down arrow does.	6, 27	2, 7	3	3	4	4	4	3.6	Remove the button and add a scrollbar instead.
3	The plus and minus buttons do not make sense and the user may wonder what it does.	73	2	3	3	4	4	3	3.4	Just choose the discount amount from the drop-down option given. The plus and minus buttons are redundant.
4	There is no description of what security code or BSB is.	3	10	3	3	3	4	3	3.2	Add a help button beside those fields to help user understand what they should include in the fields.
5	Page title is missing.	5, 20	1	3	3	3	3	3	3	Add a page title
6	Field labels are missing.	8, 9, 10	1, 3, 4	3	3	3	3	3	3	Add field labels
7	No instructions on how to clear notifications.	5, 56, 57	7	3	3	3	3	3	3	Shade the background and have a button labelled "Clear notifications" at the bottom of the notification bar.
8	All the checkboxes are already ticked once the page opens, which may confuse the user into thinking that he has to untick the respective box to choose his item which goes against the standard across forms where you have to tick the box to select the item.	25	4	3	3	3	3	3	3	Uncheck all the checkboxes on the page.
9	The drop-down button is not needed on the field "Total" as it is a derived quantity which is calculated by a formula which cannot be changed. Hence, an option for drop-down on total should not be there.	44, 45, 46, 47, 48, 49, 50, 51, 53, 54	4, 5	3	4	4	2	2	3	Remove the option for drop-down on the total
10	User is not able to go back to the dashboard once they have selected the menu.	60, 61, 62, 63	5	3	3	3	3	3	3	Add a back button
11	The choice of field for reservation date and time encourages error to occur.	61	5	4	2	3	3	3	3	They should make it a calendar for date, and drop-down box for time.
12	There is no back button.	2	3, 5, 9	2	3	3	3	3	2.8	Add a back button to go back to previous page

#	Problem	Location							Avg	Recommendation
13	The red-coloured cross and green tick is used to indicate reservation is cancelled and reservation is confirmed, respectively. Does not match real world use.	15, 20	2	2	2	4	3	3	2.8	The cross icon should be removed, and the entire reservation should be removed once it is canceled.
14	It is difficult to distinguish services and food when rating because they are not grouped.	22	3	3	2	3	3	3	2.8	Increase the whitespace between service rating and food rating or change the fonts size to be more distinguishable than the others.
15	The entire screen seems overwhelming with two screens. user will have to pay attention to what they are doing at all times. Also, the division between orders and menu section is not clearly evident.	44, 45, 46, 47, 48, 49, 50, 51	8	2	2	2	4	4	2.8	Split the screen to make sure that the main screen is larger than the secondary screen.
16	The logout button has a power icon next to it, which is the wrong metaphor to use.	59	2	2	3	3	3	3	2.8	Remove the power icon and just make the logout a button instead of plain text.
17	The view button does not clearly indicate what will be viewed once we click on it.	12	2	2	3	3	3	2	2.6	Change the button description into a more specific description. For example, "View reservation", if the button is for viewing reservation.
18	There is no field for re-entering password.	3	5	3	2	3	1	3	2.4	Add a new field to re-enter password.
19	The message "Reservations available for today" would only confuse the user as a calendar option is given to choose the date for reservation. Hence, the message is unclear if reservation is available for current date or date chosen in calendar.	8	7	2	3	2	3	2	2.4	Remove the message
20	Available and unavailable tables are coloured green and red, respectively. These colours are not colour-blind friendly.	10	2	3	2	3	2	1	2.2	Change the colours used.
21	Some text fields contain text which are greyed out while others are not.	3	4	2	2	2	2	2	2	Make every text field to have grey text.
22	Font size of the header "Customer Information" is smaller than the main text which is not consistent to the other screens.	34	4	2	2	2	2	2	2	Increase the font size for the header so that it is distinguishable from the other text.

23	When a popup box appears, the background is not greyed out.	12, 18	4	2	2	2	2	1	1.8	Make sure that the background is greyed out when the pop up box appears.
24	Search bar is on the left side of the screen, which is not the standard.	25	4	2	2	1	2	2	1.8	Change the search bar to be on the top right.
25	The icon for tables does not represent tables.	59	2	2	2	2	2	1	1.8	Replace the icon with an icon that represents a table.
26	Popup box is not centred, unlike in other screens.	68, 69	4	1	2	2	1	1	1.4	Centre the pop up box.
27	Lack of use of colour, making the interface not aesthetically pleasing.	1 - 88	8	1	2	1	1	1	1.2	Set a theme color to MoVE and make it consistent over the pages. Add more colour to pages instead of using black and white.
28	The labels on the butons have different font sizes.	62, 67, 71, 72	4	1	2	1	1	1	1.2	Make the font size of the buttons to be consistent. Increase font size of price tag.
29	The alignment is not consistent. The food list is aligned to the left but the "total" is ailgned to the middle.	19	4	1	1	1	1	1	1	It would be better to have a long line instead of a long hanging in the middle.
30	Button sizes are different for "Clear" and "Send", compared to "Back" and "Home".	41	4	1	1	1	1	1	1	Make the button size similar.