



NOVA SCHOOL OF
SCIENCE & TECHNOLOGY

Interação Pessoa-Máquina

2022/2023

Pool Tool

Stage 5: Heuristic Evaluation



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Evaluation

As the cover indicates, this report is about the app 'Pool Tool' by group 17.
The report was delivered on the 28th of November 2022.

Number	Problem	Heuristic	Description	Severity	Solution	Screenshot
1	Lack of consistency	Consistency	Bold vs normal weight fonts. In the activities tab buttons are quite visible, whilst in the profile tab, the list of actions to consult passes very unnoticed. Mix of Portuguese and English languages	Medium	Define a design system and create global components	Pic. 1 Pic. 2
2	Cannot go back	User control & freedom	Constantly trapped, since you cannot go back to previous page. Have to switch tabs in order to do so.	High	Design a header in which you offer the option for the user to go back to the page they previously were.	Pic. 3
3	No initial balance on account	Visibility of system status	When checking the balance there's no information on the current amount.	Low Medium	Even if the initial balance is zero, you should always show the user that value.	Pic.4
4	Cannot see certain options	Consistency & <u>Standards</u>	Many buttons/actions are hidden behind other components. Design not responsive.	Extreme	Always make sure your design will fit most devices. For this, either give extra paddings/margins; or if you have too much content, simply separate it.	Pic. 5 Pic. 6 Pic. 7
5	UI needs improvement	Aesthetics	Design could be improved.	Medium	Create a design system. Study native components and incorporate them.	
6	Input on payment	Error prevention	When paying for lessons, the user should not input the amount to pay.	Medium	Present some sort of receipt, and only give the payment options. Don't give the user the possibility to 'choose the amount they want to pay'.	Pic. 8

Details

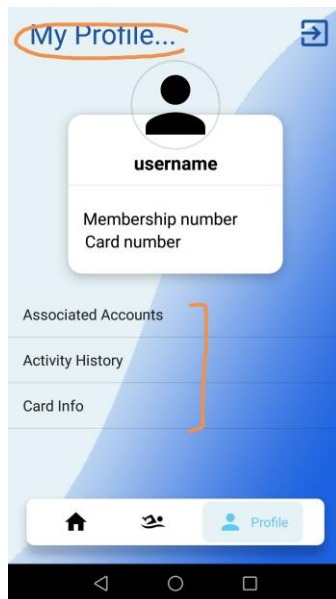
I wish to give you more information on the problems I encountered while testing your scenarios, apart from what's written in the table above.

In your **second scenario**, as you'll see in the provided screenshots, I had trouble finding where many elements were. Here, I couldn't find where to click to check the free space, because that button is hidden behind the tabs. Then, you specify that we should book the 9 AM slot, but I cannot scroll between slots; I can only see the 8 AM slot. (Pic. 5 – 7)

In the **third scenario**, I found the schedule table quite confusing. You should provide separated schedules for each day of the week, in order to help to make it more simple and thus comprehensive. Also, if you provide a service in which the user charges their account with money, you'd assume that you're going to use that balance to pay for subsequent services, like the swimming lessons in question. But upon payment, you are given the option to pay with MBWay and ATM, only.

I like the app's idea. There's a market for it, since you don't see anything like it in the stores. Overall, I think the idea is there. You just need to create a more consistent and cohesive design system, make some decisions and fix a few bugs.

Screenshots



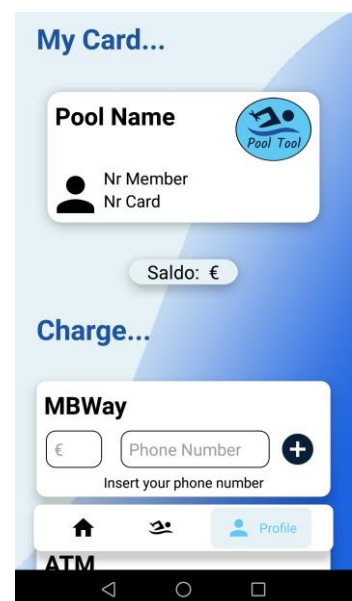
Pic. 1 – normal text/title; options list fades away



Pic. 2 – Bold text/title



Pic. 3 – There is no way to go to the previous page



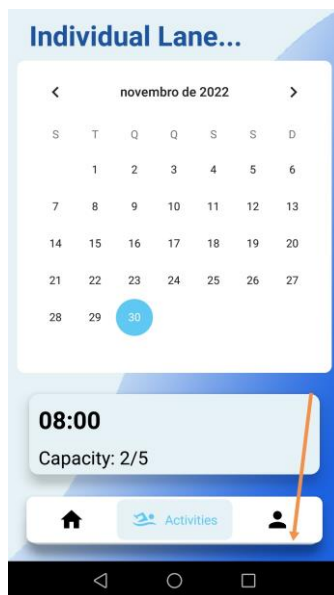
Pic. 4 – Balance ???€



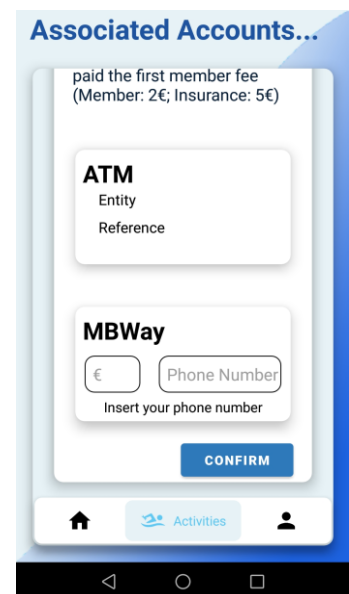
Pic. 5 – hidden ‘free lanes?’ button



Pic. 6 – Age select behind tabs



Pic. 7 – 9 AM slot peaking below tabs



Pic. 8 – Input for amount to pay