# Course: CS411 HCI Spring 2017

Instructor: Dr. Zubair Malik

# **Project Task 6: Heuristic Evaluation of group Scheduler**

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**Problem Statement**

Digi menu is a simple digital menu food ordering service directly from your smartphone. It features list of restaurants, food with pictures and reviews which you can order from and pay directly from app.

**List of Violations**

**H2 1 Visibility of system status / Severity 3 / Found by A, B**

No proper introduction on the home page of the app. The user has to guess the functionality. So, there should be an introduction on the starting page of the app.

**H2 3 User control and freedom / severity 3 / Found by A, C**

No cancel buttons or going back buttons. Just only phone back button can be used to go back.

**H2 4 Consistency and standards / severity 2 / Found by B, C**

App layout is consistent but button placemnets needs to be a bit more consistent

**H2 10 Help and documentation / severity 2 / Found by A, B**

There is no option of help or about in the app. If the user gets stuck or don’t know what to do with any specific option he cannot ask for help as there is no such option in the app to help the user out.

**H2 1 Visibility of system status / severity 4 / Found by C**

You just have to go forward and forward. No option ofvgoing to other pages etc. also no option to update cart or cancel something

**H2 4 Consistency and standards / severity 3 / Found by A, B, C**

Sigin in pages need to be consistent. No option of registering etc

**H2-6: Recognition not Recall / severity 2 / Found by A, B, C**

Buttons placement and other options.

**H2-8: Minimalist Design / severity 2 / Found by A, C**

Design can be made better. Too flashy and lost of colors already.

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| --- | --- | --- | --- | --- | --- | --- |
| **Category** | **# Viol.**  **(sev 0)** | **# Viol.**  **(sev 1)** | **# Viol.**  **(sev 2)** | **# Viol.**  **(sev 3)** | **# Viol.**  **(sev 4)** | **# Viol.**  **(Total)** |
| H2-1: Visibility of Status | 0 | 1 | 0 | 1 | 0 | 2 |
| H2-2: Match Sys & World | 0 | 0 | 0 | 0 | 0 | 0 |
| H2-3: User Control | 0 | 0 | 0 | 1 | 0 | 1 |
| H2-4: Consistency | 0 | 0 | 1 | 1 | 0 | 2 |
| H2-5: Error Prevention | 0 | 0 | 0 | 0 | 0 | 0 |
| H2-6: Recognition not Recall | 0 | 1 | 0 | 0 | 0 | 1 |
| H2-7: Efficiency of Use | 0 | 0 | 0 | 0 | 0 | 0 |
| H2-8: Minimalist Design | 0 | 0 | 1 | 0 | 0 | 1 |
| H2-9: Help Users with Errors | 0 | 0 | 0 | 0 | 0 | 0 |
| H2-10: Documentation | 0 | 0 | 1 | 0 | 0 | 1 |
| **Total Violations by Severity** | **0** | **2** | **3** | **3** | **0** | **8** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Severity /**  **Evaluator** | **Evaluator A** | **Evaluator B** | **Evaluator C** |
| sev. 0 | 0 | 0 | 0 |
| sev. 1 | 1 | 0 | 1 |
| sev. 2 | 1 | 2 | 1 |
| sev. 3 | 2 | 1 | 2 |
| sev. 4 | 0 | 0 | 0 |
| **total (sev. 3 & 4)** | **2** | **2** | **3** |
| **Total (all severity levels)** | **4** | **5** | **6** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Severity /**  **Evaluator** | **Evaluator A** | **Evaluator B** | **Evaluator C** |
| sev. 0 | 0% | 0% | 0% |
| sev. 1 | 100% | 100% | 100% |
| sev. 2 | 50% | 100% | 50% |
| sev. 3 | 100% | 50% | 100% |
| sev. 4 | 0% | 100% | 100% |
| total (sev. 3 & 4) | 66.6% | 66.6% | 100% |

**Summary Recommendations**

In the app, it was apparent, easy to learn, good direct options and had great screen flow. It was easy to transition from one activity to another by just pressing a button. The screens were okish and can be built better.

Looking at the heuristics results, the prototype was designed to show the functionality of the app. There was no major focus on buttons layout, screens, fonts, colors etc. lack of some important buttons were highlighted and will be added in the next iteration. The visibility of system was also lacking which needs to be added in a better way by use of certain icons and images. User tutoiral needs to be added so they know what to do in the app. Overall the app was self explainatory.

The basic idea worked. How to open app, see the menu, order it, select the table, and pay and then wait for its delivery. Now it open the next challenging part which is to deisgn it and optimize it.