Course: CS 411 HCI Spring 2017 Instructor: Dr. Zubair Malik

# Project Task 6: Heuristic Evaluation of [Restaurant Ranking App ]

Due: Last Day of Classes

Evaluator #A: Evaluator #B: Evaluator #C: Evaluator #D: Evaluator #E:

(Your TA will remove your names before the document is given to the project team. Use the letters below)

## Problem

*Android Blood Bank application to reduce the gap between donors and recipients*

## Violations Found by Evaluator A (Restaurant ranking application)

#### 1. H2-1 Visibility of Status / Severity 3 / Found by: A, C, D

Everyone can’t read English and does not afford smartphone.

#### 2. H2-4 Consistency & Standards / Severity 3 / Found by: A, C, D

Color scheme keeps on changing and slide 6 is slightly unreadable.

#### 3. H2-5 Error Prevention / Severity 3 / Found by: A, C, D

No error prevention throughout the app.

#### 4. H2-9 Help users with errors / Severity 3 / Found by: A, C, D

No error msgs to show errors.

#### 5. H2-10 Documentation / Severity 3 / Found by: A, C, D

No documentation on how to use app was found.

## Violations Found by Evaluator B (E journalism)

**H2-5 Error Prevention / Severity 2 / Found by: A**

**There is no back button or Home Icon to go back on home screen of app. User will not able to go back on Home screen.**

**Fix: Make a home Icon on top of screen. whenever user want to go back on home screen he/she can.**

**H2-2 Match between system and World / Severity 1**

**Forgot password is not visible to user due to color selection of text. user will able to find at one glance.**

**fix: change color of text and make a rectangular shape and write in that it will be more visible.**

## Violations Found by Evaluator C (E mechanic)

**H2-5: Error Prevention/ / Severity 2 / Found by: A**

No error messages are shown when user enters wrong input.

#### H2-10 Documentation / Severity 3 / Found by: A, C

You should keep some lines to help users navigate through your application and different options should be explained.

## Summary of Violations

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Category** | **# Viol. (sev 0)** | **# Viol. (sev 1)** | **# Viol. (sev 2)** | **# Viol. (sev 3)** | **# Viol. (sev 4)** | **# Viol. (total)** |
| H2-1: Visibility of Status | 0 | 0 |  |  |  |  |
| H2-2: Match Sys & World | 1 | 3 |  |  |  |  |
| H2-3: User Control | 0 | 0 |  |  |  |  |
| H2-4: Consistency | 2 | 2 |  |  |  |  |
| H2-5: Error Prevention | 3 | 3 | 1 |  |  |  |
| H2-6: Recognition not Recall | 0 | 1 |  |  |  |  |
| H2-7: Efficiency of Use | 0 |  |  |  |  |  |
| H2-8: Minimalist Design | 0 |  |  |  |  |  |
| H2-9: Help Users with Errors | 2 |  | 1 |  |  |  |
| H2-10: Documentation | 2 |  | 1 |  |  |  |
| **Total Violations by Severity** | 6 |  |  |  |  |  |
| **Note: check your answer for the green box by making sure the sum of the last column is equal to the sum of the last row (not including the green box)** |  |  |  |  |  |  |

1. **Evaluation Statistics**

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

1. **Summary Recommendations**

We should make our application more interactive by using documentation and more suitable color scheme. Error messages will also be included. We should Keep users informed about what is going on. Speak the users’ language by using defining another language like urdu for illiterate people.

### Severity Ratings

0 - don’t agree that this is a usability problem 1 - cosmetic problem

1. - minor usability problem
2. - major usability problem; important to fix 4 - usability catastrophe; imperative to fix

### Heuristics

#### H2-1: Visibility of System Status

* + Keep users informed about what is going on

#### H2-2: Match Between System & Real World

* + Speak the users’ language
  + Follow real world conventions

#### H2-3: User Control & Freedom

* + “Exits” for mistaken choices, undo, redo
  + Don’t force down fixed paths

#### H2-4: Consistency & Standards H2-5: Error Prevention

**H2-6: Recognition Rather Than Recall**

* + Make objects, actions, options, & directions visible or easily retrievable

#### H2-7: Flexibility & EWiciency of Use

* + Accelerators for experts (e.g., gestures, kb shortcuts)