

Heuristic Evaluation Report

Dated:

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Prepared By:

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Evaluation Of:

Name of the system being evaluated: Insomnia Cookies

Other information about the system being evaluated: application for insomnia cookies

Problem #: 1

Prototype screen, page, location of problem: Cart

Name of heuristic: User control and freedom

Reason for reporting as negative or positive: cannot delete items so no emergency exit for the user

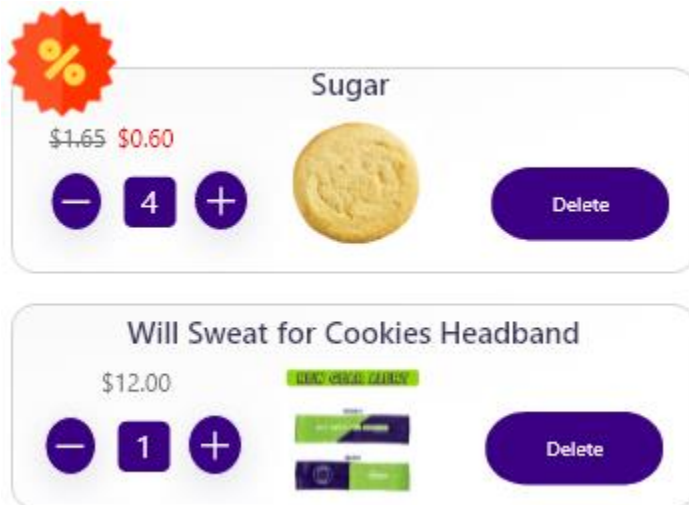
Scope of the problem: users cannot delete items added by accident when clicked

Severity of problem (high/medium/low): high

Justification for severity rating: deleting items is usual action by user

Suggestions to fix: create empty page for cart when user delete item

Possible trade-offs (why fix might not work):



Problem #: 2

Prototype screen, page, location of problem: Menu pages

Name of heuristic: Visibility of system status

Reason for reporting as negative or positive: might cause confusion as there is no feedback

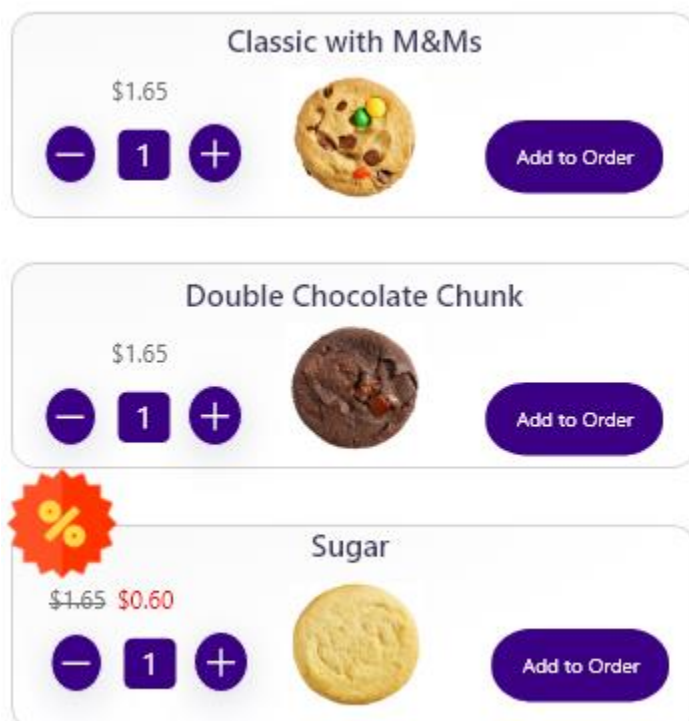
Scope of the problem: not sure whether item is added or not when add to order is clicked

Severity of problem (high/medium/low): low

Justification for severity rating: Although there's no notification, items are still being added to the cart

Suggestions to fix: make popup or other alerts that show items are successfully added to the cart

Possible trade-offs (why fix might not work): might show incorrect message



Problem #: 3

Prototype screen, page, location of problem: Menu

Name of heuristic: Flexibility and efficiency of use

Reason for reporting as negative or positive: orders for menu can be arranged a little so that it's more familiar to the user. items like brownies are more likely to popular and be needed than accessories and cakes, so they should be placed where user can find them more easily

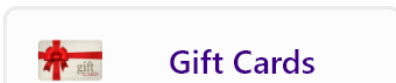
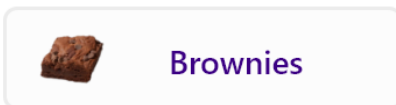
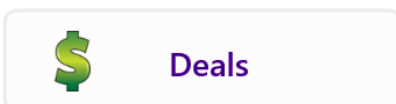
Scope of the problem: persistent as this is the main page that is shown a lot

Severity of problem (high/medium/low): low

Justification for severity rating: users can scroll to find the categories they want

Suggestions to fix: put brownies right under deals and cookies

Possible trade-offs (why fix might not work): People might want items like accessories and other stuff more than what I believe



Problem #: 4

Prototype screen, page, location of problem: locations

Name of heuristic: Match between system and the real world

Reason for reporting as negative or positive: system shows map and select location but not sure what it's for and might cause confusion

Scope of the problem: not sure location if for choosing user's location or store's location when it's clicked

Severity of problem (high/medium/low): low

Justification for severity rating: users will learn what it does after trying out for few times

Suggestions to fix: show stores if it's for selecting stores

Possible trade-offs (why fix might not work): there might be no stores nearby.

