

## Heuristic Evaluation of “StudBud”

### Evaluator(s):

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### Platforms utilized to run the system:

*Example:*

1. Android A3 mobile device, Android version: 6.0.1
2. Android A4 tablet (10.1 inch), Android version: 5.0.2

### Heuristics used:

Nielsen’s [1] updated heuristics:

- H1. Visibility of system status
- H2. Match between system and the real world
- H3. User control and freedom
- H4. Consistency and standards
- H5. Error prevention
- H6. Recognition rather than recall
- H7. Flexibility and efficiency of use
- H8. Aesthetic and minimalist design
- H9. Help users recognize, diagnose, and recover from errors
- H10. Help and documentation

### Severity ratings:

- 0 Don’t think this is a usability problem
- 1 Cosmetic problem; fix only if extra time is available
- 2 Minor usability problem; give a low priority to fixing the problem
- 3 Major usability problem; give a high priority to fixing the problem
- 4 Usability catastrophe; fix the problem before product is released

### Violations

1. **Description:** Intro box doesn’t tell me much about what the app does

**Heuristic(s) violated:** H1,H10

**Severity:** 2

**Proposed solution:** Use this to explain what app is for & summary of how It works

2. **Description:** First time opening - goes straight to quiz

**Heuristic(s) violated:** H2,H3

**Severity:** 2

**Proposed solution:** Better to be able to do limited exploration of home screen etc, then do quiz before another predetermined point of progress

3. **Description:** Quiz answer fields showing ‘1,2,3 or 4’

**Heuristic(s) violated:** H8

**Severity:** 1

**Proposed solution:** '1-4', or make scoring instructions directly above the boxes a bit larger/clearer

**4. Description:** Quiz answers are 1-4, high-low

**Heuristic(s) violated:** H2

**Severity:** 2

**Proposed solution:** 1 is lowest, 4 is highest. Or have drop down options: low, medium, high, very high.

**5. Description:** In quiz, keyboard hides all except text entry boxes, so once you've clicked 'confirm' you can't see that it's moved on, and it appears that your answers were invalid.

**Heuristic(s) violated:** H1,H3,H4,H5

**Severity:** 3

**Proposed solution:** Automatically minimize keyboard after either text entry, pressing submit, or both

**6. Description:** App doesn't show progress through quiz

**Heuristic(s) violated:** H1

**Severity:** 1

**Proposed solution:** Progress bar or counter showing "question 1 of...."

**7. Description:** On several pages, the drop down boxes (eg select subject) are small and without borders, whereas the buttons are bold and colourful. Boxes get a bit lost

**Heuristic(s) violated:** H2,H8

**Severity:** 2

**Proposed solution:** Even if not exactly the same style, the drop down boxes should be redesigned so that they stand out as much as the buttons

**8. Description:** In videos & flashcards, it's not entirely clear what is being added or deleted. For flashcards, it says "select a subject, then choose an action", which reads like I'm then choosing to delete a subject.

**Heuristic(s) violated:** H1,H5

**Severity:** 2

**Proposed solution:** change to "add to library", "delete from library"

**9. Description:** In the quiz, it's not clear why I would be creating questions. Assuming this is to share with others? I reads initially like I'm initializing a quiz for myself, so I click on it before starting the quiz

**Heuristic(s) violated:** H1,H4,H5

**Severity:** 2

**Proposed solution:** More clarity on what these options are there for

...

### **Summary:**

**Total number of violations: 9**

#### **Broken down by times a heuristic violated:**

H1. Visibility of system status	5
H2. Match between system and the real world	3
H3. User control and freedom	2
H4. Consistency and standards	2
H5. Error prevention	3
H6. Recognition rather than recall	0
H7. Flexibility and efficiency of use	0
H8. Aesthetic and minimalist design	1
H9. Help users recognize, diagnose, and recover from errors	0
H10. Help and documentation	1

#### **Broken down by severity of violation:**

0	Don't think this is a usability problem	0
1	Cosmetic problem	2
2	Minor usability problem	6
3	Major usability problem	1
4	Usability catastrophe	0

### **References**

- [1] Nielsen, J. (1994). Heuristic evaluation. In Nielsen, J., and Mack, R.L. (Eds.), *Usability Inspection Methods*, John Wiley & Sons, New York, NY.