NOVA SCHOOL OF SCIENCE & TECHNOLOGY

Interação Pessoa-Máquina

2024/2025

Track & Taste

Stage 5: Heuristic Evaluation - Group 27

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Heuristic Evaluation

To perform this Heuristic evaluation, we followed the class's slides and the following references:

https://www.nngroup.com/articles/ten-usability-heuristics/
https://www.cs.umd.edu/users/ben/goldenrules.html
https://www.javatpoint.com/normans-seven-principles-of-interaction-design

Number	Problem	Heuristic	Description	Severity	Solution	Screenshot
1.	When adding an image, there is no confirmation that one was added/ selected successfully (indicated in the group's report)	Visibility of System Status, Offer informative feedback	The design should always keep users informed about what is going on, through appropriate feedback	2. Minor: correct, low priority (the group is aware of this)	Upon selecting an image from the file system, it should appear in the screen somewhere to give direction to the user that the image was correctly given	Figure 1.
2.	When adding the skills a student needs for the project, it's not possible to remove one that was previously added (indicated in the group's report)	User Control and Freedom, Permit Easy Reversal of Actions	Users need a clearly marked 'undo' button (which there is, in this case). Actions should be easily reversible	3. Major: correct, high priority (the group is aware of this)	The users should be allowed to add/remove skills at will, especially since an 'x' is given, just not implemented	Figure 2.
3.	When joining a project, a student is allowed to join more than once and the interface doesn't give feedback on it	Visibility of System Status, Offer informative feedback	The design should always keep users informed about what is going on, through appropriate feedback.	2. Minor: correct, low priority	The interface should warn the user/student that they are already on the project they're trying to join, even if this doesn't create other errors.	Figure 3.

4.	When sending an email to the members of a group, nothing happens.	Visibility of System Status, Offer informative feedback	The design should always keep users informed about what is going on, through appropriate feedback.	4. Catastrophic: correction is essential	The system must either tell the user that an email has been sent or maybe a prompt for the text's body should be added to give the user control over what is sent	Figure 4.
5.	The 'i' button on the 'Find a group' page seemingly does nothing	Visibility of System Status, Offer informative feedback	The design should always keep users informed about what is going on, through appropriate feedback.	2. Minor: correct, low priority	The system doesn't tell the user if the button has any functionality or what its purpose is.	Figure 5.
6.	The bell icon on the top navigation bar seemingly does nothing	Visibility of System Status, Offer informative feedback	The design should always keep users informed about what is going on, through appropriate feedback.	2. Minor: correct, low priority	The system doesn't tell the user if the button has any functionality or what its purpose is.	Figure 6.

Screenshots

Figure 1.

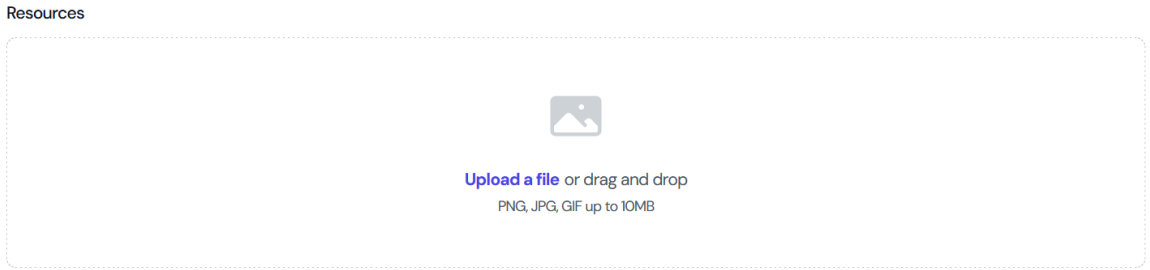

Figure 2.

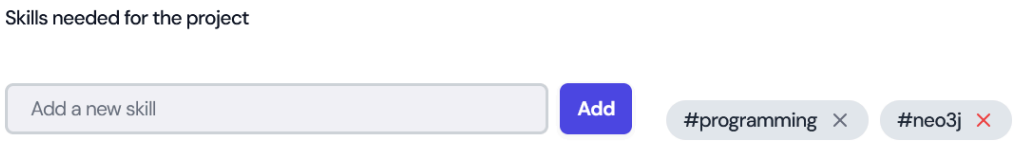

Figure 3.

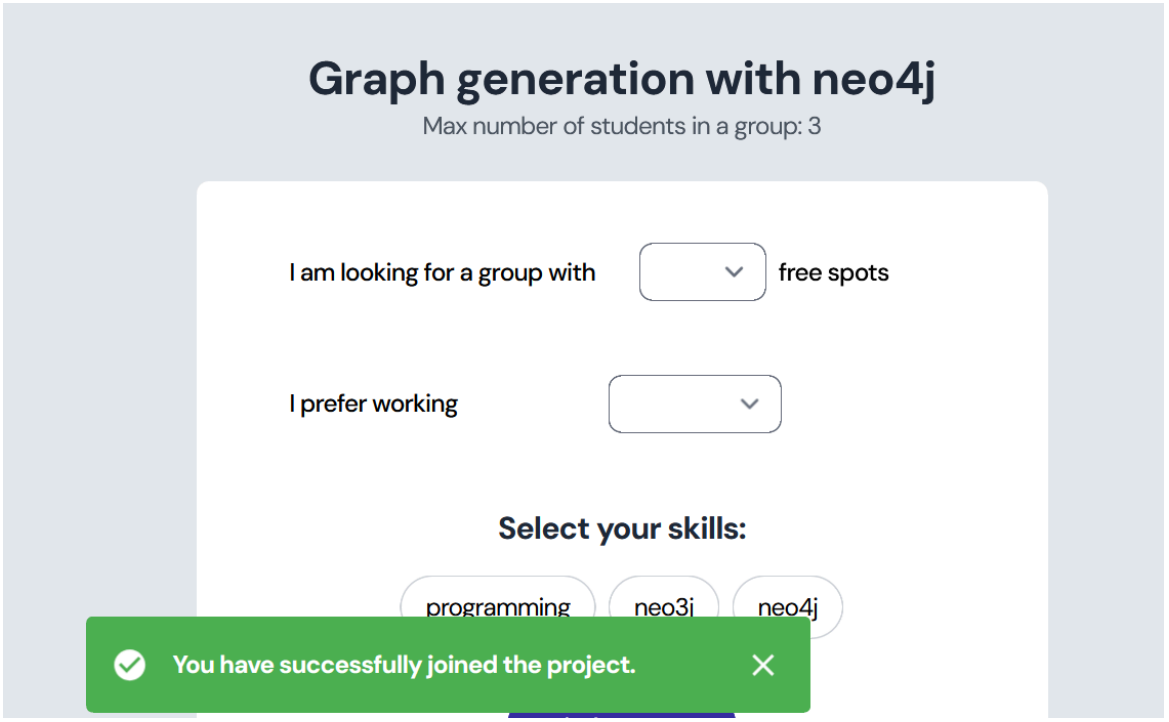

Figure 4.

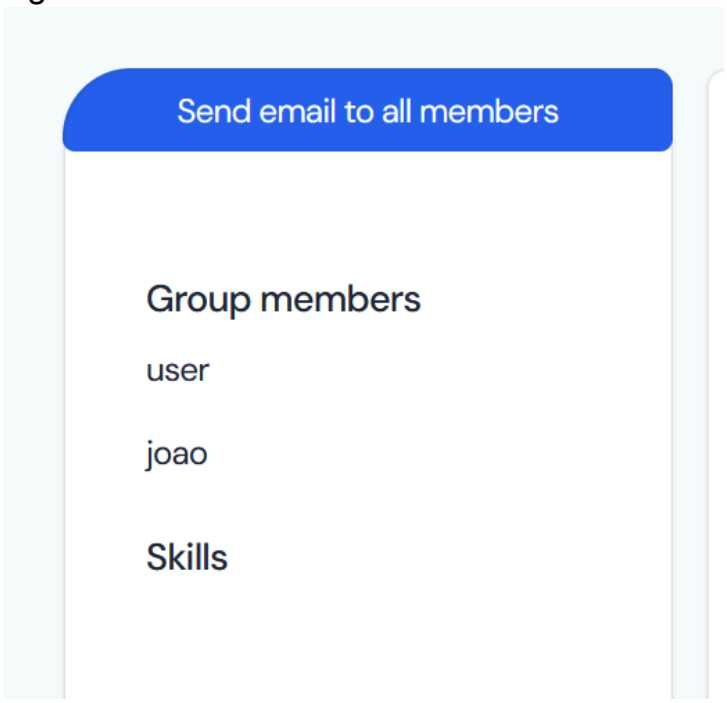

Figure 5.

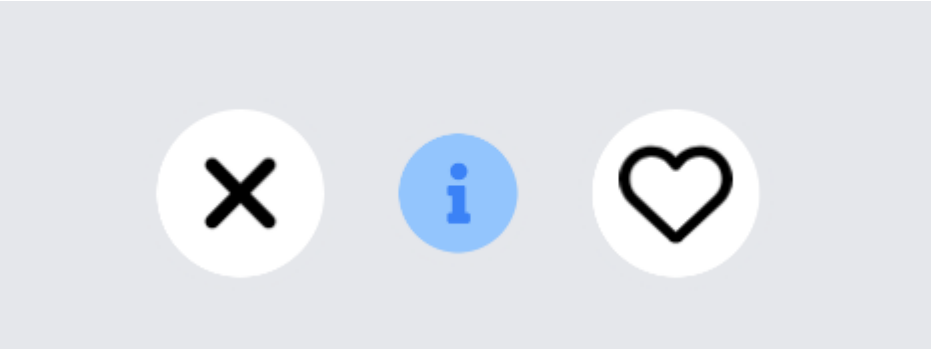

Figure 6.

Project Analysis

When following the group's scenarios and testing their application, we weren't able to know if we completed the e-mail scenario, since there was no feedback to the user, but the other scenarios were successfully performed (even if the for the project given in their report didn't work, we just created a new one and used that one's code - HW42C).

Apart from the problems found above, the system leaves few opportunities for error, as the tasks are well-structured and intuitive, ensuring that users can complete them with minimal confusion or additional guidance.

We received this project and its report on the 23rd of November and are planning to send this report back to them on the 27th of November.