

NOVA SCHOOL OF  
SCIENCE & TECHNOLOGY

**Interação Pessoa-Máquina**

**2025/2026**

## **FreezApp**

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**Stage 5: Heuristic evaluation**



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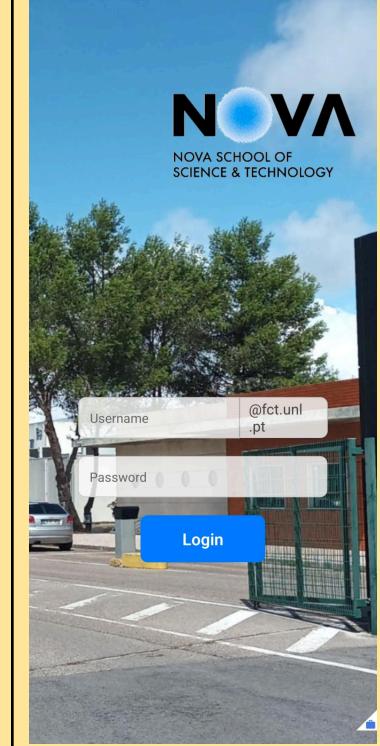
**Lab class Nº P1**

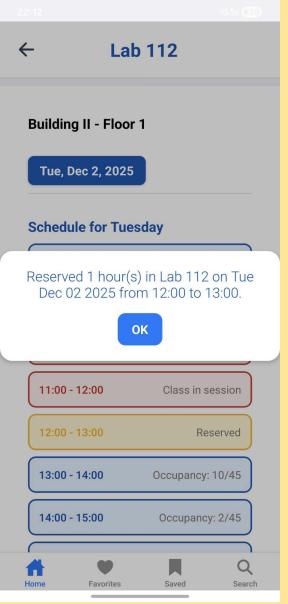
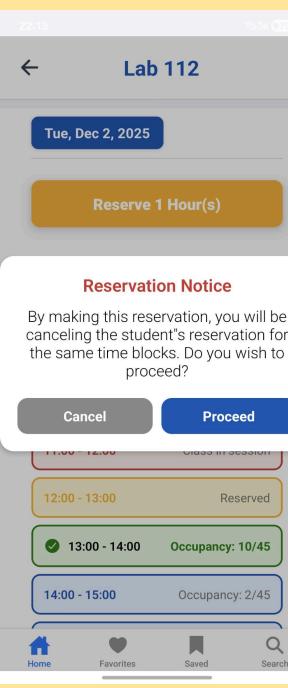
**Group Nº 6**

**Professor:**  
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Nº	Problem	Heuristic	Description	Severity	Solution	Screenshot
1	Starting page font color makes it illegible	Visibility of system status	The primary issue is the severe lack of contrast between the text color and the photographic background image, rendering the application's main header virtually illegible in certain lighting conditions.	2	<p>Add a semi-transparent dark overlay on top of the background image</p> <p>Change the text color to pure white or another high-contrast color.</p> <p>Or add white border to the letters</p>	

2	Unexpected text line break in teacher login form	Visual aspect	Mail part of an email has unexpected line break	1	Remove line break	 <p>The screenshot shows a mobile application's login interface. At the top is the NOVA logo. Below it is a login form with fields for 'Username' and 'Password'. The 'Username' field contains the text '@fct.unl.pt' with a visible line break. A blue 'Login' button is at the bottom right.</p>
3	Unexpected behaviour of "Go Back" gesture	Consistency & standards	<p>When the user is in Building View and uses the "Go back" gesture instead of the dedicated button in the upper left corner, the app returns to a login view instead of a map view.</p> <p>The same goes for behaviour in Map View -&gt; Building View -&gt; "Book". "Go back" action returns user to the login page instead of Building View</p>	4	Properly handle the "Go back" android gesture in various views.	-

4	Response popup hard to read	Visibility of system status	The problem with the current response popup is not that it's physically hard to read (the text color contrast is fine), but that its format makes the essential information long, dense, and difficult to quickly scan and comprehend.	4	<p>1. Add clear structure: Short headings Bulleted lists Whitespace / padding</p> <p>2. Highlight key information: Use light background boxes or bold text to emphasize important values or status messages.</p> <p>3. Reduce the text block width: Narrow content improves readability and scanning.</p>	
5	Reservation notice is incomprehensible	Consistency & standards	The phrase "reservation for the same time blocks" is unclear and uses system jargon ("time blocks"), failing to explicitly identify the specific existing reservation (time slot) that will be overwritten or the precise time period being discussed.	6	Rewrite the notice to use clear, direct language. Specify the conflict: "Your reservation will override the existing student reservation for this time slot (13:00-14:00). Are you sure you want to override and proceed?"	

6	Hard to tell what element is clickable (squares are not) and it's category	Consistency and Standards	Static information points (the squares) on the map look exactly like interactive buttons or selectable items because they have the same raised, shadowed appearance as the actual buttons (the circles). Users will keep trying to tap on these squares thinking they are actionable, which is frustrating because they don't do anything. Also it is not intuitive what icons represent what type of building. User doesn't know the green square is a Parking unless she/he unchecks the "Park" toggle.	4	Visually differentiate interactive elements from static status indicators to eliminate ambiguity. Remove the button-like container and elevation from the non-clickable squares, rendering them as flat text labels on the map to signal they are just information. Simultaneously, enhance the clickable circles with strong signifiers—such as a higher drop shadow, a distinct border, or a standard map pin shape—to explicitly communicate their interactive nature.	
7	Category name and the header inconsistent and misleading in Saved/Reservations	Consistency & standards	The name of the category on bottom bar suggests a list of places or things a user has saved for later, regardless of making reservations (this is a common standard in other apps). Also it is not intuitive to look for reservations there.	7	Rename category on bottom bar to "Reservations".	

8	No information about building in favourites view	Recognition rather than recall	The interface forces users to rely on their memory to locate "Lab 114" within the wider campus or complex. By omitting the Building Name, the system fails to provide necessary context, which is critical in multi-building environments where room numbers might be duplicated or hard to locate without a parent identifier.	6	Explicitly include the building hierarchy to provide immediate context. Add the Building Name in a smaller, secondary font directly above or below the Room Number ("Lab 114"), ensuring users can instantly verify the physical location without needing to click into the details or memorize the facility map.	
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We received the project for evaluation on the 26th November and delivered it on the 30th November.