NOVA SCHOOL OF SCIENCE & TECHNOLOGY

Interação Pessoa-Máquina

2024/2025

CrewCrodile

Stage 6: Evaluation results and presentation of the final project

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Month Dec, 2024

Heuristic Evaluation Analysis

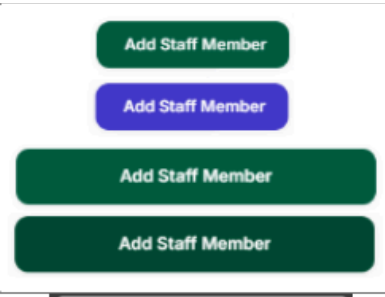
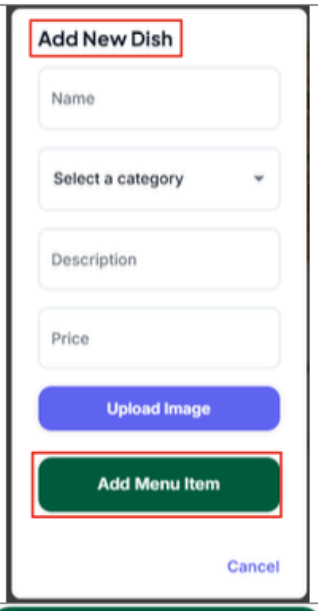
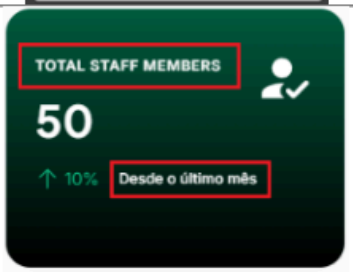
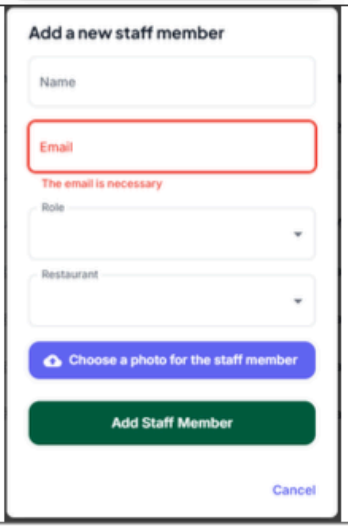
Nº	Problem	Heuristic	Description	Severity	Agree/ Disagree	Solution / Justification
1	Button hovers have inconsistent feedback	Consistency & Standards	The “Add Staff Member” Button in the Manage Staff tab and the same button that appears on the modal when clicking on it, should have equal hover behaviors (things that look similar should work similar).	Cosmetic	Agree	Defining a reusable class in our CSS, e.g., `.btn-hover`. And applying it to all buttons, ensuring hover states are consistent throughout all website pages and buttons of this type.
2	Inconsistent wording	Consistency & Standards	In the “Restaurant Menu” tab the “Add Dish” modal has inconsistent wording in the title and the confirm button.	Cosmetic	Agree	This error slipped through our noses. Simply changing the “Add Menu Dish” to “Add New Dish” should suffice.
3	Inconsistent use of language	Consistency & Standards	In the “Dashboard” different languages are used.	Major	Agree	Another slip, could be easily fixed by maintaining the English language throughout the entire application.
4	Incorrect form feedback	Error reporting, diagnosis, and Recovery	In the form modals the form feedback is not reset when canceled.	Major	Agree	The solution for this problem would be to guarantee that the form is “reseted” if it is opened, filled, but not sent. With this, if we had an error message before and re-opened the form, it would be reseted.

Nº	Problem	Heuristic	Description	Severity	Agree/ Disagree	Solution / Justification
5	Excessive hover feedback	Visibility of system status	In the “Statistics” tab the “Best Sellers” dishes have hover feedback making them appear to be interactive	Minor	Disagree	That was designed exactly to be interactive in order to be a “shortcut” to edit a plate in the best seller. If you wanted to change the best seller price, instead of needing to go to Statistics > check plate > Restaurant Menu > search for dish > Edit; we would just click on the plates hover and it would open the edit menu directly. I agree that is not implemented, and we should have had that referenced in the report we sent (at least the explanation).
6	Nonexistent marked exit	User control & freedom	In the “Manage Staff” tab, after selecting an employee, there should be a return button to the list of Staff Members	Minor	Agree	The solution for that design issue would be the implementation of a back button in the top left corner (to follow Consistency & Standards).
7	Inconsistency between the “Manage Staff” tab and the “Restaurant menu” tab	Consistency & Standards	In the “Restaurant menu” tab and the “Manage Staff” tab, the edit, delete and view information options should be displayed similarly.	Minor	Disagree	We designed the different tabs this way, because the information displayed in the staff would not benefit with the design in the restaurant menu and vice versa. It is better to show information like email, role, etc in a table. And also for the restaurant menus, it is better to show the dishes, with an image for the user to easily see the dish he wants.

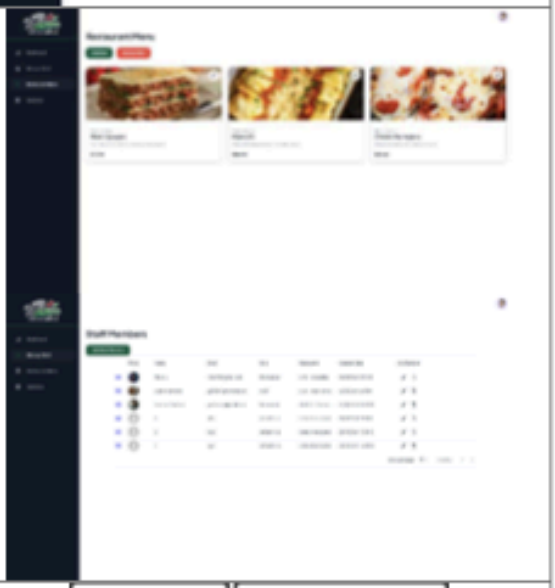
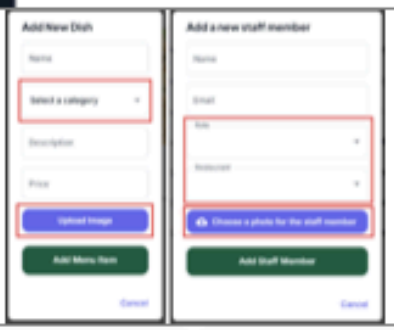
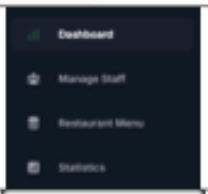
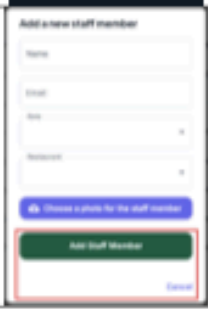
Nº	Problem	Heuristic	Description	Severity	Agree/ Disagree	Solution / Justification
8	Inconsistency between the "Add new …" modal buttons and drop-down lists	Consistency & Standards	In the "Add New Dish" and "Add new staff member" modals the upload buttons should have the same labels, and the drop-down lists should have similar design.	Cosmetic	Agree	We agree with the suggestion, we must change the dropdowns in the add new staff and also the upload button to the ones designed in the add new dish to achieve consistency.
9	Page elements are not aligned and centered	Aesthetic and Minimalist Design	Some page elements don't have the same size or are misaligned.	Cosmetic	Agree	We agree, as all the elements must be aligned and have the same size, that would be achieved by changing either of the elements.
10	Icons lack of contrast	Aesthetic and Minimalist Design	The tab's icons should have a better contrast with the background when selected.	Cosmetic	Agree	In order to introduce more contrast to the selected tab, the solution should be using a more lighter colour or highlight the letters to see the difference.
11	Non-intuitive Add/Confirm and Cancel buttons layout	Aesthetic and Minimalist Design	In the edit and add models the add/confirm and cancel buttons should have a similar design and have better color coding.	Minor	Disagree	Even though the Edit menu is a "new" menu, we imported the same design layout as the "add" menu. This way, the users get used to only one design layout (maintaining consistency).
12	Confirm delete modal is prone to error	Error prevention	In the confirm removal models the "No" should be on the right and the "Yes" on the left (the option less prone to error should be the most accessible)	Major	Agree	Following the standard models, changing the "Yes" and "No" buttons would be a good solution.
13	Lack of upload picture feedback	Visibility of system status	When uploading a picture, it is not sufficiently evident that the upload was successful, and it is not possible to confirm which picture was uploaded	Major	Agree	By changing the color of the button when we haven't added a photo yet, when it turns green it would be more explicit if the photo was added or not! (e.g from yellow to green)

Nº	Problem	Heuristic	Description	Severity	Agree/ Disagree	Solution / Justification
14	Uploading an incorrect file type	Error prevention	When uploading a picture, it should not be possible to upload files that are not pictures	Catastro phic	Agree	Limit the backend to only accept image types of files (.jpg, .png, etc)

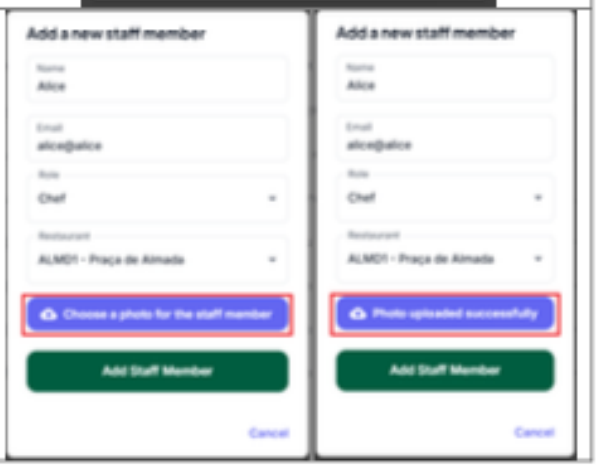
Screenshots (1):

1	
2	
3	
4	

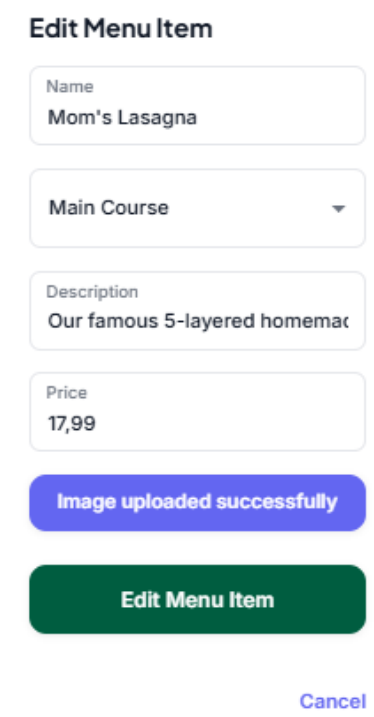
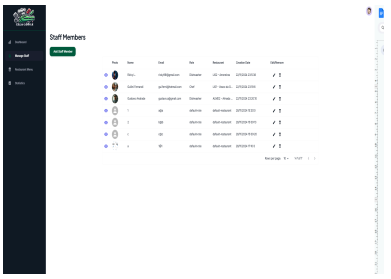
Screenshots (2):

6	
7	
8	
9	
10	
11	

Screenshots (3):

12	
13	

Newly encountered problems

Nº	Problem	Heuristic	Description	Severity	Image
1	Buttons don´t display the most clear/appropriate message.	Consistency & Standards.	The “Image uploaded successfully” and “Edit Menu Item” buttons should be named “Change image” and “ “Save Changes” respectively.This names reflect better on what we want to do with them.	Cosmetic	
2	Disproportionate page size.	Aesthetic and Minimalist Design.	The Manage Staff tab has disproportionate d sizes, more than half the page remains empty, making it harder to read its content.	Cosmetic