

# Heuristic Evaluation

## Structure of the individual report

### Part I: Your Name

Gizem Irmak, 314140

### Part II: Project Description

Team: Stark

Project Name and Value Proposition: Overthinkers – healing injuries, quieting overthinking

The project is an interactive application designed for athletes to seek advice and information from a diverse range of specialists, including doctors, psychologists, and physiotherapists, regarding injuries and related concerns.

### Part III: Evaluation Execution

The heuristic evaluation is conducted in-person in lab hours using the paper prototype for the mobile app version. I used a pen to touch the paper prototype and a laptop for taking notes.

Firstly, one member of the other team explained the solution and three tasks related to it. After taking notes and comprehending the project goal, I started the evaluation by signing up as a professional, which is a complex task. While I was interacting with the paper prototype, one member of the other team acted as a computer, and another one as a facilitator. Finally, I continued as a user, contacting a professional and reviewing them, which are simple and moderate tasks.

### Part IV: List of Violations

#### 1. H4 Consistency and standards

Where: Sign up page – complex task, first page

What: Having two "Sign up" buttons on the first page, each associated with different questions ("Are you a user?" and "Are you a professional?").

Why: Having multiple sign-up buttons, especially when associated with different questions, might introduce confusion and inconsistency in the interface. To improve this, having a single, more general "Sign up" button that is not tied to a specific user type question might be considered. Users can select their user type ("user" or "professional") and proceed to the sign-up process with a unified call-to-action.

Severity: 2

2. H3 User Control and Freedom

Where: Sign up form – complex task

What: The form is divided into multiple pages with numerous "next" buttons.

Why: Lack of user control and freedom during the data entry process. It impedes the user's ability to freely navigate and edit information on a single page for ease of data modification.

Severity: 2

3. H3 User Control and Freedom

Where: Sign up form – complex task

What: Lack of a "go back" option between form pages.

Why: Users expect the ability to easily backtrack and review or modify the information they have entered. Without a "go back" button, users might find it challenging to navigate between form pages, limiting their control and freedom in the data entry process.

Severity: 2

4. H8 Aesthetic and minimalist design

Where: Sign up form – complex task

What: The combination of an asterisk (\*) and the word "mandatory".

Why: Using just the asterisk as a symbol for mandatory fields is a common and accepted convention. Adding the word "mandatory" alongside the asterisk might be seen as redundant and could introduce unnecessary visual clutter.

Severity: 2

5. H3 User Control and Freedom

Where: Sign up form – complex task

What: The dropdowns for profession, graduate in, and specialized in.

Why: If users have specific entries that are not available in the predefined dropdown options, not allowing them to insert custom fields limits their control over the input.

Severity: 2

6. H1 Visibility of system status

Where: Sign up form – complex task

What: Placing the "VAT number" insert box after "no" checkbox.

Why: Clear feedback about the system's status would be provided by dynamically displaying the insert box when the user selects "yes". It indicates that additional information (the VAT number) is required only if the user chooses to have one.

Severity: 2

7. H4 Match between system and the real world  
Where: Sign-up form – complex task  
What: The setup of checkboxes for the experience level, where "1-5 years" and "5+ years" are separate options.  
Why: Users might naturally interpret "1-5 years" and "5+ years" as exclusive categories, which can be confusing for someone with precisely 5 years of experience.  
Severity: 2
8. H4 Match between system and the real world  
Where: Sign-up form – complex task  
What: Grouping individuals with 1 year of experience together with those with 5 years of experience.  
Why: It might not align with users' natural understanding of the progression of experience. Providing more granularity in the experience options, such as separating "1 year," "2 years," "3 years," "4 years," and "5 years" into distinct categories would better represent the real-world differences in experience levels and allow users to more accurately select the option that corresponds to their situation.  
Severity: 2
9. H3 User Control and Freedom  
Where: Sign-up form – complex task  
What: The placement of a "Give us a little introduction of yourself" page with "Record video" and "Upload video" buttons.  
Why: Placing such a feature relatively deep into a multi-page form could be perceived as demanding or unexpected by users, as it introduces a more complex and potentially time-consuming task while users are in the process of completing a form.  
Severity: 2
10. H4 Consistency and standards  
Where: Sign up form – complex task  
What: The order of input fields seems somewhat unconventional, and it could lead to user confusion.  
Why: Typically, personal information such as email, phone number, and country are collected together at the beginning or end of a form, providing a consistent and familiar flow for users. Mixing these fields with questions about VAT number, years of experience, and attachments may disrupt the expected order, potentially causing users to pause and think about the logic behind the arrangement.  
Severity: 2

11. H9 Help users recognize, diagnose, and recover from errors.

Where: Sign up form – complex task

What: The lack of warning messages or feedback when mandatory inputs are not filled can lead to a lack of clarity.

Why: Users need clear indications of errors or missing information to understand what went wrong and how to correct it.

Severity: 2

12. H5 Error prevention

Where: Sign-up form – complex task

What: The absence of an area code field for the phone number and the lack of a divided area after '@' in the email text box.

Why: It could lead to user errors and hinder the input accuracy, as users might inadvertently mix up or omit essential information.

Severity: 2

13. H4 Consistency and standards

Where: Sign-up form – complex task

What: The absence of username and password fields for the professional account.

Why: Users typically expect a sign-up process for professional accounts to include standard security measures such as usernames and passwords.

Severity: 4

14. H6 Recognition rather than recall

Where: Home page

What: The uncertainty regarding the purpose and functionality of the section with personas and photos and "like" button on the home page.

Why: These sections are not immediately apparent, users may need to recall previous interactions or guess their functions, which can lead to a less intuitive user experience.

Severity: 3

15. H6 Help and documentation

Where: Home page

What: The absence of titles and explicit explanations

Why: Making it challenging for users to understand the purpose and functionality of various elements.

Severity: 3

16. H7 Flexibility and efficiency of use

Where: Search for a specialist page – simple, moderate tasks

What: The absence of additional filtering options.

Why: Providing users with a variety of filtering options enhances their ability to efficiently find the information they are seeking.

Severity: 3

17. H7 Flexibility and efficiency of use

Where: Search for a specialist page – simple, moderate tasks

What: The inclusion of a checkbox for "0-3 stars" in the average rating filter.

Why: Users might generally expect to see specialists with higher ratings, and having a checkbox for "0-3 stars" might not align with their typical filtering preferences. Providing options that are unlikely to be selected or are counterintuitive can create unnecessary cognitive load and reduce the efficiency of the user's decision-making process.

Severity: 2

18. H4 Consistency and standards

Where: Search for a specialist page, sign-up form – simple, moderate, complex tasks

What: The inconsistency in using different terms for the same concept, such as "professional" in the sign-up form and "specialist" in the search for a specialist page.

Why: It is an inconsistent terminology for the same concept in the application, which can create confusion.

Severity: 3

19. H4 Consistency and standards

Where: Search for a specialist page, specialists list page – simple, moderate tasks

What: "Reset" button that redirects to the previous search page.

Why: Using "Reset" implies clearing or resetting the current state, which might not align with the user's expectation of going back to the previous page. Using a label such as "Go Back" or "Back" for the button would provide a more intuitive and standard indication of its function.

Severity: 2

20. H3 User Control and Freedom

Where: Specialists list page, specialist personal info page, reviewing page – simple, moderate tasks

What: The lack of a "go back" option.

Why: User in the specialist personal info or reviewing page needs to go to the home page, then the specialist icon menu, and then redo the search again in order to view that specialist lists page that they have filtered before. It might reduce user control and freedom, causing frustration and impacting the user experience.

Severity: 3

21. H6 Recognition rather than recall

Where: Bottom navigation bar – simple, moderate tasks

What: It is not apparent that the icons (star, chat, camera) are specifically related to a given specialist.

Why: Users should not be forced to remember information from one part of the interface to another.

Severity: 3

22. H8 Aesthetic and minimalist design

Where: Reviewing page – moderate task

What: The inclusion of the word "insert" in the phrase "insert a review".

Why: To improve the user experience, using a more concise label such as "Leave a Review" or simply "Review" might be considered. This reduces redundancy and makes the interface cleaner and more straightforward.

Severity: 1

23. H8 Aesthetic and minimalist design

Where: Chat page – simple task

What: Requiring users to tap a "+" button every time they want to access the keyboard.

Why: An unnecessary step, potentially detracting from the minimalist and streamlined nature of the chat interface. A more minimalist approach might involve keeping the keyboard readily available to enhance the simplicity and efficiency of user interactions in a chat environment.

Severity: 2

24. H3 User Control and Freedom

Where: Chat page – simple task

What: No implementation to view past chats.

Why: Users typically appreciate the freedom to review and access their past interactions. The absence of a feature to view past chats may limit user control in this context.

Severity: 3

## Part V: Summary and Recommendations

Heuristic	# violations
H1: Visibility of system status	1
H2: Match between system and the real world	2
H3: User control and freedom	6
H4: Consistency and standards	5
H5: Error prevention	1
H6: Recognition rather than recall	2
H7: Flexibility and efficiency of use	2
H8: Aesthetic and minimalist design	3
H9: Help users recognize, diagnose, and recover from errors	1
H10: Help and documentation	1
HN: Non-heuristic issue	
Total number of identified violations	24

I would suggest after major violations, focusing on implementing a more user-friendly navigation system since violations related to it are repeated on many pages. During my evaluation, I didn't have the freedom to go back to the previous state without unnecessary steps. You can opt for a single "Back" button that allows users to navigate to the previous state seamlessly. Apart from that, to improve complex task-related functionality, you can consider adding a preview feature in the sign-up form that allows users to review their entered information before final submission. This gives users a sense of control and the opportunity to catch any mistakes. Finally, the current separation of search and tags menus (not implemented) may contribute to redundancy and may not align with the simplicity of the app's functionality. You can consider combining these elements on the home page to streamline the user experience.

Regarding the positive impressions, the choice of the name "Overthinkers" is not only unique but also intriguing. It immediately captures attention and makes the app memorable for users. The overall concept of the app by facilitating direct communication with experts empowers users to make informed decisions about their health and other concerns. This approach aligns with the growing trend of seeking personalized and expert advice in the digital age.