

## Heuristics Evaluation of [enter product name]

By John Strachan

Date 22 November 2019

---

### 1. Visibility of system status

- Always keep users informed about what is going on.
- Provide appropriate feedback within reasonable time.

#### ***Evaluation***

1. A home page would be beneficial to help users decide what they want to do as soon as they open the app. Opening to a map of your surroundings may not be useful (i.e. if you're off campus) and requires an extra step to find/host a study session.
  - a. Severity Rating: 2 Minor Usability Issue
2. Under the search filters the Study Sessions icon is a clock, but there is no time filter.
  - a. Severity Rating: 1 or 3
    - i. Either the icon should be changed (1) or a time filter should be added to the functionality (3).
3. Create a Review page does not appear to have a submit or apply button.
  - a. Severity Rating 3
4. Everything else is reasonably informative.

---

### 2. Match between system and the real world

- Speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms.
- Follow real-world conventions, making information appear in a natural and logical order.

#### ***Evaluation***

1. Map should display building names (could be represented as different colors on the map but names should still be viewable).
  - a. Severity Rating: 2
2. All other interactions are in a sensible order

---

### 3. User control and freedom

- Users often choose system functions by mistake.
- Provide a clearly marked "out" to leave an unwanted state without having to go through an extended dialogue.
- Support undo and redo.

#### ***Evaluation***

1. Users should be able to cancel a session or change the room or time.
  - a. Severity Rating: 3
2. Menu is always available so there is always an easy "out".
3. Undo and redo are supported.

---

#### **4. Consistency and standards**

- Users should not have to wonder whether different words, situations, or actions mean the same thing.
- Follow platform conventions.

#### ***Evaluation***

1. Everything is pretty self-explanatory.
2. Platform conventions may require home screen as stated above.

---

#### **5. Error prevention**

- Even better than good error messages is a careful design which prevents a problem from occurring in the first place.

#### ***Evaluation***

1. An error message should be displayed if there are conflicting study sessions (same room and time).
  - a. Severity Rating: 2

---

#### **6. Recognition rather than recall**

- Make objects, actions, and options visible.
- User should not have to remember information from one part of the dialogue to another.
- Instructions for use of the system should be visible or easily retrievable whenever appropriate.

#### ***Evaluation***

1. All actions are visible except for the button on the search menu. Button has no word associated with its action.
  - a. Severity Rating: 1
2. Users are not required to remember information as all forms are single page.

---

#### **7. Flexibility and efficiency of use**

- Accelerators -- unseen by the novice user -- may often speed up the interaction for the expert user so that the system can cater to both inexperienced and experienced users.
- Allow users to tailor frequent actions.

#### ***Evaluation***

1. Unable to tell if these features are present without a more in-depth example. Definitely has the potential to tailor to frequent actions, like favorite study rooms and times.

---

#### **8. Aesthetic and minimalist design**

- Dialogues should not contain information which is irrelevant or rarely needed.
- Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.

#### ***Evaluation***

1. All dialogues are relatively short and concise.

---

**9. Help users recognize, diagnose, and recover from errors**

- Expressed in plain language (no codes)
- Precisely indicate the problem
- Constructively suggest a solution.

***Evaluation***

1. This is beyond the scope for this exercise.

---

**10. Help and documentation**

- Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation.
- Help information should be easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large.

***Evaluation***

1. A help tab in the menu bar may help users figure out how to properly or more efficiently use the system.
  - a. Severity Rating: 2