NOVA NOVA SCHOOL OF SCIENCE & TECHNOLOGY

Interação Pessoa-Máquina

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Trippin'

Stage 5: Heuristic evaluation

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Evaluated Project

The project we evaluated was elaborated by group 1 and received on the 22nd of November, you can find their report for the computational prototype here. This report is being delivered on November 28th.

Problems table

Nº	Problem	Heuristic	Description	Severity	Solution	Screenshot
1	Lack of feedback on the first screen (Login)	Visibility of System Status	On the initial screen when we enter the app, by clicking on the options "Google SSO", "SAML Login", and "Forgot Password" we get no feedback at all. (The first two were identified by the group as not implemented, the last one had no mention)	1	When clicking on these buttons just presenting a simple pop-up button saying "Not implemented"	
2	Excess of information on the main page	Aesthetic and Minimalist Design	On the main page, when we first enter, we get a huge amount of information, all in very big letters, all seemingly with the same amount of importance. This is hard on an initial look-through, as scanning and understanding everything is difficult but it may become useful to have all that information displayed as the user get more used to the app. This also includes an instance of redundant information (as seen in the example), where we have a button that will lead us to the exact same place, thereby having the same functionality, and providing a bit of redundancy to the page.	2.25	Having some way to hide some of the information blocks could be a solution. Having different sizes to the lettering to give a better notion of "importance" (for example, the notifications/upcoming being smaller in size as they're seen as "updates" and not clickable information, this comes from our own perception of what importance). The notion of what's important might be different from person to person and user to user, but giving different levels of importance to different sections would be important. For the example of reduncancy, just removing of the two	Example here

					buttons will take away this redundancy and free up some space.	
3	Consistency between the Schedule button and the upcoming events	Consistency and Standards	In the main page the button "Schedule" appears with a red dot, indicating some type of action needs to be performed. Intuition leads you to believe that some action needs to be taken when using the button. When clicked we're sent to a page where we can take multiple actions. These being: - Modifying the schedule - Clicking on the classes - Registering for a test - Submitting an assignment None of these options are presented with a red dot, so we don't fully know how to remove the "Schedule" button. Is it done by modifying the schedule? Registering for a test? Submitting an assignment? We don't fully know. Initially we thought that this red dot meant we had to take care of all the upcoming events (registering for tests and submitting assignments), which can also be taken care of through the main page. But after doing all of it the red dot did not disappear, leading to confusion.	2	We would suggets that all the actions that need to be taken care of also present the ret dot, making it so that when all of them are taken care of the red dot dissapears and it's consistent with the users actions.	[Example here](#)
4	Consistency between the notifications bell and the course page	Consistency and Standards	Similar to problem 3. We have the notification bell with a white dot (as seen on the screenshot) and when we enter the course page of that notification bell we don't see such a bell anywhere. Meaning we don't know what that white dot would be refering to.	1.5	Similar suggestion to problem 3, just having what that white dot refers to would be super helpful in understanding what that notification is refering to.	[Example here](#)
5	Consistency between the notification panel and the course page	Aesthetic and Minimalist Design	When we enter the course page and we look at the notifications panel we see general notifications + course notifications. We believe it would have been more coherent to, on the course page, only see the course notifications, keeping each type of notification to its own	1	Our suggestion would be to change the name notifications on each of the courses menu to "Notification x" where x would be the courses name (as to not break the rule about	

			menu (main notifications stay in the main menu).		"Consistency and Standards", as we're displaying different information, i.e. removing the main notifications, we need to have a different name) and show only the notifications for that course.	
6	Forum unscrollable	User Control and Freedom	When we enter a forum and start posting after 2 posts (device dependent but that's the number for us) the window only grows downwards and does not have a scroll bar, making the forum locked after 2 posts. The text box to make a new post also disappears as it's too down on the screen and not accessible by scroll	3.75	Our suggestion would just be to add a scroll bar to the forum, so that we can scroll down to see all the posts.	[Example here](#)
7	Can't clear singular notifications	User Control and Freedom	While it is possible to clear all notifications, clearing an individual notification is not possible.	1.75	Add a close button on the top right	
8	Mandatory fields in project submission aren't clear	Visibility of System Status	When submitting a project, at least one file is mandatory. However, there is no indicator for this nor is there feedback when the user presses the submit button without filling out the mandatory fields.	1	Add a red star indicating mandatory fields and provide feedback when the user attempts to submit a project without all fields properly filled out.	
9	User can add an invalid credit card	Error Prevention	When paying the tuition, it is possible to add letters to the credit card and CVV. The credit card is not checked to be valid (control characters match) before the user is allowed to submit	2	Validate the credit card by its control digit when the user presses submit and provide feedback in case it's wrong. Prevent the user from placing non-numeric characters in the CVC/CVV field	
10	Calendar isn't clear about the date represented	Visibility of System Status	The calendar on the homepage isn't clear on which month is being displayed nor is it possible to check other months	3	Display the current month in the top right of the calendar and place arrows on either side to allow the user to switch months.	[Example here](#)

					Default to current date when opening (Currently stuck on October 21st)	
11	User can be in multiple turns, simultaneously	Error Prevention	On the schedule page, users can modify their current schedule and select multiple practical turns, which should not be intended.	1.75	When you select a practical/theoretical for one subject you should either: - Be blocked from selecting the second turn; - When you select the second turn you receive a pop-up asking you if you want to select the second turn or keep the first;	[Example here](#)