NOVA SCHOOL OF SCIENCE & TECHNOLOGY

Interação Pessoa-Máquina

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Stage 5: Heuristic evaluation

NexaGuide

BEST TRAVEL APP

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TrainLink Heuristic Evaluation

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This document contains our heuristic evaluation for the TrainLink app. Our task is to critically assess the app's interface for usability and to document any issues encountered. The objective is to provide precise, actionable feedback that will contribute to the refinement of the interface, ultimately enhancing the user experience of TrainLink.

Heuristic Evaluation:

Nº	Problem	Heuristic	Description	Severity	Solution	Screenshot
1	“Edit Profile” page	Error Prevention, Visibility of System Status	When entering the “Edit Profile” page, you are presented with a set of empty fields, saying “Enter a new…”. This might lead users to error, since it implies that the user has to fill all the fields, but in reality it works if you just fill some of the fields, and it only changes those that are not empty, which is not very obvious.	4	When entering the “Edit Profile” page, the user’s previous information should be displayed instead of empty fields.	Image 1.
2	Create training Schedule – “please fill out the fields”	Error reporting, diagnosis, and Recovery	"Please fill out the fields" error message should indicate which fields are missing.	1	Doing something like on the sign up page, where incomplete fields are indicated with a message underneath explaining what’s	Image 2.

					missing.	
3	Cancel attendance - "Please write justification!"	Consistency and Standards	"Please write justification!" error message is displayed in a green box/snackbar instead of red, like other error messages.	1	Make the message be displayed in a red box/snackbar like the other error messages, or do something like the sign up page, where incomplete fields are indicated with a message underneath.	Image 3.
4	Visibility of cancelled attendances	Visibility of System Status	After cancelling the attendance, there's no way to easily see what trainings we cancelled attendance. (Note: this one we understand that it is because cancelling attendances does not logically do anything, as stated on the stage 4 report, but we would still like to present a possible	3	In the calendar view, maybe cancelling the attendance should make trainings be in a different color.	Image 4.

			solution)			
5	“You’re not part of any team, try creating one” - Wrong message displayed for the Player users.	Consistency and Standards	When a Player has no teams, the message "You're not part of any team, try creating one" appears even though only coaches have the option to create teams. This might be confusing for the Player users, since they might think they can create teams, and make them lose time searching for an option that doesn’t exist in the app.	2	Display a different message depending on the type of user.	Image 5.
6	Sign up – poor contrast on the error/warning messages	Aesthetic and Minimalistic Design	During sign up, if a field (email, name, password) is invalid, a warning message indicating what’s missing is shown underneath the box, however, this message is red on a dark blue background, which might not be very easy	2	Even though red is the standard color to use on error messages, in this case, because of the dark blue background, perhaps it would be better to use a different color	Image 6.

			to read.		with a better contrast (maybe yellow), or maybe change the background color around the fields if keeping the warning messages in red is desirable.	
7	Sign up - "Please enter a stronger password" message is too vague.	Error reporting, diagnosis, and Recovery	During sign up, when the password is not valid, a message saying "Please enter a stronger password" is displayed, which is too vague and doesn't give much information to the user on how to fix the problem.	2	The app should indicate the password requirements that are missing and/or some kind of password strength meter.	Image 6.
8	"Create Training Schedule" before creating any teams or trainings	Error prevention	When going to the "Create Training Schedule" before creating any teams or trainings, you are not able to pick a team or a training because you don't have any, and	2	Since you are not allowed to create training schedules before creating a team and a training, this option should be	

			clicking those fields does nothing, but you are not able to create the training schedule without having at least a team and a training registered.		disabled until the requirements are met.	
9	No way for players to see in the app who the team's coach is	Visibility of System Status	Obviously, the players would know the coach in real life, but inside the app this information is unavailable.	2	The team details screen should display the coach's name.	
10	"Location" field when scheduling a training	Flexibility & Efficiency of Use	When scheduling a training, the coach has to type in a location for the training, however, it is expected that many trainings will be on the same place (the team's stadium or training field for example), so there should be a way to speed up this repetitive action.	2	There should be a way to save a location and select it from a list instead of having to type it every time. Maybe a way to also see the location on the map would be useful if the training is in a different location than usual that	

					the players are not so familiar with.	
11	Cannot delete/edit fields when creating a training	User Control & Freedom; Visibility of System Status; Error reporting, diagnosis, and Recovery	It is not possible to delete or edit fields when you are creating a training. After you add a field, the only feedback you receive is that the number of fields change, but you can't see or interact with those fields anymore. You are not able to correct a mistake you've made (either by deleting or editing the training field), and you might not even know you've made a mistake.	4	The fields should be displayed on the create training screen just like on the training menu, and have options to view, edit or delete them (for this last part, we do understand that, as stated on the report, the field menu screen is not yet implemented)	Image 7.
12	Cannot delete/edit trainings or teams	User Control & Freedom; Error Reporting, diagnosis, and Recovery	Similarly to the fields, there is also no way to delete/edit trainings or teams, including things like training duration, training fields, or the team's profile picture.	4	Add buttons to the Team Menu, Training Repertoire and Training Menu that allow for these actions to	

					be made.	
13	In the edit profile page - no changes detected	Error reporting, diagnosis, and Recovery	When you edit your information and it is equal to the previous information, it should say which parameter(s) is the same as before	2	Have a warning with “Same name, no changes detected” , or the parameter that is the same as before	Image 8.
14	In the edit profile page - phone numbers	Error reporting, diagnosis, and Recovery	When you try to edit your phone number it says “No changes detected” if the number is less than 9 digits	2	Have an error saying that the number should have 9 digits to make a change, or allow changes for numbers that have other formats than 9 digits	Image 9.
15	“Prepare field page” undo	User Control & Freedom	When you add something to the field it should have an option to undo the last action	1	Add an undo button	

16	Canceling attendance popup	Consistency and Standards	The popup after canceling attendance says training canceled, which might lead users to believe that they canceled the whole training	1	Rename the popup to canceled attendance	Image 10.
17	No button to leave a team	User Control & Freedom;	When a Player has joined a team there is no button to leave said team	2	Make sure to add a button to allow for a user to leave a team	
18	“Prepare field page” Zoom	User Control & Freedom;	There should be an option to zoom in on the field to do more minute additions	1	Add a sensitivity field on the screen so the user can zoom in on the field	

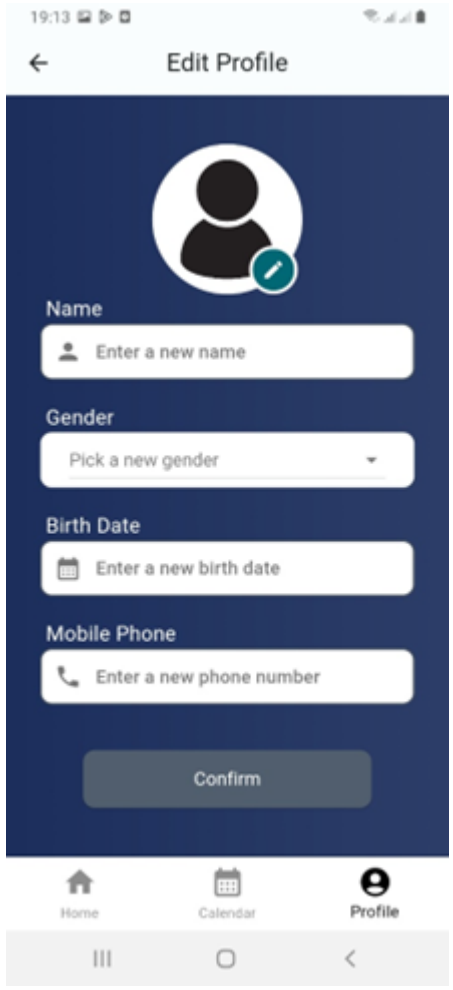


Image 1

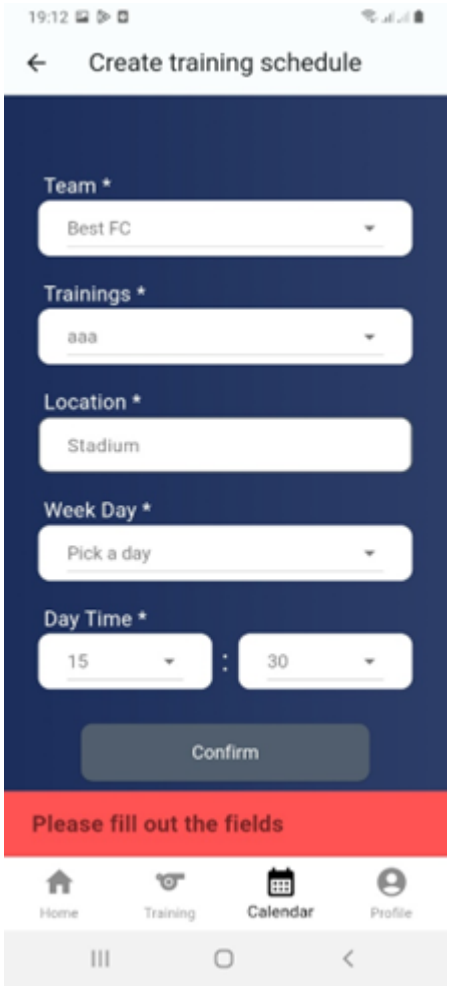


Image 2

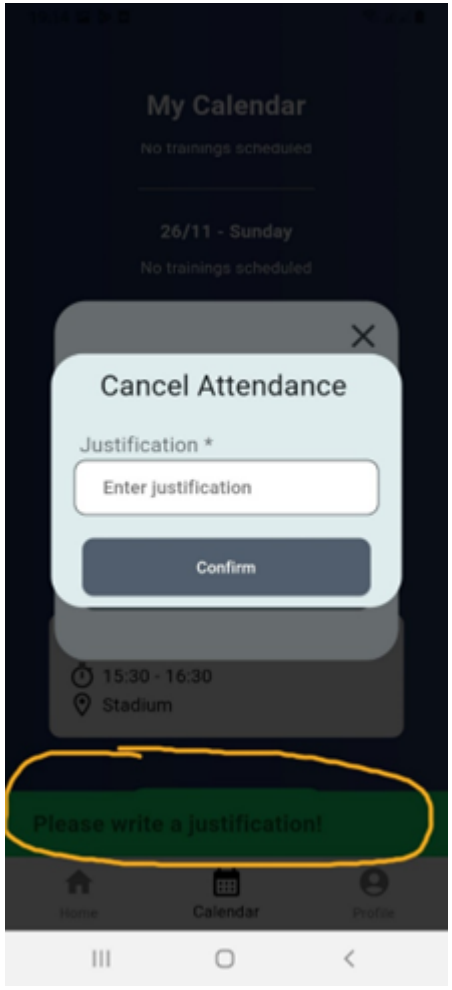


Image 3

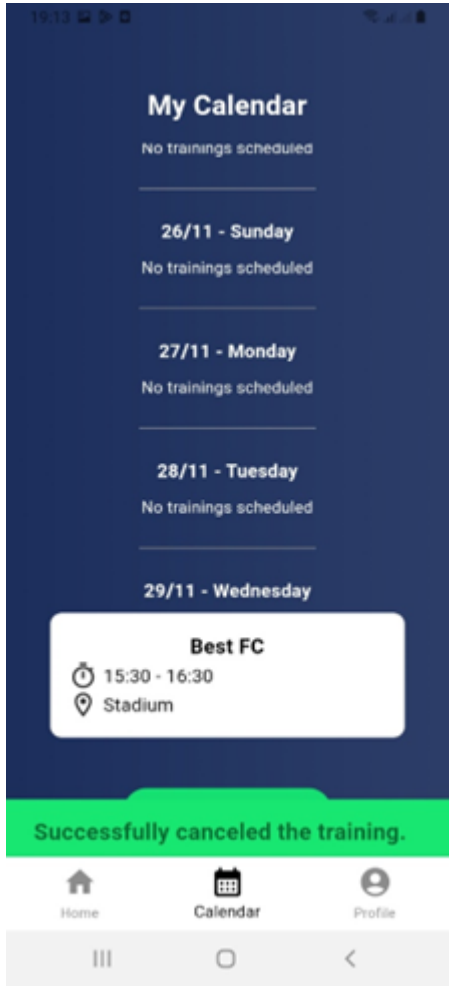
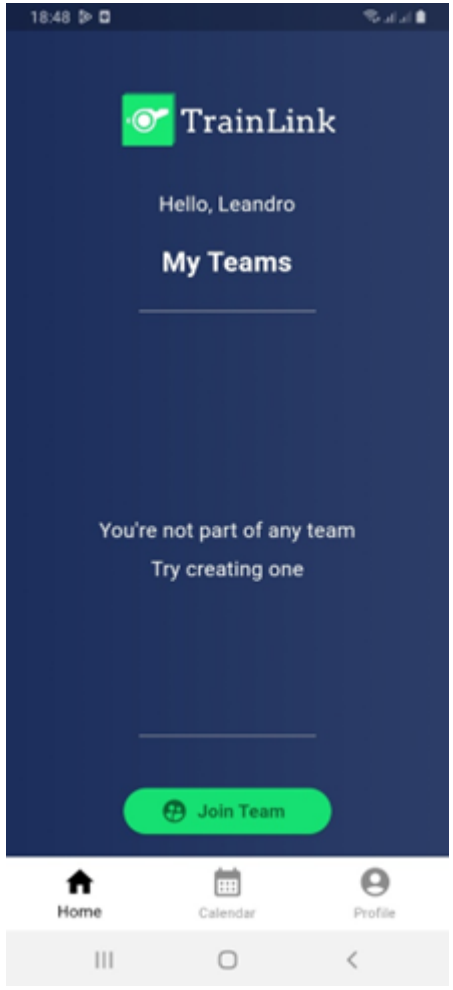


Image 4



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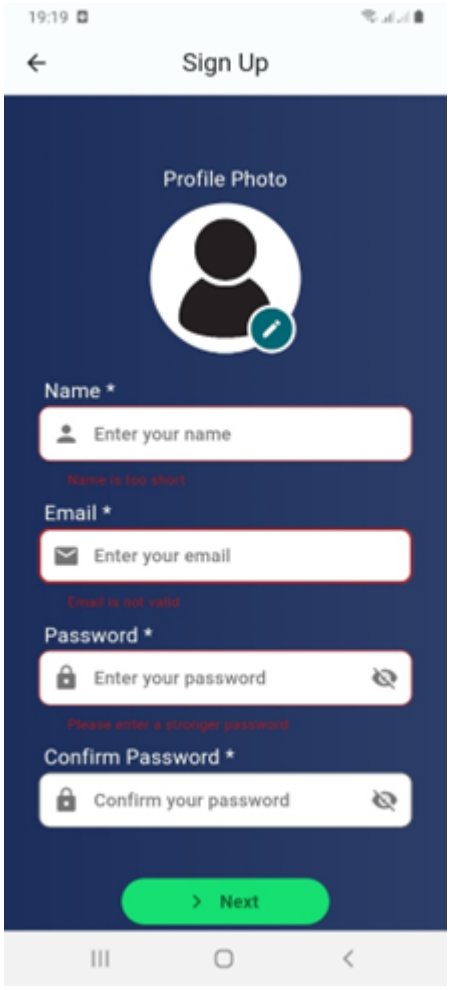

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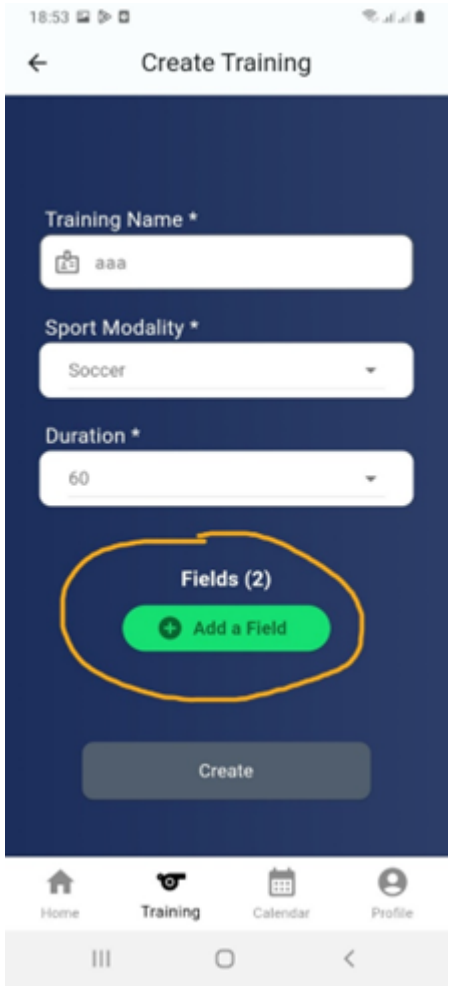

Image 7

Image 8

Image 9

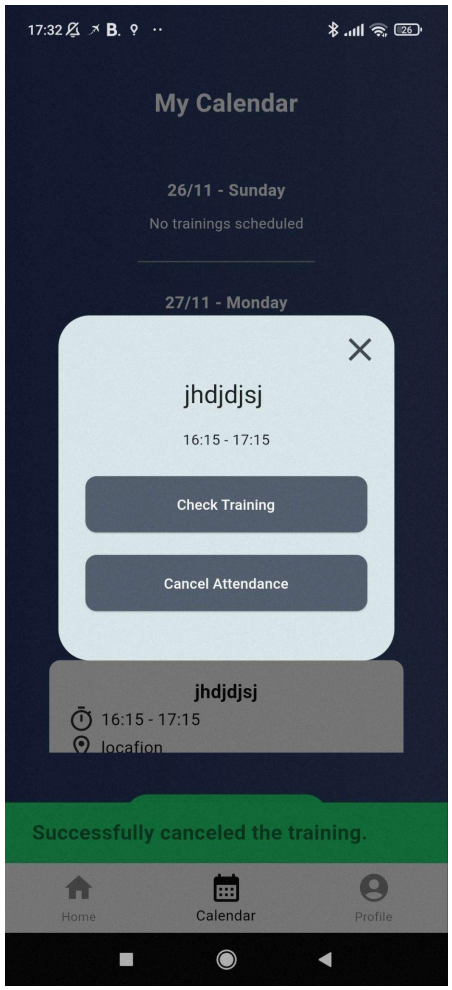

Image 10