

NOVA SCHOOL OF
SCIENCE & TECHNOLOGY

Interação Pessoa-Máquina

2025/2026

FreezApp

Stage 5: Heuristic evaluation



Authors:

75250, Alicja Kowalska
75251, Dawid Józwik
75158, Paweł Spychała
75159, Piotr Ratajczak

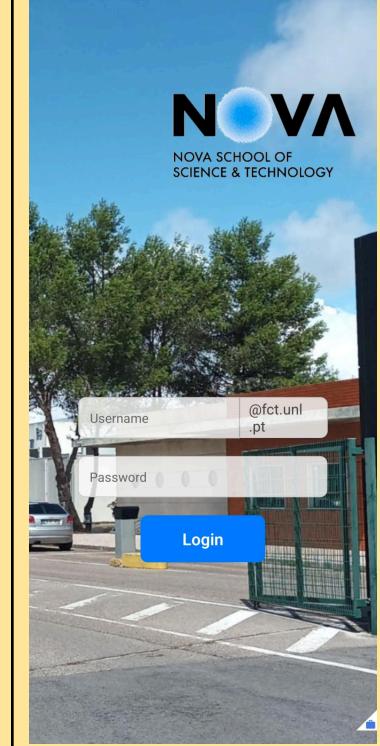
Lab class Nº P1

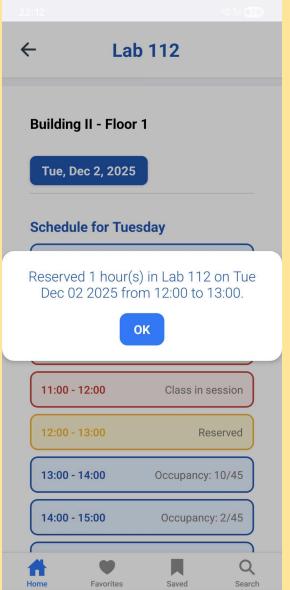
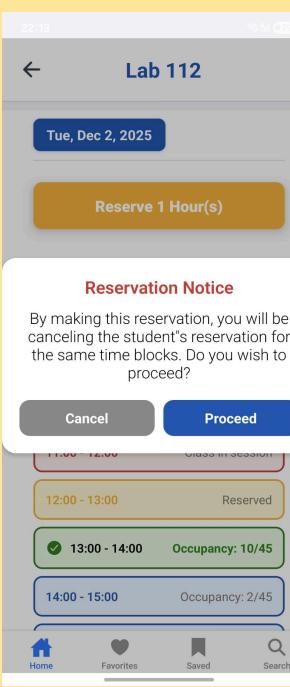
Group Nº 6

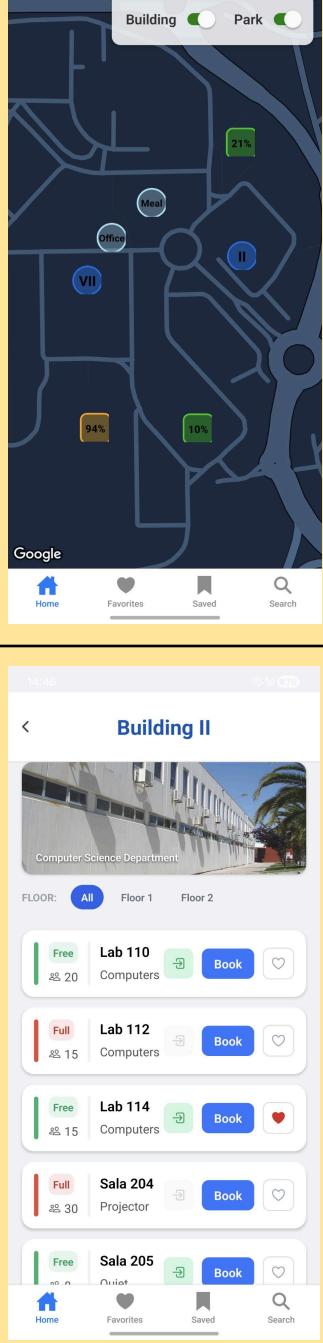
Professor:
Teresa Romão

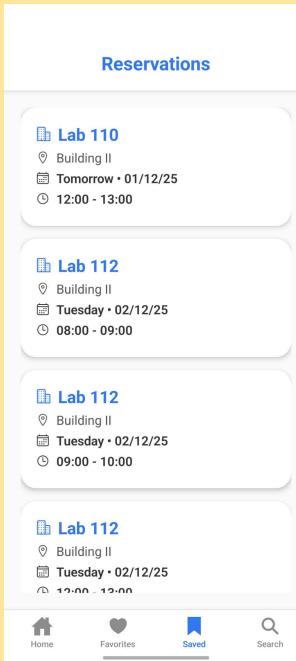
November 30, 2025

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 -> Building View -> "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)	Consistency and Standards	<p>The application creates a false affordance by styling static data points (squares) with similar visual weight, elevation, and opacity as the interactive elements (circles). This breaks the user's mental model for map interfaces, where "floating" cards are typically actionable, causing users to incorrectly perceive the squares as buttons and attempt futile interactions.</p>		<p>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.</p>	
7						

					Reservations
					

We received the project for evaluation on the 26th November and delivered it on the 30th November.