Evaluation Report

Group 5 Prototype

Introduction

After reviewing Group 5's high fidelity prototype of a 'gaming matching service' website, each member of our group individually performed a heuristic evaluation. Later, every issue and findings were aggregated and given a severity rating; the following problems are a summary of our findings, first organized by higher severity ratings and then subsequently by different heuristics. The results of our evaluation can also be found in a tabular format in the appendix.

Major Issues

Severity Ratings of 4 and 3

Visibility of System Status

There is section for 'requests' in the chat interface, but aside from this there is no way to tell if the user received new messages or requests while using other parts of the web application such as in the main matching interface or profile viewing page. Adding a notification indication or visual alert that is present in all parts of the web application alleviate this issue.

User Control and Freedom

You are unable to select more than one game when you immediately login. It was assumed that a user could pick multiple games from the onboard, but this was not the case. Adding confirmation buttons, ways to remove the games if you make a mistake, or a 'tentative' queue like a section for users would be helpful in the profile creation screen.

Recognition rather than recall

The web application is missing a name, and is styled somewhat generically. This makes it hard to brand and recognize as a game matching service and may not be what a user would expect this

website to be. Adding some styling to the interface elements would help with memorability as would branding.

Flexibility and efficiency of use

In the main matching interface, a map of all possible matches is displayed. There are filters for showing matches of only a certain game type, but if there were a large number of matches for one specific game the interface could easily become cluttered. Additional filtering options, or limits such as showing only 20 matches initially or matches within 25km would be helpful to the user.

In addition to this, many members of our group failed to recognize the screen could be dragged and missed a feature.

Help and Documentation

In the FAQ, there is a limited amount of description; as a result, the interface elements that they describe, for example the "dropdown bar to search for games", are either missing or difficult to find. Including images, videos, or external links to the described elements would be helpful for teaching users how to navigate throughout the web application.

Minor Issues

Severity Ratings of 2 and 1

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User Control and Freedom

When a user first registers, selecting a game either by choosing from a filtered list or clicking the logo for that game will immediately forward the user to their profile. There may be user error if a user accidently chooses the wrong game, or confusion as to how to proceed. One solution could be to have a separate confirmation button or direct the user to some kind of tutorial.

Consistency and standards

The passwords are not hidden in text fields when creating an account and logging in. This can be easily hidden using the conventional asterisks (*) as a potential solution.

On the opening page of the web application, only some of the buttons are highlighted when hovered over to show that it is clickable; in this case, only one of three icons are highlighted, yet none of them link anywhere. Extending this to all interface options would be a signify intractability and improve the quality of life and ease of use for users.

The interface for profile editing is unclear at times and it is not very indicative of what can be edited. This may be due to the placement of certain items or the lack of any significant change in the web page visually. For example, after pressing the 'edit' button on the profile page, which is visible and easy to find, a button appears in the bottom right hand side of the screen that blends in with the background for uploading a photo, as opposed to somewhere closer to the button that the user has previously clicked as that's where their attention is at the moment.

In the main matchmaking page, a hamburger menu is present at the bottom of the screen and easy to miss. In this menu, several options are similar to the navigation bar items and it's not clear what the distinction between these two things. In this case, it seems like it is similar to a filter for chats. There could be a consideration for a different icon to symbolize this. Moving these items closer to the top of the page or creating an alternative interface is a potential solution.

Aesthetic and minimal design

The website doesn't resize properly for different viewport sizes, and some of the elements are not sized properly for desktop, resulting in entire sections being hidden through a scroll bar and text boxes that are clipping due to being overfilled. Using responsive web design is helpful here.

Help and documentation

In the main matching interface, it's not immediately obvious what the bottom bar is for. The design itself for the bottom bar is very minimal and interesting, so an introductory tutorial on how to use it, or additional documentation in the help section would be helpful.

Conclusion

Overall, many of the issues we found with the prototype were related to navigation of the site. There were also some issues in functionality as some features were not explained, not intuitive or outright missed. In general, it was somewhat difficult to use the matchmaking system due to the placement of key interface elements and what could and could not be clicked on.

Appendix 1

Severity	#	Heuristic	Problem	Possible Solution
2	4	Consistency and standards	The password is not hidden in the text fields under login and register	Hide the passwords using conventional asterisks (*)
3	6	Recognition rather than recall	Branding is very important, the platform/website does not have a name	Have a name to associate with the platform/website rather than a placeholder
2	8	Aesthetic and minimalist design	There is no responsive web design, no support for smaller desktops, tablets, or mobile devices	Use responsive web design to have the website look aesthetically pleasing on any screen size
2	3	User control and freedom	Clicking on a game or typing a game forwards immediately to your profile. Error in picking the game might occur	A separate confirmation button
3	3	User control and freedom	Expected to be able to pick more than one game in user onboarding screen	Being able to select more than one game. And a separate confirmation button
2	4	Consistency and standards	For the icons at the bottom of the screen, only the middle one changes color when hovered over	Make them all change colour up to show the user that it is clickable
4	1	Visibility of system status	When user gets a request, the user is not notified/alerted in any way	A small notification indication can be added
3	10	Help and documentation	Though an FAQ does exist, there are no links or guides to help a user. For example, I could not find the 'dropdown bar to search for my game'	Provide pictures, external links to where the user might want to go, or separate video/text guides
2	4	Consistency and standards	When editing your profile, it's not indicative of what you can edit. For example, I failed to initially notice that an 'upload image' button was added.	Change the colour of what you can edit so the edit state is evident or change editable text into text fields
2	4	Consistency and standards	The hamburger menu is at the bottom when usually they are at the top. Also the use of a hamburger menu on desktop.	There's more room on desktop! You can use all the space instead of hiding it in a hamburger menu. In addition, move it to the top
2	10	Help and documentation	Not immediately obvious what the bottom bar at the home page does, and what the menu buttons are for (for ex. the 'plus' button in the bottom right)	Graph idea is interesting but the chat menu underneath it is unclear, additional information in the 'help' page would be nice
3	7	Flexibility and efficiency of use	The home page seems to display all possible matches available. A filter is available for game type but a large number of users for the same game type would clutter the screen.	Additional filters or buttons to control the number of matches displayed, or something like a location based filter would be helpful for reducing clutter on the screen.