



NOVA SCHOOL OF
SCIENCE & TECHNOLOGY

Interação Pessoa-Máquina
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Nova Booking

Stage n: 6



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Group 9 Heuristic Evaluation:

Nº	Problem	Heuristic	Description	Seve- rity	Solution	Screenshot
1	Lack of feedback	Visibility of system status	In the top menu bar, the "Home" section always stays highlighted in white even when we navigate to a different section like "My reservations"	3	Highlight the website section that is selected when the user navigates to that section.	<i>Figure 1 -Top menu bar</i>
2	Persistent Feedback	Visibility of system status	In the "My reservations" to book a room, once we hover over a room, we get the information about the room occupation, and this doesn't disappear even when we move the mouse away from any room. The user might think the room is selected.	2	Stop showing the occupation information when the mouse leaves the area of the list of rooms.	<i>Figure 2 - Occupation information for room</i>
3	Low contrast on menu	Aesthetic	The color selected for the non-highlighted sections in the menu makes it hard to read the titles against the dark background.	1	Use a different color for the menu titles.	<i>Figure 2 -Top menu bar</i>

4	No difference between offices and laboratories	Match the real world	In building 2, the rooms appear as rooms although they're in fact laboratories.	1	There should be some kind of distinction between rooms and labs.	<i>Figure 3 –Ed.2 Room List</i>
5	Can't cancel delete operations	User control & Freedom	In case the user miss clicks or isn't paying attention, he can delete important reservations without wanting to.	3	Before deleting a reservation, a pop-up should show up, so the user can cancel the operation in case it was a mistake.	<i>Figure 4 – Upcoming Reservations</i>
6	Not enough information about buildings	Visibility	When a user selects a building, there isn't any type of information about it, besides knowing where it is.	1	When a building is selected, it should show some basic information or even the type of reservation s a user can make.	<i>Figure 5– Building Selected</i>

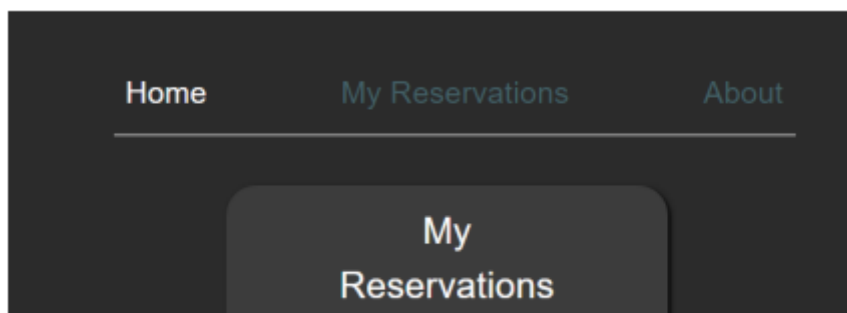


Figure 1 -Top menu bar

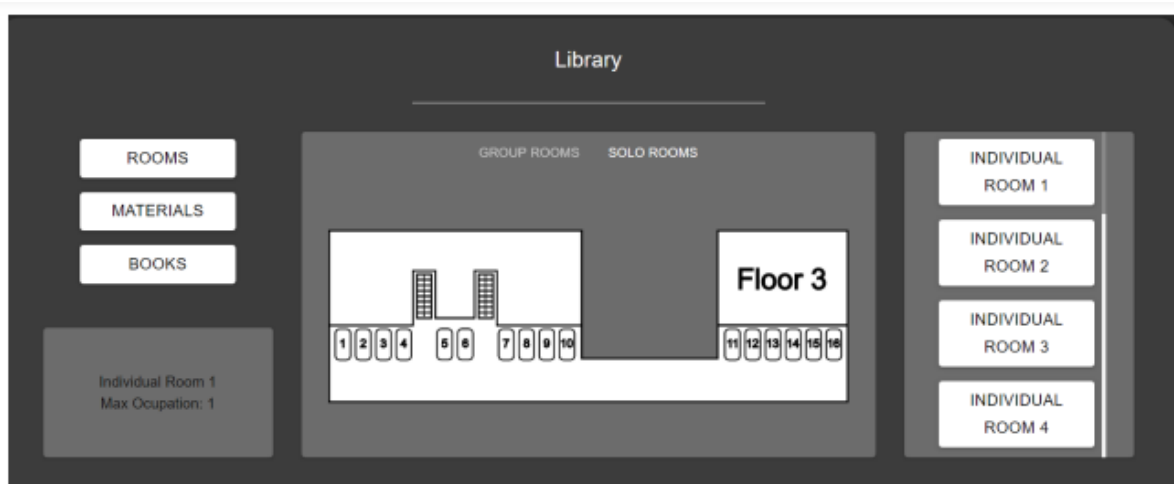


Figure 2 - Occupation information for room

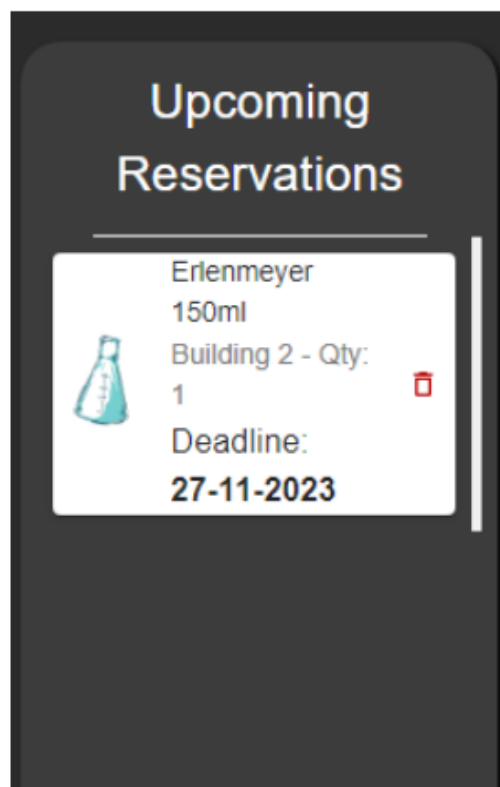


Figure 3 - Upcoming Reservations

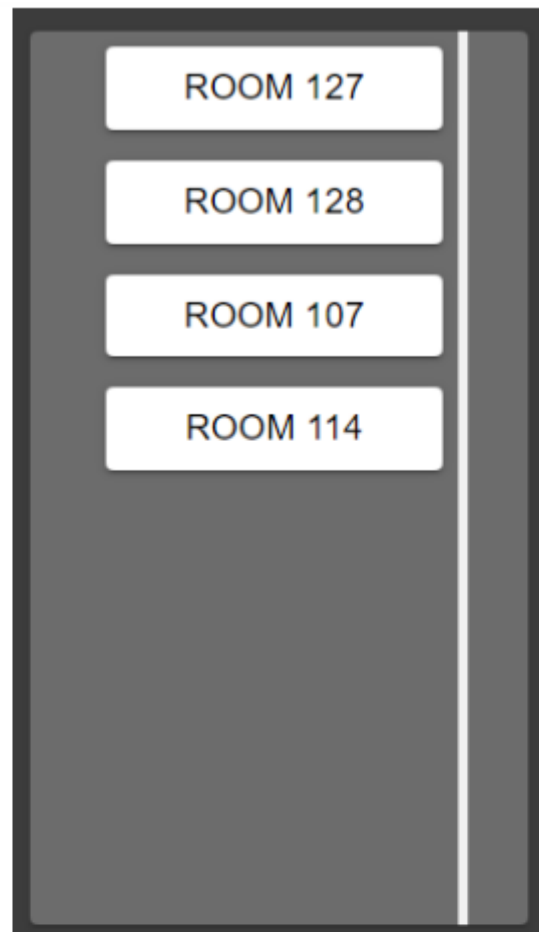


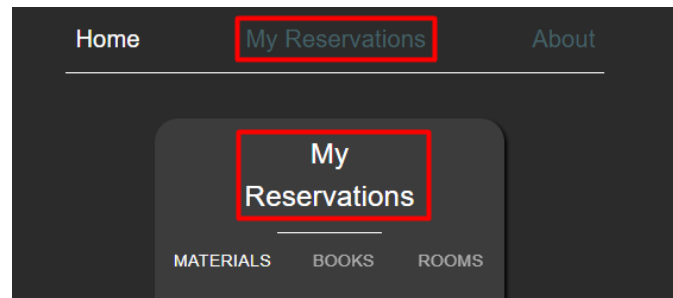
Figure 4 - Ed.2 Room List



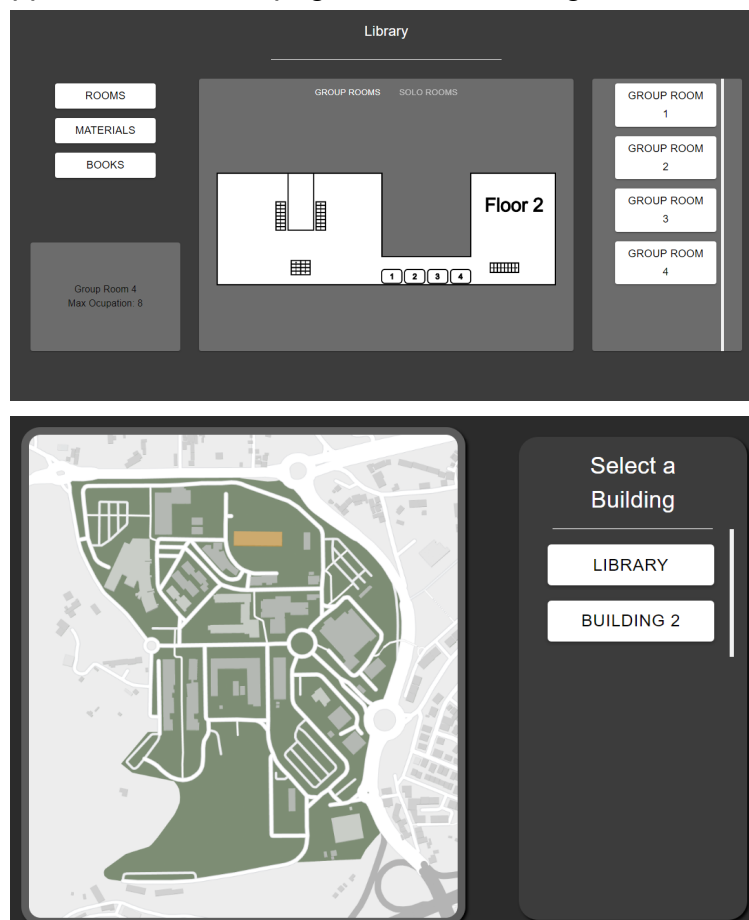
Figure 5 - Building Selected

Evaluation Results Review:

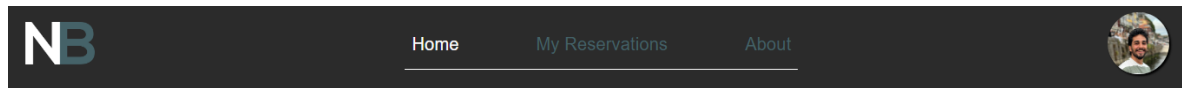
Problem nº 1: As said by the evaluators we should highlight in white the text of the page we are currently on, on the navbar. By doing this we also could remove the redundancy done with the text below for the web pages “My reservations” and “About”.



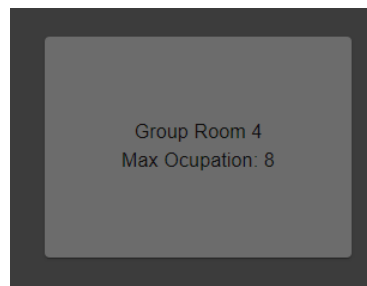
Problem nº 2: The evaluators made a mistake mentioning the web page, it's the room selection page in the library and in the building 2 not in the “My Reservations” page. We agree that the information box on the left corner should only show when the cursor is above its respective room but we don't agree that it would make the user think the room is selected, because the webpage stays the same, it doesn't show the calendar to make a reservation. It's merely a cosmetic problem. The same problem also happens in the main page with the building selection.



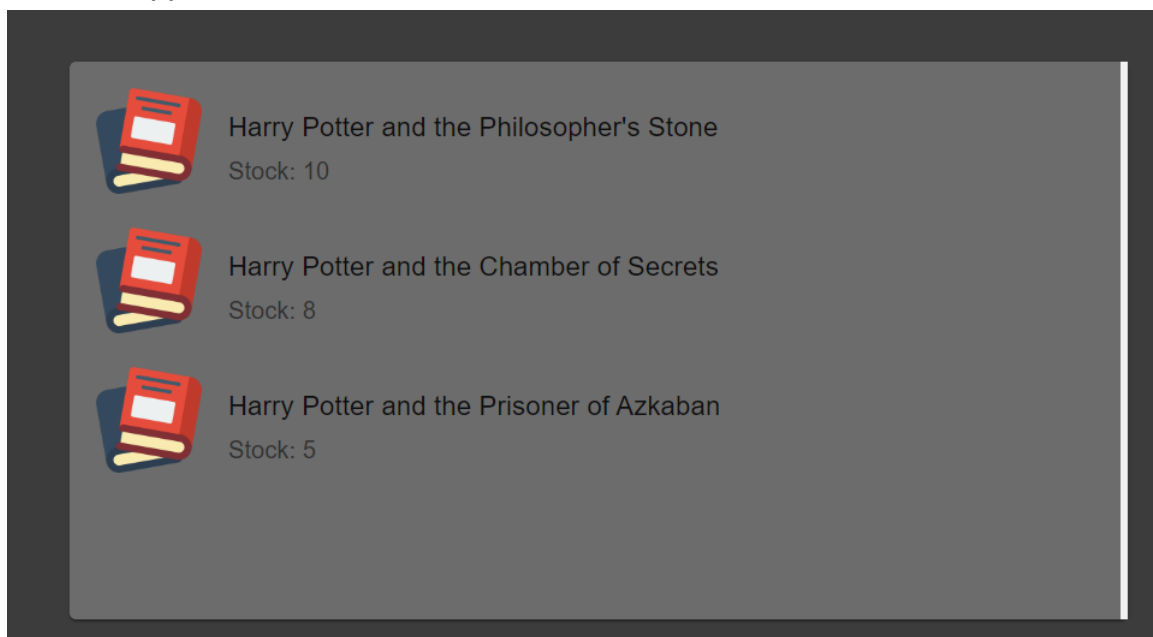
Problem nº 3: We agree with the evaluators that the color used for “My Reservations” and “About” in the navbar makes it hard to read, due to the color being dark as the background, there isn’t much of a contrast. The objective was to combine it with the colors of the website’s logo. We could mitigate this by making them white with a subtle shade of gray or another color that would contrast with a dark background or maybe make them bold.



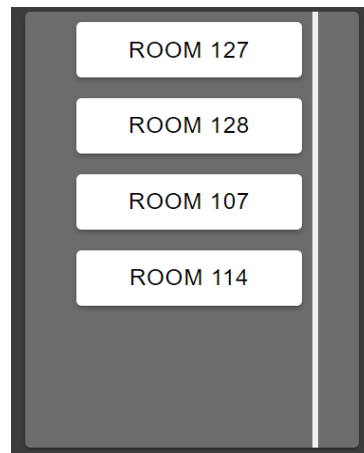
They did not mention but the text in the information box on the left corner of the library and building 2 web pages when selecting a room should also have a contrasty color like white, due to it being a little hard to read. Or the gray box could simply be white.



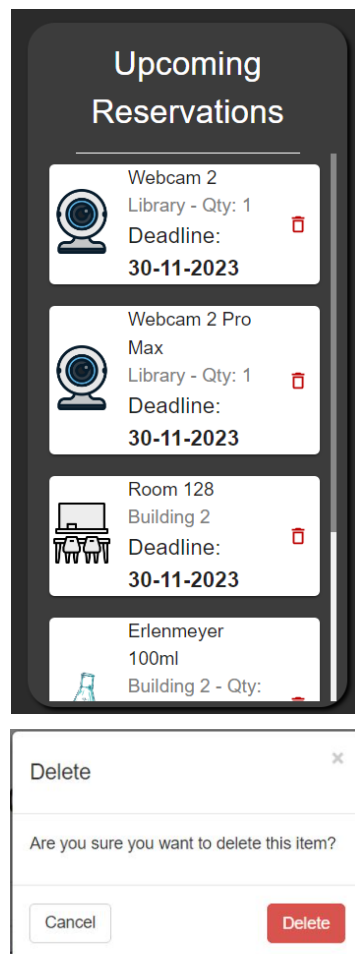
The same applies to the Books and Materials names.



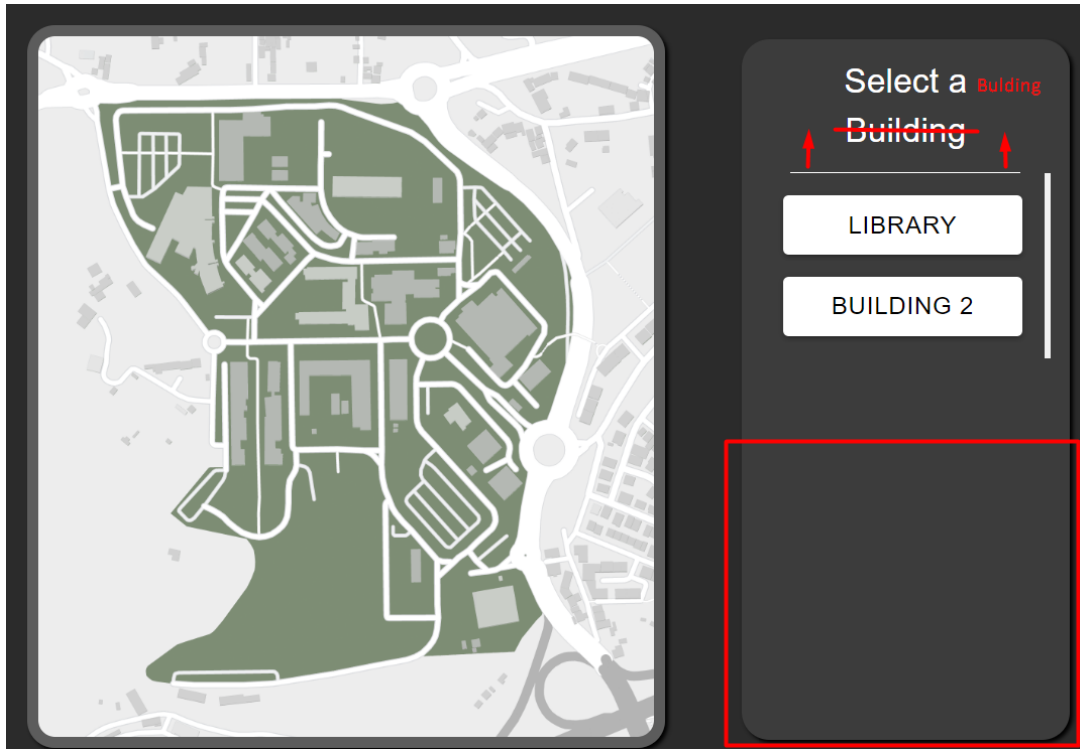
Problem nº 4: As said by the evaluators there should be a distinction of the room type in the room list in the library and building 2. This could be achieved by simply attributing a type to each room name, like amphitheater and laboratory, for example Laboratory 107 and Amphitheater 127.



Problem nº 5: We agree that there should be a popup message asking if we really want to delete a reservation when pressing the “delete button” (the trash can symbol), or else there will be miss clicks when using the scroll bar (if the user doesn’t use the scroll wheel) or the user is simply not paying attention as mentioned.



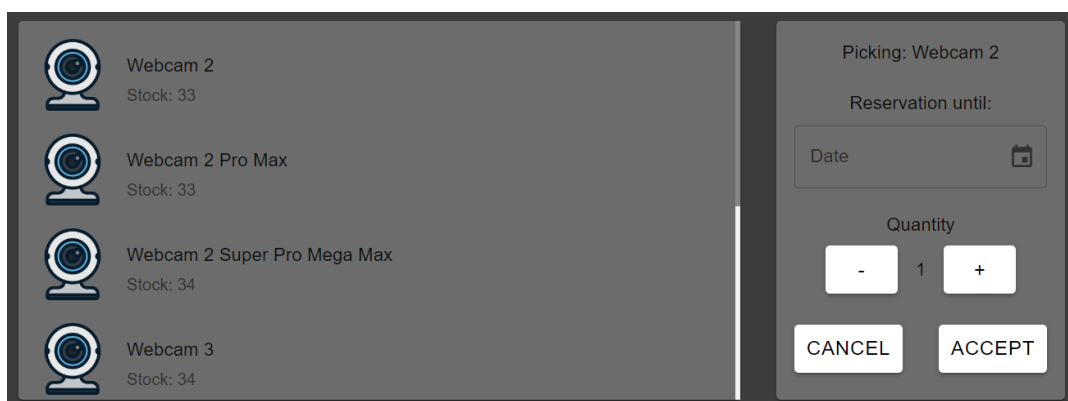
Problem n° 6: As said by the evaluators there should be information given to the user about the building. This can be solved by simply having an information box below the building selection when the user hovers over a building for example. To accommodate this info box, the top text could have a smaller font and fit in one line instead of two, by making the selection buttons list rise a little and removing a little space from the selection list on the bottom.



Other problems:

Problem n° 7:

- Problem title: Item/book selection indicator
- Heuristic: Visibility of system status
- Description: The selection indicator on the item/book clicked on doesn't stay. The user has to read the text on the right box(the reservation box) to know what is selected.
- Severity: 2
- Screenshot:



- Solution: Even though the right box says the item selected it's not enough. The solution would be having the selection box always active, not only when pressed. Like the image below:

The image shows a UI mockup for selecting an item. On the left, there is a list of items, each with a webcam icon, a name, and a stock count:

- Webcam 2 (Stock: 33)
- Webcam 2 Pro Max (Stock: 33)
- Webcam 2 Super Pro Mega Max (Stock: 34)
- Webcam 3 (Stock: 34)

On the right, there is a reservation control panel:

- Picking: Webcam 2
- Reservation until:
- Quantity:
-

The same could be done to the type of rooms in the library and reservation done or have the text of the one selected be more prominent than the non selected one :

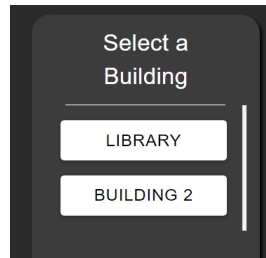
The image shows a UI mockup for room selection. At the top, there are two tabs: "GROUP ROOMS" and "SOLO ROOMS". Below the tabs is a floor plan diagram. The floor plan is divided into two main sections. The left section contains a grid of room numbers: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10. The right section contains a grid of room numbers: 11, 12, 13, 14, 15, 16. The text "Floor 3" is displayed prominently on the right side of the floor plan.

The image shows a UI mockup for "My Reservations". At the top, there is a title "My Reservations" and three tabs: "MATERIALS", "BOOKS", and "ROOMS". Below the tabs, there is a list of reservations:

- Webcam 2
Library - Qty: 1
Deadline: 30-11-2023
- Webcam 2 Pro Max
Library - Qty: 1
Deadline: 30-11-2023
- Erlenmeyer 100ml
Building 2 - Qty: 3
Deadline:

Problem nº 8:

- Problem title: Help text not enough descriptive in the main page
- Heuristic: Match the real world
- Description: When the user reads “Select a building” in the main page it doesn't know it has to do it to make a reservation it could be for any other thing/reason.
- Severity: 2
- Screenshot:



- Solution: An alternative would be having: “Select a building to make a reservation.”.

Problems Solved:

Due to the lack of time almost no improvements were made after stage 4. We changed the text color to white for all the pages on the nav bar to mitigate problem number 1.

