



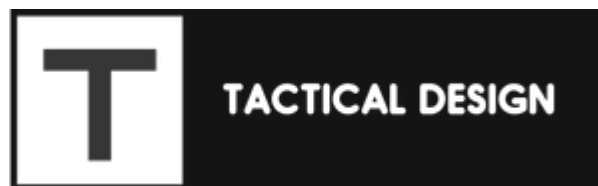
FACULDADE DE
CIÊNCIAS E TECNOLOGIA
UNIVERSIDADE NOVA DE LISBOA

Interacção Pessoa-Máquina
2020/2021

Evaluation Report

Stage 5: Heuristic Evaluation

by



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December 6, 2020

Considerations

This evaluation was done by our team to the android application **Foodie** elaborated by the IPM group 14.

Although some features and buttons or functionality were not available or were disregarded during the development of the application, as indicated in the phase 4 report, we still approached the application from the point of view of usability. That is, an element with little or no feedback response would be signalled in our heuristic report.

The stage 4 report was received in 30/11/2020 at 20:17:33 as shown in *Figure 0*.

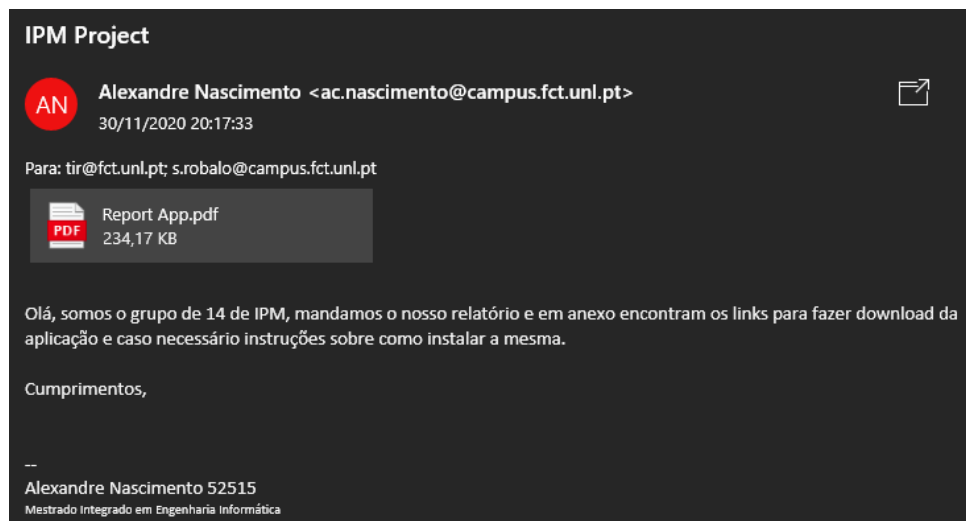


Figure 0: e-mail received.

Regarding the values of severity in heuristic evaluation, we used the scale provided below. There are values with decimal places because we averaged the evaluations and we considered that leaving the value without rounding would have a better representation.

Severity scale:

1. Cosmetic: correction is not mandatory
2. Minor: correct, low priority
3. Major: correct, high priority
4. Catastrophic: correction is essential

Heuristic Evaluation

N	Problem	Heuristic	Description	Severity	Solution	Screenshot
1	Searching Issue	Flexibility and efficiency of use	Doing a search requires exactly the name of content, e.g.: searching for "Choco", does not return "Chocolate mousse".	2,25	Further develop this feature, by adding a search filter.	Fig. 1
2	Searching Issue	Visibility of system status	If searching finds no results generates a white page, no feedback.	2,75	Leave a message that no results were found.	Fig. 1
3	Textual Description	Match between system and the real world	Ambiguity in categories "dinner", some people call it "supper".	1	Modify text to "Dinner/Supper".	Fig. 2
4	Information	Match between system and the real world	In categories, "Brunch" is not a choice for category some users are used to this definition.	1,25	Add "Brunch" as category, search for other culture-based categories.	Fig. 2
5	Search	Visibility of system status	Search does not provide a result count.	2,5	Always display a search result such as "x results found".	Fig. 3
6	Rating isn't available	Error prevention	Rating in tab is not reachable but is displayed in the bar.	2,75	Remove rate from bar or add different text/button colour (light grey) to indicate unavailability.	Fig. 4
7	Like button N/A	Error prevention	The like button does nothing, has no visible feedback.	1,75	Add a popup warning like "functionality not available" or implement functionality.	Fig. 4
8	Edit profile N/A	Error prevention	The edit button does nothing, the toast is too simple and does not reflect the lack of an implementation.	1,75	Add a popup warning like "functionality not available" or implement functionality.	Fig. 5

N	Problem	Heuristic	Description	Severity	Solution	Screenshot
9	Log Out N/A	Error prevention	The logout button does nothing, the toast is too simple and does not reflect the lack of an implementation.	2,5	Add a popup warning like "functionality not available" or implement functionality.	Fig. 5
10	Menu Buttons	Aesthetic and minimalist design	All options menus, the 3 vertical dots icon can be misleading.	1,5	Change icon to something like: Burger Menu Icon.	Fig. 5
11	Popups	Aesthetic and minimalist design	Popups (Toast) are too simplistic and disappear fast.	2	Make them bigger, opaque and consider time limited/button popups.	Fig. 6
12	Recipe: No delete option	User control and freedom	Upon submitting a recipe, there is no way to edit or delete it, a bad input might lead user to resubmit.	3,25	Make an option or button to allow user to edit or delete unwanted recipe submission.	
13	Recipe: Bar Style	Aesthetic and minimalist design	Grey on Dark Grey colour contrast is not ideal and unappealing.	1,75	Change colours or add colour schemes/themes.	Fig. 4
14	Profile: User Image	Aesthetic and minimalist design	Some might consider a square user image on profile as unappealing, does not fit in well with the overall app style or modern app design styles.	1	Round the image corners or add a border or frame to make it more appealing.	Fig. 6
15	App Background	Aesthetic and minimalist design	The white background is always present even when no information to display.	1,25	Add a background colour or images on Views.	Fig. 1
16	Text Inputs	Aesthetic and minimalist design	Untreated text on the fields allow Emoji's to be added.	2,25	Contextual keyboard limitation on user input.	Fig. 7
17	No feedback	Error prevention	Pressing Coop recipe menu, does not provide any feedback.	2,75	Implement or add a popup/error to inform user what is going on.	Fig. 8

N	Problem	Heuristic	Description	Severity	Solution	Screenshot
18	No feedback	Error prevention	Pressing Share recipe menu, does not provide any feedback.	2,75	Implement or add a popup/error to inform user what is going on.	Fig. 8
19	Loading App	Aesthetic and minimalist design	After app launches, lack of intermediate layer, like a presentation or loading screen.	2,5	Add a start screen with app logo and/or developer logo or info.	
20	Loading App	Visibility of system status	App will process internal information, loading grows with local or remote information, might cause delays.	2,25	Add a start/loading screen, for app resources processing, before main screen appears.	
21	Recipe: Image	User control and freedom	Forces an image to be added when user might not want to add any image.	3,25	Provide alternative like default images within app.	Fig. 9
22	Recipe: Ingredients Tab	Consistency and standards	Plus, icon misleads user, plus is recognized as adding something, not to be used for listing, does not seem as something to add on the shopping cart.	1,75	Add Bullet Point or a border / frame / division around each item.	Fig. 10
23	No Help or Support	Help and documentation	No information about how to use the app, end user will likely be lost for some time.	1,75	Add a help section or configuration menu to assist in optional app features.	
24	Text Inputs	Error prevention	Bad text processing allows empty information like a single "space" to be added.	2,5	Contextual keyboard limitation on user input.	Fig. 11
25	On Add Ingredients	Flexibility and efficiency of use	When you finish writing an ingredient and click on "ADD INGREDIENT", the input does not go to the next entry. The same goes for the steps	2,5	Make the user input go to the next entry on button click.	Fig. 12
26	No login	Match between system and the real world	There are multiple users in the app community sharing recipes but no login system.	2,5	If the logout is a functionality, the login should also be represented.	

N	Problem	Heuristic	Description	Severity	Solution	Screenshot
27	Shopping Cart Icon	Aesthetic and minimalist design	Shopping cart icon makes no sense in recipe ingredients tab, at least without interactions.	2	Implement the functionality or remove the shopping cart icon and change the ingredient list to something like a bullet list.	Fig. 10
28	Text Inputs	User control and freedom	User is not limited on the amount of text input, on titles, descriptions, etc.	1,5	Limited the input fields.	Fig. 13
29	Searching Issue	Consistency and standards	Inconsistency in the search bar between the "RECIPES" and "SOCIAL" tabs, with too much not clickable empty space.	1,5	The search bar in "RECIPES" should be like the one in "SOCIAL", with the filters appearing only on focus.	Figs. 14, 15
30	Searching Issue	Fitts' Law	The search button in "RECIPES" is hidden below all the filters, does not provide an efficient usage. The keyboard button does not work.	3	There should be a way to finish the search without needing to scroll to the bottom: Pressing enter, or floating search button.	Fig. 16
31	Profile Space Management	Aesthetic and minimalist design	The profile picture and social counts take too much screen space, impacts the usability of the system, especially on wider screens.	2,5	Instead of using fixed values for coordinates / dimensions, makes them dynamic and adapts to the screen size.	Figs. 17, 18
32	Lack of reversible actions	User control and freedom	The interface does not encourage user exploration.	2,75	Add a "Back" navigation button / arrow.	
33	Buttons not aligned	Aesthetic and minimalist design	In the ingredient list, the text is positioned higher than the buttons.	1,5	Align the plus icon with the text.	Fig. 10
34	Ingredient not fully visible	Visibility of system status	For new recipes with six ingredients (or another number in different screens), the last ingredient inserted in a new recipe is not fully displayed and the scroll does not work. Probably a result of the previous problem.	2,5	The bottom navigation bar is displayed over the view / container, reorder this to be at same view / container level.	Fig. 19

N	Problem	Heuristic	Description	Severity	Solution	Screenshot
35	Ingredient not inserted	Visibility of system status	For new recipes with seven or more ingredients (or another number in different screens), the last ingredient inserted in a new recipe is not displayed.	3,5	The bottom navigation bar is displayed over the view / container, reorder this to be at same view / container level.	Fig. 20
36	Searching Issue	User control and freedom	No option to change the search query, in case of a typo the user must repeat the whole process.	3,25	Make the search bar persist when the results are displayed.	Fig. 1
37	Adding Folder Issue	Flexibility and efficiency of use	Could not find option to create new folder, outside of saving a recipe.	2,25	On the folders tab, allow for the creation of a new folder.	
38	Social Issue	Error prevention	On social, when looking through Followed, you can navigate to another user when clicking near "Followed" and "Follower".	2	Revise the view and try to fix the bug.	Fig. 15
39	No Follow/Unfollow	Error prevention	Followed users are displayed, but there is no option to unfollow or follow new user.	2,25	Implement and option to follow / unfollow a user.	Fig. 6
40	No Category Viewing	Flexibility and efficiency of use	Cannot see the categories in which a recipe fits in its own page.	2,25	On a recipe's page, display its categories.	Fig. 4
41	On Add Recipe	Error prevention	On process of adding recipe app sometimes crashes.	3,5	Constrain Flow of processes to prevent Android from freeing memory and killing application	Fig. 21

N	Problem	Heuristic	Description	Severity	Solution	Screenshot
42	Search	Visibility of system status	On invalid search nothing shows up, but you still can click on Person Profile.	2,5	Revise the view and try to fix the bug.	Fig. 1
43	Add Recipe	User control and freedom	Too many Checkboxes.	1,75	Allow user to input text or select option with options.	Fig. 2
44	Social	Consistency and standards	After selection of following and then swiping, the Recipes and Social buttons disappear.	3,25	Make swipe action to return to previous state/screen.	Figs. 22, 23
45	Coop Option	Match between system and the real world	Unclear on what "coop" means in this context.	1	Use a less ambiguous expression, provide informative popup or proper feedback.	Fig. 8

Figures

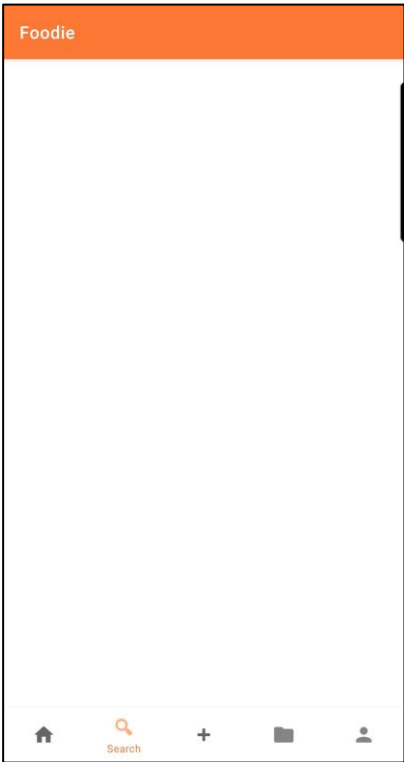


Figure 1

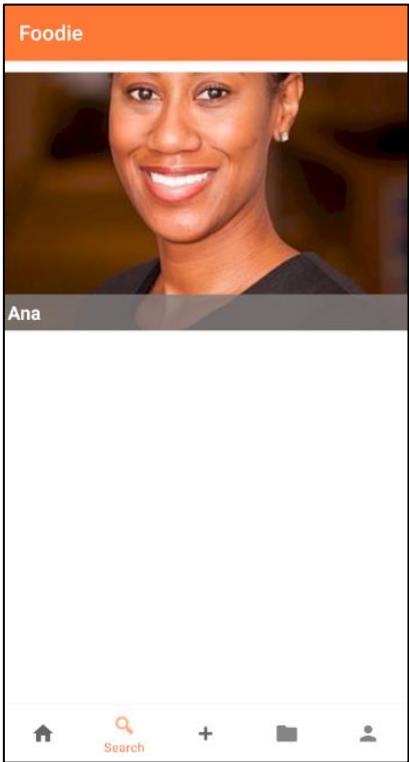


Figure 3

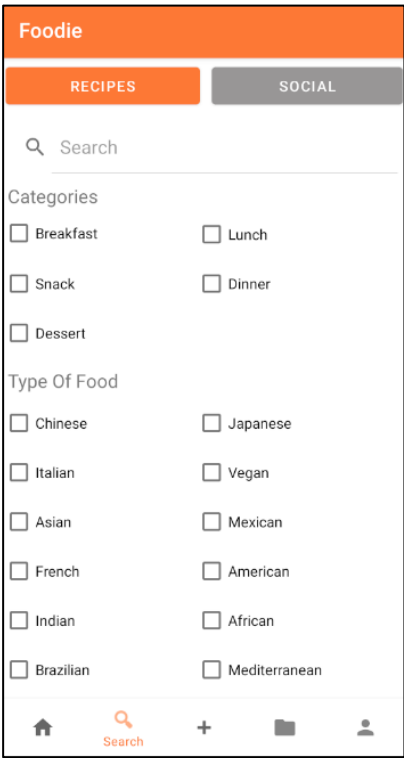


Figure 2

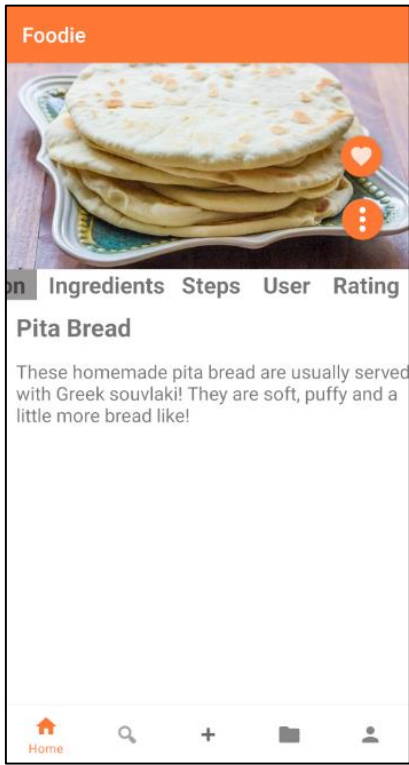


Figure 4

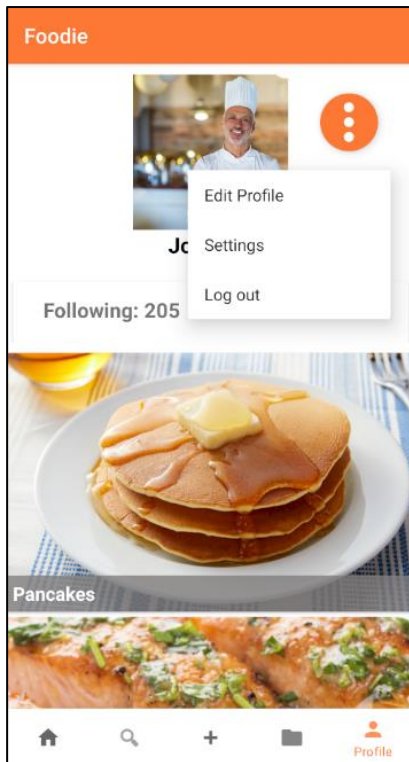


Figure 5

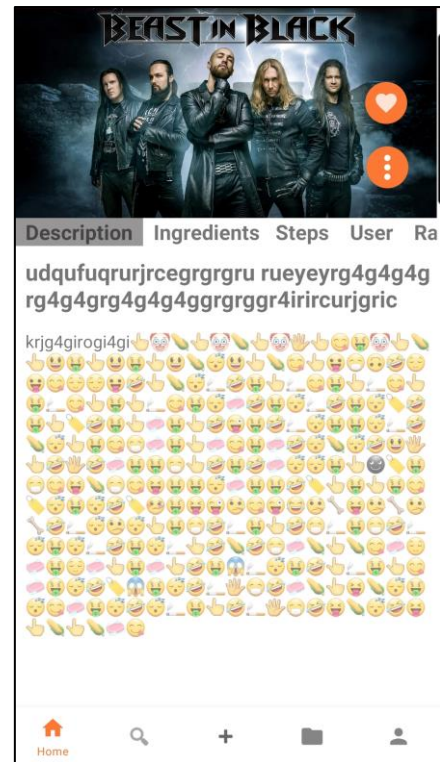


Figure 7

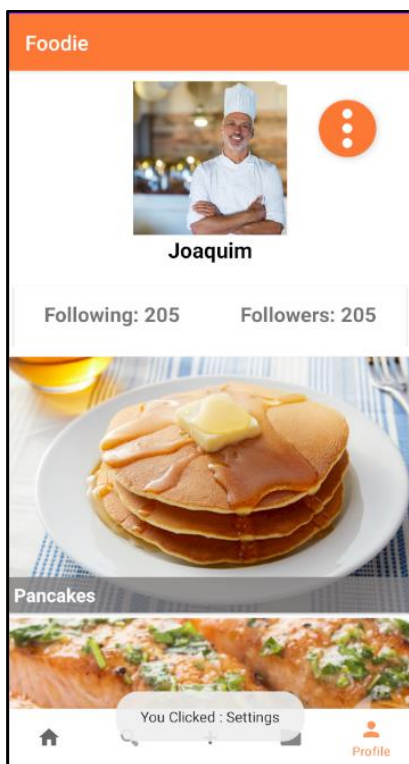


Figure 6

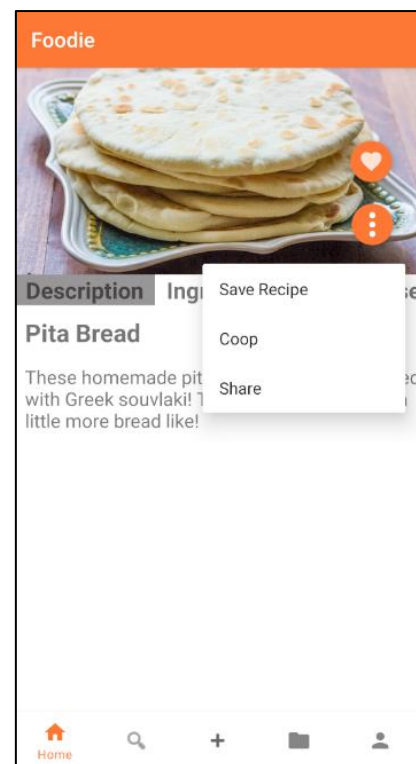


Figure 8

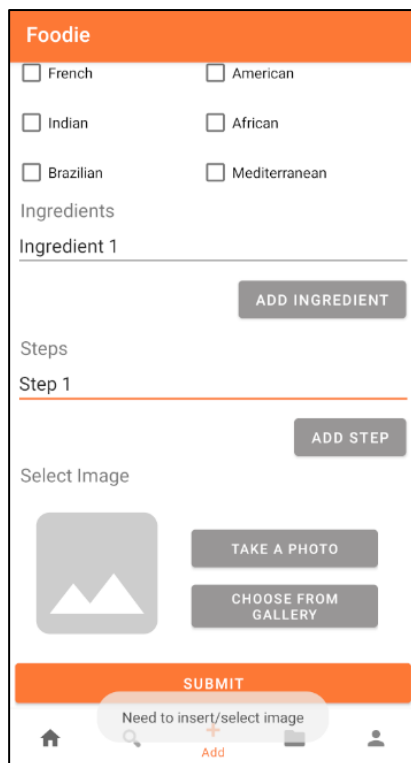


Figure 9



Figure 11

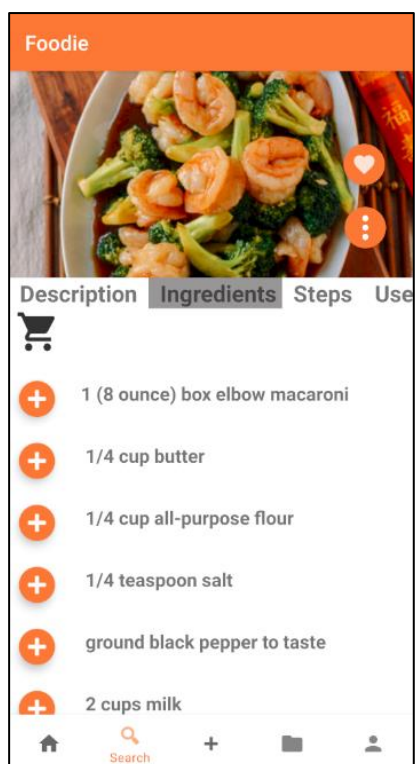


Figure 10

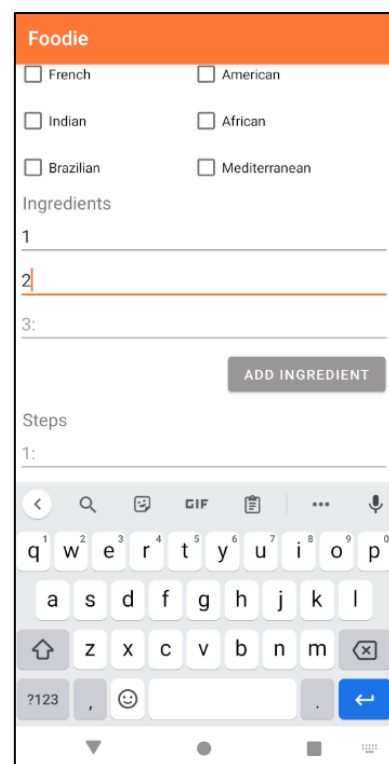


Figure 12



Figure 13

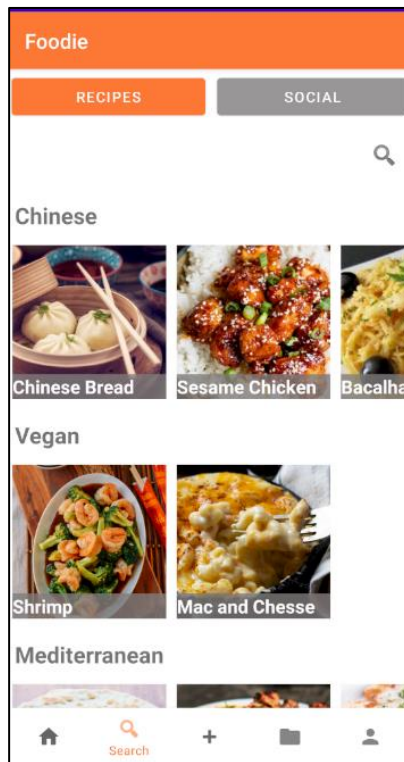


Figure 14

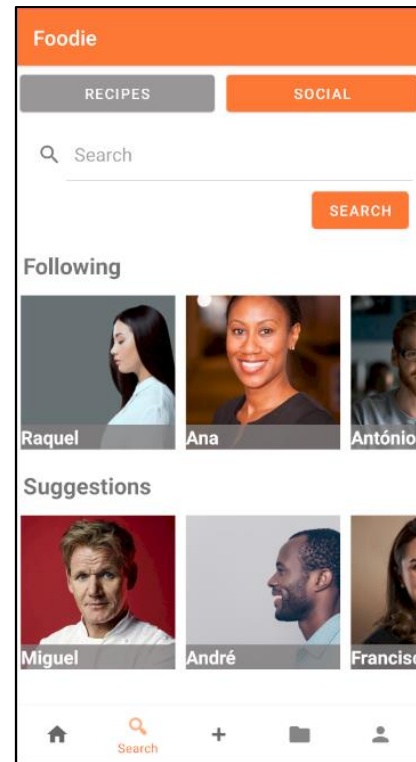


Figure 15

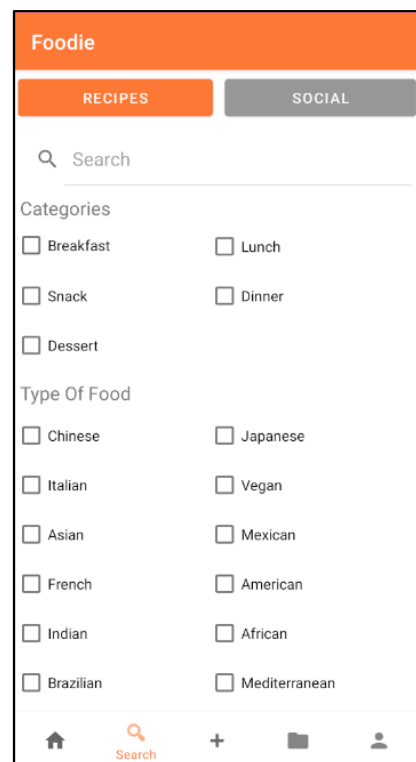


Figure 16

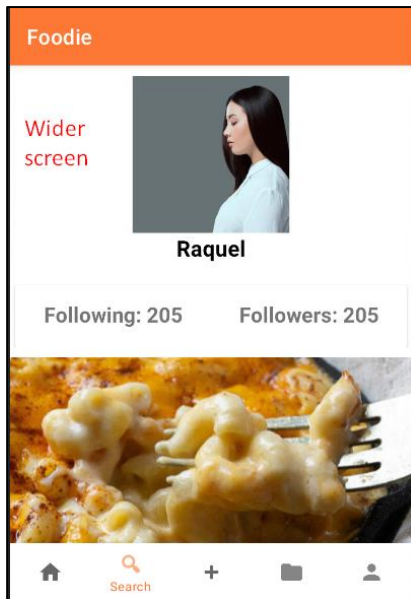


Figure 17

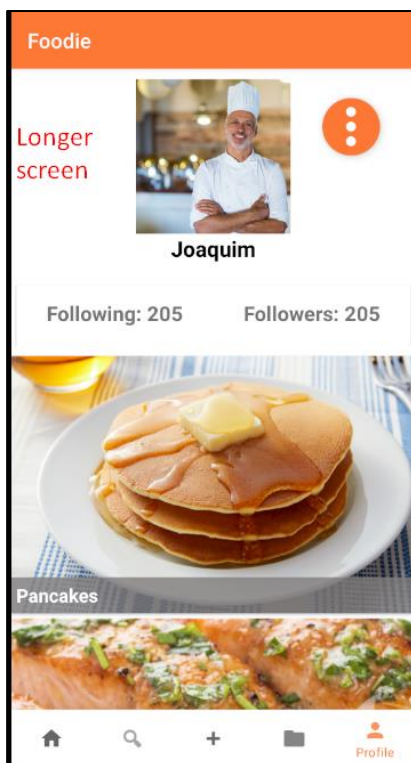


Figure 18

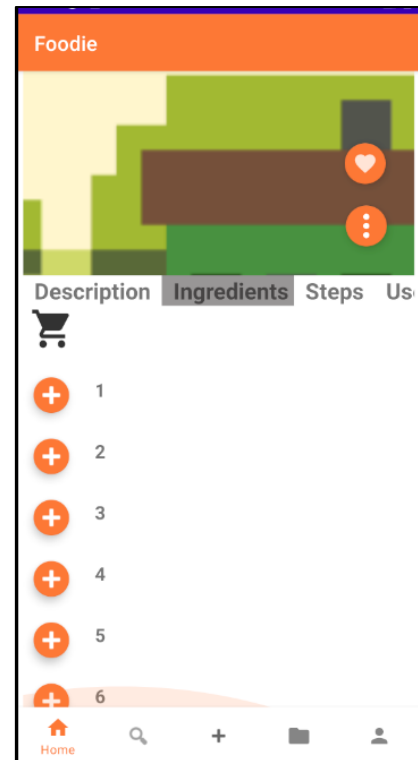


Figure 19

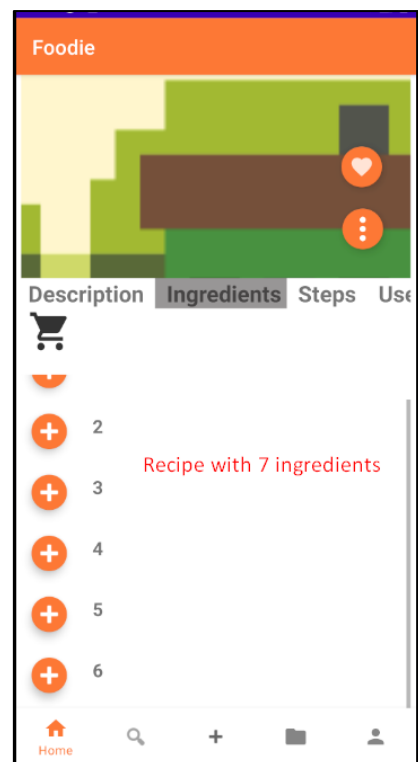


Figure 20

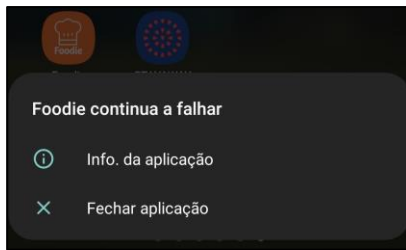


Figure 21

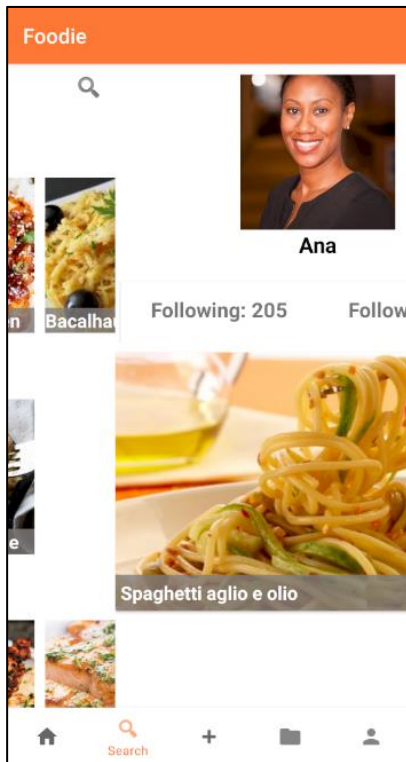


Figure 22

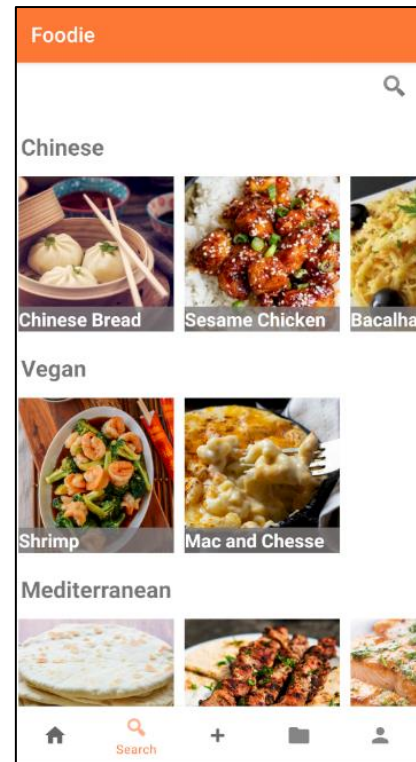


Figure 23

Observations

A mobile application should have a storyboard that starts by showing the user a loading screen, while the system preloads the app's resources. Followed by a login system, if any. Or, optionally, the user may be redirected into the application's main screen as an anonymous user (for some extra freedom). This mitigates the problem of older smartphones taking too long to load, which causes a brief crash when opening the app.

We consider that the home view, where the recipes are displayed, should be limited to a defined amount or, preferably, lazy loading techniques should be implemented to avoid the slow loading of the images of all recipes at start-up.

The same view could also be ordered by rating, even if the classification system is not currently implemented.

Conclusions

The concept of the project is interesting.

The project's logo is pretty and fits the theme. The bottom navigation bar is useful, simple, and clean for the end user. The layout of the app seems adequate, the good choice of main colours and the strong use of images makes it attractive to the eye, although we consider it lacking in presentation and style in some places.