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TMASK

Stage 6: Evaluation results and presentation of the final

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Heuristic Evaluation (pointed by group 12)

| Nº	Problem	Heuristic	Description	Severity	Solution	Screenshot
1	Navbar overrides the form header	4. Consistency and standards	In this form, and in the following ones, the positioning of the form appears off-center, and with other components preventing the visualization. In this case, the navbar is overlapping the top of the form.	3	2.1	Figure 1
2	Absence of a stepper	1. Visibility of system status	During the elaboration of the form for choosing the mask profile, we do not have the idea of the timeline for filling out the form.	2	2.2	Figure 2
3	Standard measures	2. Match the real world	When choosing the mask size, the SI measurement used is the centimeter. However, I may belong to a country where the standard mediation measure may be different.	1	2.3	Figure 3
4	Buttons do not work	3. User control and Freedom	The 3 buttons for the edition of the Profile's information does not work.	3	2.4	Figure 4
5	The need to leave the page	4. Consistency and standards	Make a mask should be on the same page than the others. It makes the user take unnecessary steps by changing pages.	2	2.5	Figure 5
6	Buttons should not exist	4. Consistency and standards	The user should see every mask and then apply filters if necessary.	2	2.6	Figure 6
7	System status not perceptible	1. Visibility of system status	After click on "CATALOG" in not perceptible to understand if we are on "MADE BY TMASK TEAM" or "MADE BY COSTUMERS" tabs.	1	2.7	Figure 7
8	Unknown term	2. Match the real world	While on "CART" the term "ME" is not familiar to user.	1	2.8	Figure 8
9	Error message on Cart	9. Help users recognize, diagnose, and recover from errors	While on "CART" and user clicks on remove item button the system crashes without a suggested solution.	3	2.9	Figure 9
10	Search feature is not responsive	1. Visibility of system status	While performing a search for an item, if the item searched is composed by two words, the search is not responsive (and does not work at all).	3	2.10	Figure 10
11	Search feature does not implement any Keyboard accelerator	7. Flexibility & Efficiency of Use	While performing a search for an item, when the user is typing the respective term, identifying it, it is not available, any Keyboard accelerator (like Keyboard's ENTER shortcut) to facilitate its use.	1	2.11	Figure 11
12	Shopping Cart's Information about the Form's Fields are not useful	1. Visibility of system status	The system does not provide any useful information about the fields of the form related to the Shopping Cart (e.g., Facial Profile or Quantity of Masks).	1	2.12	Figure 12
13	Shopping Cart's Form is not responsive	1. Visibility of system status	While trying to update the field of Quantity, the Final Price does not update automatically, and it is not offered any option to the user to do it, manually.	2	2.13	Figure 13

Solutions and screenshots

For each problem and respective solution that we were given, we present our solution below.

2.1 Solution:

Reformulate the positioning of the canvas so that the form appears under the navbar.
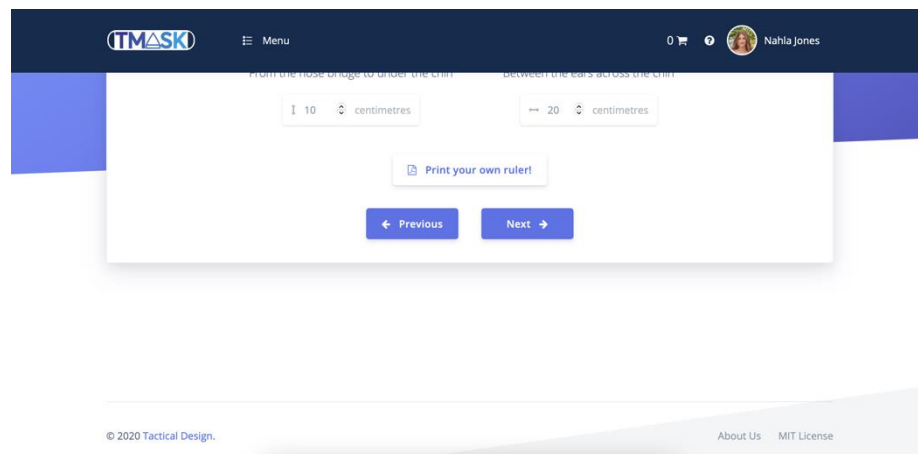
Figure 1 Screenshot for problem #1

Our solution:

We do not consider it a problem, on the contrary, it was implemented for this purpose.

The navbar is not always present, it appears or disappears depending on the user interaction.

When scrolling down, the bar disappears to maximize the view.

When scrolling up, you have the shortcuts available at the top of the page without having to go all the way up, increasing efficiency.

2.2 Solutions:

Implementation of a stepper so that the user knows the actual step and how many to the final.
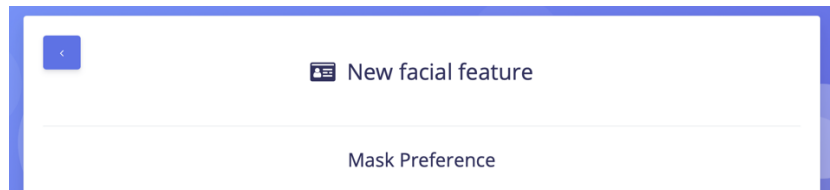
Figure 2 Screenshot for problem #2

Our solution:

We agree with the solution presented and implemented it, as it is represented in *Figure 2a*.
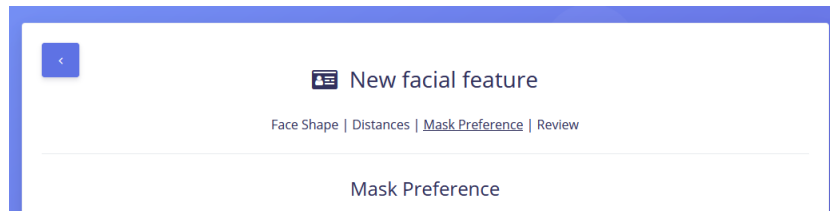
Figure 2a Screenshot of our solution for problem #2

2.3 Solutions:

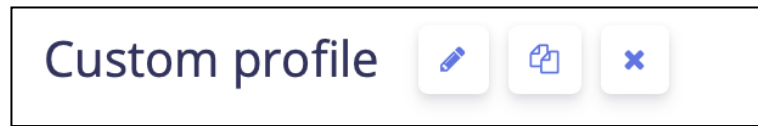When visiting the website for the first time, there could be a choice of language and standard measures.

Figure 3 Screenshot for problem #3

Our solution:

We agree with the solution presented but we did not implement it, as the effort vs benefit did not justify.

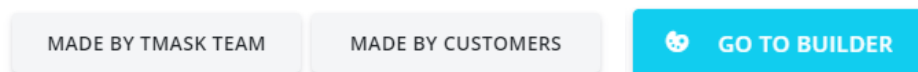## 2.4 Solutions:

Enable button functionality.

Figure 4 Screenshot for problem #4

Our solution:

We implemented the functionalities for the three buttons.

2.5 Solutions:

A button next to the existing ones.

Figure 5 Screenshot for problem #5

Our solution:

We do not consider it a problem, as their functionality is not directly related. The user also has a fast access to this feature in the navigation bar.

2.6 Solutions:

Make this a filter on the search bar. Remove buttons.

Figure 6 Screenshot for problem #6

Our solution:

We do not consider it a problem, as buttons are more intuitive to use for average user.

2.7 Solutions:

Mark the tab where the user is, as already happens after clicking the tab.

Figure 7 Screenshot for problem #7
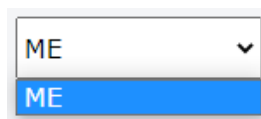
Our solution:

We agree with the solution presented and implemented it, as it is represented in *Figure 7a*.

Figure 7a Screenshot of our solution for problem #7

2.8 Solutions:

Use familiar terms to sizes such M or Medium.
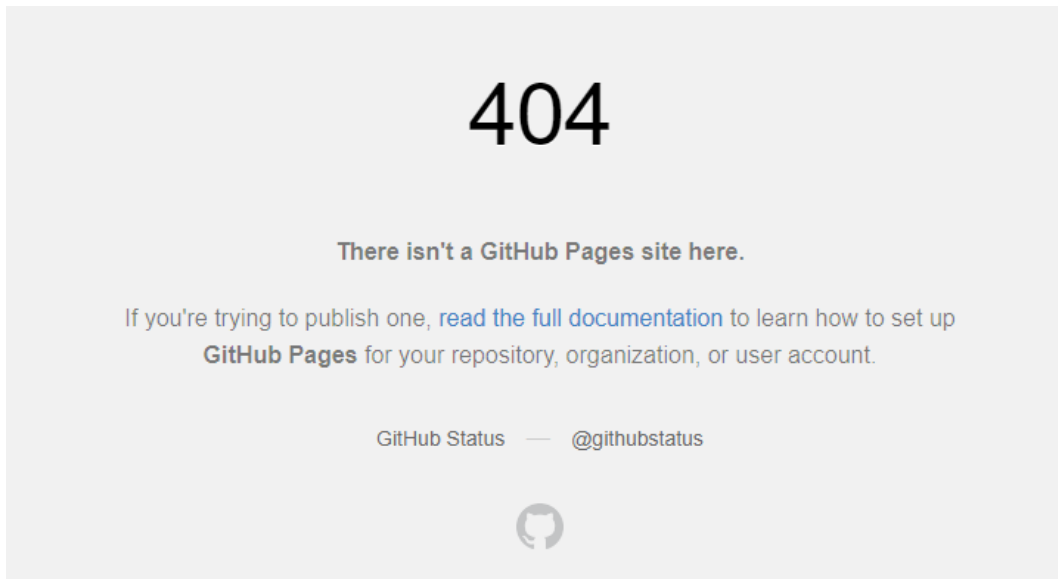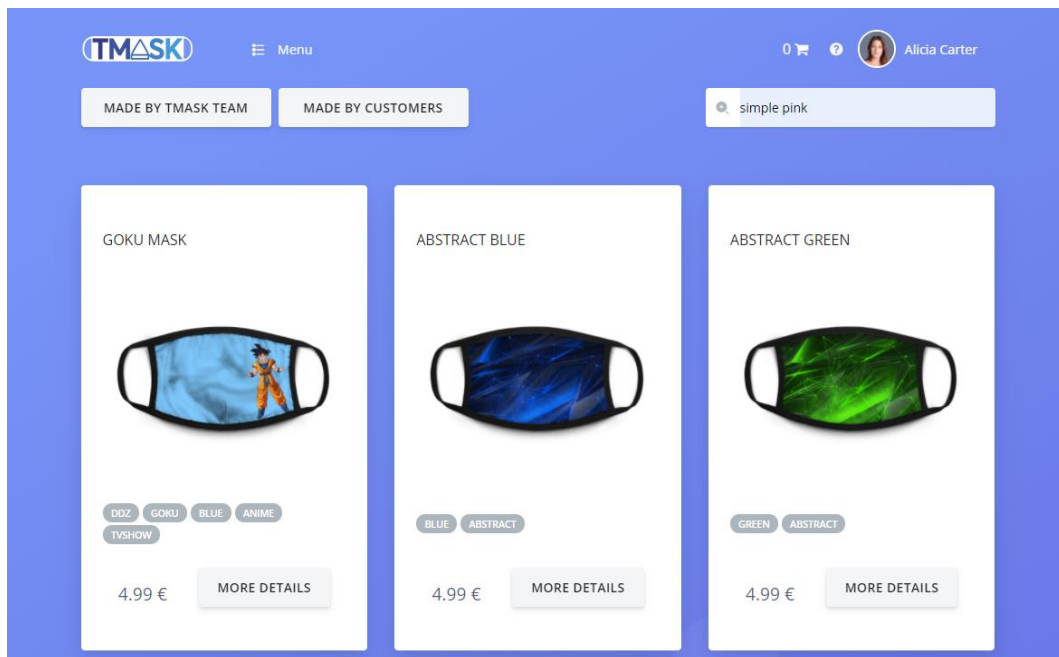

Figure 8 Screenshot for problem #8

Our solution:

We do not consider it a problem, the term "ME" was given by the user when creating facial features for his account.

The usage of generic terms such as "Medium" goes against the objective of our project, which is to provide hygienic masks with customized dimensions so that they adapt well.

2.9 Solutions:

Offer users a solution, for example a shortcut that can solve the error immediately.

Figure 9 Screenshot for problem #9

Our solution:

It was a problem with the routing that was only manifested when deploying to *GitHub Pages*, it worked correctly in a local environment. We fixed the issue that would cause the system to crash when attempting to remove an item from the cart.

2.10 Solutions:

Offer users a responsive search, supporting search of items, identifiable by more than word.

Figure 10 Screenshot for problem #10

Our solution:

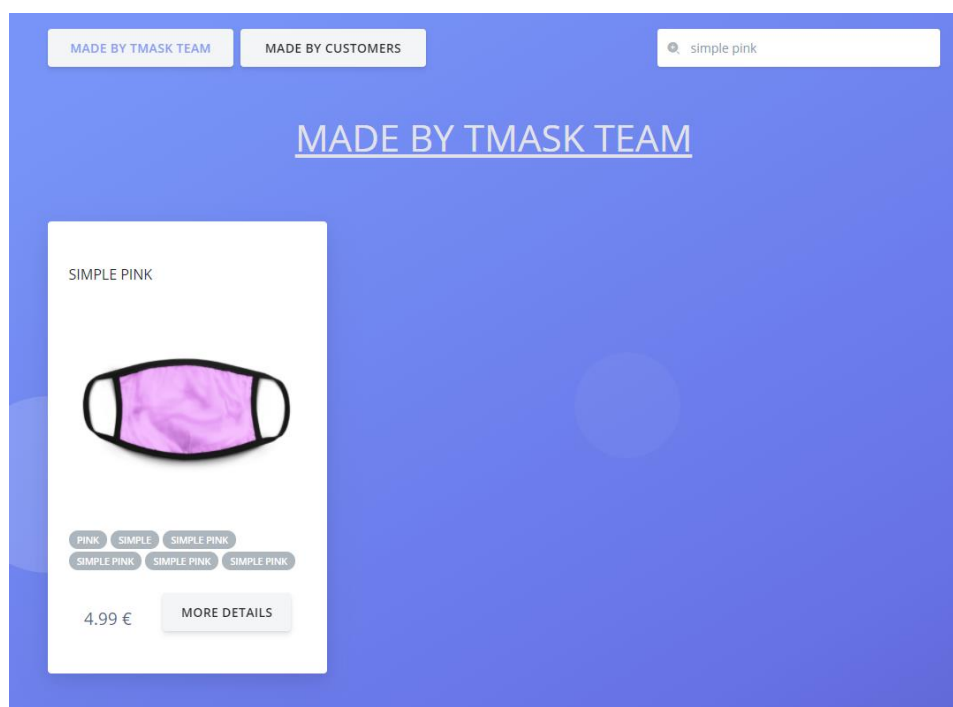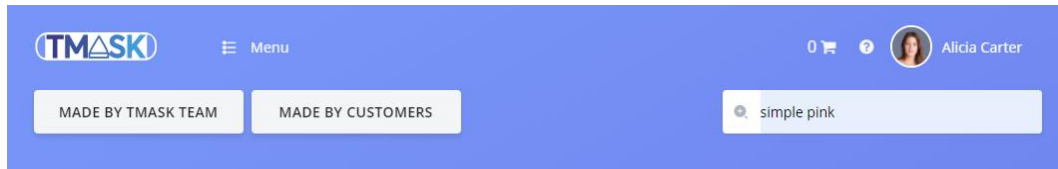We agree with the solution presented and implemented it, as it is represented in *Figure 10a*.

Figure 10a Screenshot of our solution for problem #10

2.11 Solutions:

Offer users some flexibility and efficiency of use on the search feature, providing a Keyboard accelerator, when the terms pretended to be searched (Keyboard's ENTER as a shortcut, per example).

Figure 11 Screenshot for problem #11

Our solution:

We agree with the solution presented but we did not implement it, as the effort vs benefit did not justify.

2.12 Solutions:

Offer users some information feedback about the fields of the form of the Shopping Cart needed to be fulfilled (e.g., Price, Mask Profile and Quantity of Masks).
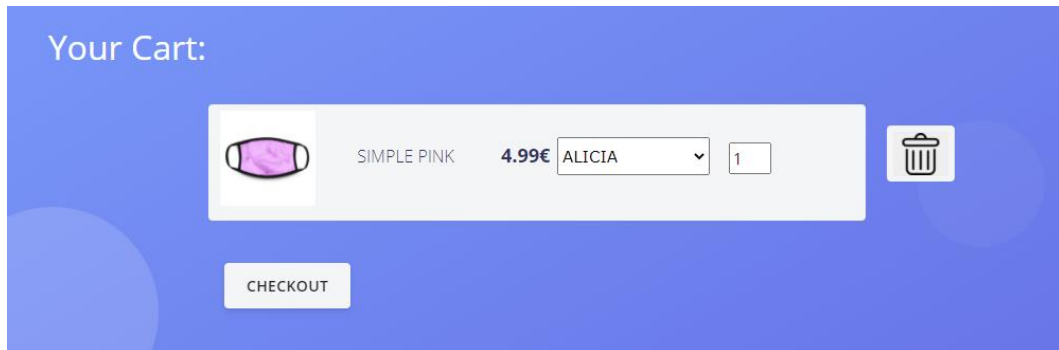

Figure 12 Screenshot for problem #12

Our solution:

We agree with the solution and, as represented in *Figure 12a*, we added a tooltip next to the facial features' selector, in order to clarify that the drop-down list is related to facial features.

A dynamic value was also added, showing the total cost of a specific set of items.

Figure 12a3 Screenshot for our solution to problem #12

2.13 Solutions:

Offer users some information feedback about the Final Price of an item, by updating that Final Price automatically.
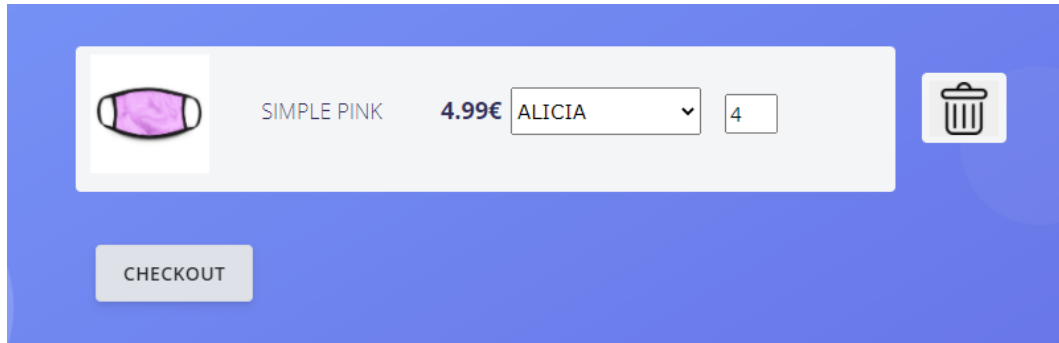

Figure 13 Screenshot for problem #13

Our solution:

We agree with the solution presented and implemented a visual representation of the final purchase cost in the checkout section. This value is responsive and updates itself as the amount changes.
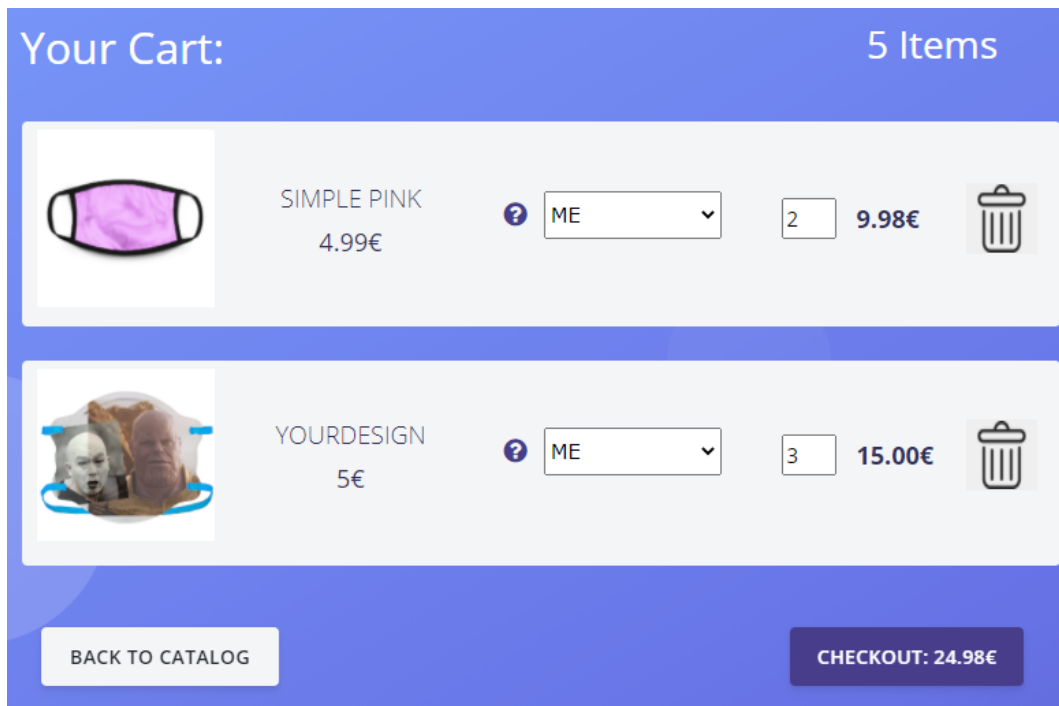

Figure 13a Screenshot for our solution to problem #13

A problem we discovered meanwhile:

Figure 14 shows that users could save facial features with empty names, i.e., is with blanks. Which then results in problems as represented in *Figure 14a*.

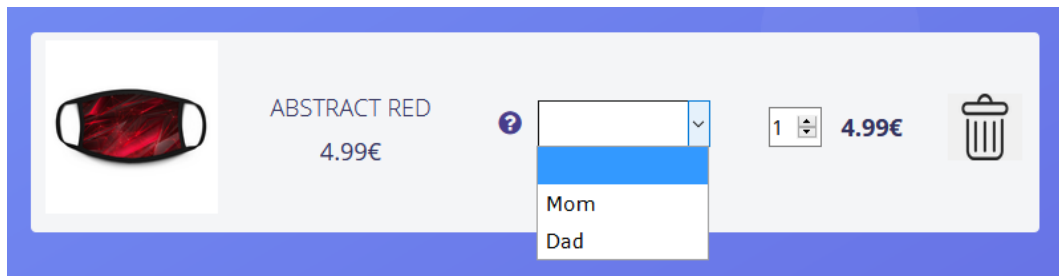*Figure 14 Screenshot for problem with empty names*

Figure 14a Screenshot of a result of the problem with empty names

Our solution:

We removed the option to save facial features under empty names by removing the save button until this new condition is also fulfilled, as we can see in *Figure 14b*.

Figure 14b Screenshot for our solution to problem with empty names