**1. Title: Evaluation of (name of your interface)**

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**3. Introduction – short description of project (application)**

Snapseed is a photo editing app developed in 2011 by Nik software for iPad and, lately in 2012, purchased by Google LLC (Drew, R.2019). Currently, it is compatible with IOS and Android. It is free with no in-app purchases and powerful. It offers nearly 28 tools to edit and 11 different looks like portrait smooth and pop. It has both bright and dark theme support. We can save edited photos on the device or share them. This app has been awarded iPad's app of the year for 2011 and the top 100 best android app of 2018 by PC Magazine (Drew, R.2019).

There are many tutorials in-app and YouTube to teach the editing technics in Snapseed.

* [**https://www.youtube.com/watch?v=Em9bZLiTYhs**](https://www.youtube.com/watch?v=Em9bZLiTYhs)
* [**https://www.youtube.com/watch?v=kE\_FQ5CGYow**](https://www.youtube.com/watch?v=kE_FQ5CGYow)
* [**https://www.youtube.com/watch?v=yf4mldtk3W0**](https://www.youtube.com/watch?v=yf4mldtk3W0)

| **Platform** | **Last update** | **Size** | **Reviews** | **Downloads** |
| --- | --- | --- | --- | --- |
| **IOS** | **17th December 2021** | **81.4MB** | **3.6 out of 5.0** | **Around 7700 reviews** |
| **Android** | **14th April 2020** | **48.7 MB** | **4.4 out of 5.0** | **1 503 815** |
| **Windows** | **It can run only through an android platform like BlueStacks.** | | | |

**apple. (n.d.). *App Store Preview*. Retrieved from App Store: https://apps.apple.com/us/app/snapseed/id439438619?platform=iphone**

**Google. (n.d.). *Google Play*. Retrieved from https://play.google.com/store/apps/details?id=com.niksoftware.snapseed&gl=us**

**Drew, R. (2019). The Magic of SnapSeed: Photo Editing and Stylizing App. *PSA Journal*, *85*(2), 16-21.**

**4. Heuristic evaluation**

Angelico Terzini

* - Visibility of system status
* After a review of Snapseed Mobile App, we can say that the visibility of system status is quite good, because upon opening the app, the first message visible is “click here in order to select a photo”, clearly indicating what he has to do, and once a photo has been selected, in the effects section there is a small preview for each filter, making obvious and clear to the user what each filter does. And once a filter is selected, it is automatically applied to the picture, and shown on screen (the picture with the effect applied).
* - Match between system and the real world
* The application uses clear words, easily understandable by anyone, even by someone who is not a geek with photo editing. Furthermore, thanks to the previews and the immediate application of the selected filter, it shows immediately on screen what each filter does, making obvious to anyone what the selected option does. Overall the system designs helps clearly understanding to the user how to use the app, and what is the output to the selected input.

Mukhammadaziz Abdurakhmonov

* Consistency and standards (Mukhammadaziz Abdurakhmonov)

There is some good consistency in the app when opening the user will not look at anything because there is a big + button in the centre so that the user can understand that this is an image button.

Consistent button and three dots menu is standard for all google product, when pressing three buttons google menus will appear so this is also good example of consistent functions we can also call it internal consistency

Down here three things (looks, tools, export) there are no other unnecessary things that users will easily find and navigate through these buttons.

* Flexibility and efficiency of use (Mukhammadaziz Abdurakhmonov)

There is a good thing that in the menu there are Tutorials buttons for new users and they can benefit from tutorials. But, some experienced users can start editing images directly. This is very good of flexibility that application can adapt new user or experienced user

There is also a name down the icon that shows what things that icon does. Not just icon or images but also names such as brush, crop, expand or other things. It is very useful that new users can easily understand what these icos mean. But, as this is an android application I do not see shortcuts. If it is on a Windows or computer there will be some shortcuts such as CTRL + Z (back) or other things. And it will be very good for efficiency of use.

Nebin Thomas

**Error Prevention**

* This app seems to work good in preventing errors. It is better to prevent the errors rather than to occur. It has features for identifying invalid formats or corrupted files, such that it immediately responds with an error, if there is any such kind of it is found.

**Recognition rather than recall.**

* Recognition feature is great thing such that the user can continue it when his work gets disturbed by any external events. This app has a feature of recognize where we have left off while editing something when minimizing and coming back.But this app does not recognize if we have finished, that is we have pressed the save button and exited.
* Sándor Burian
* Help and documentation (SándorBurian)

There isn’t exist a specific manual or a teaching video on how to use the Snapseed app, but I’ve found many unofficial „how-to” videos on YouTube, and google gives us more than 56 million articles for searching „Snapseed how to”, so at all, I think we can say that there is plenty good documentation for it. Also, the UI is intuitive, and we can think about that, if somebody ever used any other photo editing software then this will be understandable for him/her too.

* Help users recognize, diagnose, and recover from errors

*To get what error situations can happen I used the last 2 years' reviews in the play store. These are relevant because the last update on the app was on April 14, 2020.*

About users’ opinions, the app need’s too much permission to user’s personal data, without reason. Also, the use-cases are different in different platforms, for example on iOS you can use RAW files, but on Android, you can’t.

Also, according to reviews, the user sometimes didn’t get any information about what is the problem behind it, just a loading screen, or even worse, when it’s just freezing. In these cases, there is no solution for this kind of problem for the users.

In a conclusion, we can say that the app’s documentation is fine at all, but the error handling is bad and inconsistent.

Zhengbicheng Wang

* User control and freedom (Zhengbicheng Wang)
* The app is not working for video edit.
* Photo edit is one of the most powerful app I have seen.
* The app produces many functions and many options for users, there’s no mandatory rules for users as well.
* Aesthetic and minimalist design (Zhengbicheng Wang)
* For android phones if the user wants to select a specific photo (not recent) they have to find the correct folder that the photo is located.
* The function design for user control is clear and easy to understand which button is doing what.

5. Result evaluation.

* Consistency is good overall and it can be easily recognizable that it is from Google because icons, menus and other features look like other apps which are from Google. It is good consistency.
* Flexibility is nice in this app. It can be used by both new and experib=nced users in addition there is a tutorials button on how to use it. But for shortcuts there are not many because it is just an android app not desktop app so it is still ok if it is not a shortcut.
* The application has a good visibility of system status and match between system and the real world, in these 2 points the app doesn’t need any improvement.
* The application should provide more filter choice options for users or provide a kind of platform for the user community to upload their modified filter and it will be much easier for users who can not design a good looking filter.
* App prevents any errors in opening other files, because it filters other files from the selection page and shows only photos.
* This app has a feature of recognize where we have left off while editing something when minimizing and coming back (once saved as a copy we can't go back in time)

6. Conclusion:

Comparison of the findings from heuristic evaluation. Are these findings consistent?

* The basic functions, settings and menu are in their simplest form, so they are stable and consistent.
* Themes, fonts, tools and filters may change in the future. This app currently support only images, so in future it may support video editing.

What are the good design points/usability problems identified by heuristic evaluation only?

Good

Simple and straightforward design, easy to use.

The app contains a powerful photo edit function for users.

Filters photos from other files.

It recognize where we have left last time (not after close)

The app’s documentation is fine at all

It also has tutorials that users can learn how to do.

Problem

The app should produce more detail, for example they should give a choice for user edit existing filters (like Instagram).

The error handling is bad and inconsistent.

It won't save the photo automatically on accidental closing.

**7.Since user satisfaction is an important usability measure that can not be evaluated without users, you need design a questionnaire to assess the first time user satisfaction for the observed application.**

1. What is your overall satisfaction with the app in the scale of 1 to 10?

2. Which features of the app you have used more frequently?

3. What are some of the unwanted functionalities you have found in the app?

4. How easy was the UI, Rate from 1 to 10?

5. What are your suggesting features for the upcoming build?

6. Did the tutorial inside the app was helpful?

7. Which functionality of the app impressed you in the first sight?