

Heuristic Evaluation of CookHouse (Group 7)

1.Problem

CookHouse is the solution for cooking, as it allows the user to cook anything that they personally like in a simple way.

2.Violations Found

1. H1. Visibility of System Status | Severity 1 |

The first page of the website does not contain a short description explaining the purpose of the it. The four categories appear when starting the page without knowing what this page is all about.

Fix: Input a short description at the top of the first page to inform the user about the website.

2. H1. Visibility of System Status | Severity 2 |

The search bar doesn't contain a message which indicates what anyone can search for. The search bar must clarify the search options.

Fix: Indicate what can be searched for – "Search recipes, ingredients..."

3. H1. Visibility of System Status | Severity 1 |

The categories section of the website does not have a description for what each category contains, so the user does not know what information can be found behind each category.

Fix: Include a short description under each category to inform the user about it.

4. H2. Match Between System & Real World | Severity 2 |

"Dish Type" and "Diet" are probably misleading titles in those two categories as they are not specify clearly what to find in each category.

Fix: Change the "Dish Type" to "Meal Categories" and "Diet" to "Diet Preference".

5. H2. Match Between System & Real World | Severity 3 |

The filter options are not appropriate as they filter the categories. The user has to be able to filter through the details of each recipe and not to the categories.

Fix: Change the options of the filter to "Ingredients", "Preparing Time", "Cost" etc.

6. H2. Match Between System & Real World | Severity 1 |

In the description of each recipe the cost of each ingredient does not appear and also the cost of the whole recipe to make. Also the portion of each ingredient to use is not clear and there is not an option for the portions required in order to make the recipe for more than one person.

Fix: Add an approximate cost for each recipe and also detail the portion of each ingredient for one or more persons.

7. H3. User control and freedom | Severity 3 |

After applying the desirable filter options to the website there is not an option to clear these filters after they apply.

Fix: Add a "Clear filters" button to the filter menu.

8. H3. User control and freedom | Severity 2 |

When the user makes selections on the website the current section that the user interacts does not presented to the page. It would be a nice touch to the website to present all the steps that the user followed in order to get to a recipe. This will help to find a recipe again more easily and navigate through the sections of the website. The directory map should be also be clickable to help the user navigate backwards.

Fix: Include a directory map of all the steps that the user followed in the up right site of each section.

9. H3. User control and freedom | Severity 2 |

When a certain recipe is selected there is no way for the user to navigate backwards or to go to the home page.

Fix: Add a home or a back button

10. H4. Consistency and Standards | Severity 2 |

The names of the options in the filter menu are the same with the names in the categories in the first page of the website. This might confuse the user about the things that need to be filtered.

Fix: Change the names of the filter menu with more appropriate ones.

11. H5. Error prevention | Severity 2 |

When a user search something in the search bar the website does not support a suggestion system for the search that the user wants to make.

Fix: Implement a suggestion feature to the search bar in order to prevent errors.

12. H5. Error prevention | Severity 2 |

When the user select a filter combination about a recipe that can not be applied to the particular recipe all the filters are still available to choose.

Fix: Show to the screen only the relevant filters of the particular recipe to prevent errors in applying the filters.

13. H6. Recognition not Recall | Severity 2 |

When navigate through the sections of the website the title of the sections does not presented in the top of the particular page. The user might forget the section that of the interaction after a long search in the website.

Fix: Include a title of each section in the top of each page to remind the user about each section.

14. H6. Recognition not Recall | Severity 2 |

When several filters are applied for a particular recipe the selections do not appear on the screen. The user could forget about the filters that were applied.

Fix: Display the applied filters on the top right section of each page to inform the user about the selections.

15. H6. Recognition not Recall | Severity 2 |

When a particular recipe is revisited the website does not inform that this recipe was viewed by the user before.

Fix: Inform the user in the page of the particular recipe that this recipe was revisited.

16. H7. Flexibility and efficiency of use | Severity 1 |

In the recipe pages of the website it might be nice to have some more pictures of each plate showing the result of the each recipe. This will give a more accurate idea of each recipe to the user.

Fix: Add more images to the each recipe section of the website.

17. H7. Flexibility and efficiency of use | Severity 1 |

It will be a nice touch if the website supported a review system in order to know the preferences of the different users of the website. Reviews will advise the user about the other users opinion in a certain recipe.

Fix: Include a review area where the users can leave their comments about a recipe.

18. H7. Flexibility and efficiency of use | Severity 2 |

A useful feature that the website could support would be a trending recipe section where all the trending recipes will appear to give new ideas to every user.

Fix: Include a trending category to show to the users the popular recipes in the present time.

19. H7. Flexibility and efficiency of use | Severity 2 |

In the recipe pages of the website it will be nice to have a bookmark button if the recipe was successful in order to revisit the recipe easily and implement it again.

Fix: Add a bookmark button to mark a certain recipe in order to implement it again.

20. H8. Aesthetics and Minimalist Design | Severity 2 |

The “Ingredients” should not be categories in the first page of the website as the user has to choose a recipe first in order to see the ingredients that are required to complete the recipe.

Fix: Remove the “Ingredients” category from the first page and put it the filter options as is more appropriate.

21. H8. Aesthetics and Minimalist Design | Severity 2 |

The filter button that is shown to the first page of the website indicates the same category options with those that are displayed in the first page of the website. This does not offer a help to the user as the same things are presented in the first page and the filter options.

Fix: Remove the filter button from the first page of the website.

22. H8. Aesthetics and Minimalist Design | Severity 1 |

The website opens with showing the available categories that the user can interact with small category buttons that do not fill the whole area of the page.

Fix: Make a more interesting home page with larger category buttons that fill the page.

23. H9. Help Users Recognize, Diagnose, and Recover from Errors | Severity 2 |

When a user search something in the search bar and the website does not support this particular search the user does not get informed through a message.

Fix: Inform the user with a pop up message about an irrelevant search.

24. H9. Help Users Recognize, Diagnose, and Recover from Errors | Severity 2 |

When a user search something in the search bar and the website does not support this particular search the user does not get informed through a message.

Fix: Inform the user with a pop up message about an irrelevant search.

25. H9. Help Users Recognize, Diagnose, and Recover from Errors | Severity 1 |

When a user searches for an exact recipe that it was on the website before and now can not be found.

Fix: *Inform the user with a message that the recipe was removed from the website.*

26. H10. Help and Documentation | Severity 3 |

Once the website is loaded there is not a help indicator to show to the user how to use the webpage and how to navigate through it.

Fix: *Include a help button to guide the user through the sections of the webpage.*

27. H10. Help and Documentation | Severity 3 |

On the search bar and the filter button there is not a clarification about the things that are available for search or the filters that can be applied to the website.

Fix: *Add a help button to the navigation bar of the website to inform the user about the capabilities of the search bar and the filter button.*

3.Summary Of Violations

Category	# Viol. (sev 0)	# Viol. (sev 1)	# Viol. (sev 2)	# Viol. (sev 3)	# Viol. (sev 4)	# Viol. (total)
H1. Visibility of System Status	0	2	1	0	0	3
H2. Match Between System & Real World	0	1	1	1	0	3
H3. User control and freedom	0	0	2	1	0	3
H4. Consistency and Standards	0	0	1	0	0	1
H5. Error prevention	0	0	2	0	0	2
H6. Recognition not Recall	0	0	3	0	0	3
H7. Flexibility and efficiency of use	0	2	2	0	0	4
H8. Aesthetics and Minimalist Design	0	1	2	0	0	3
H9. Help Users with Errors	0	1	2	0	0	3
H10.Help and Documentation	0	0	0	2	0	2
Total Violations by Severity	0	7	16	4	0	27

Severity Ratings

0 - don't agree that this is a usability problem

1 - cosmetic problem

2 - minor usability problem

3 - major usability problem; important to fix

4 - usability catastrophe; imperative to fix

Summary Recommendations

To conclude, the overall product is very impressive and well made as a prototype but it will improve scientifically after implementing some recommendation ideas. Firstly, by improving the cosmetic errors of the product will vastly improve the website's user experience, like having bigger category buttons that fulfil the screen area of the website. More images that show each recipe in detail can be added to give a more specific idea about the result of a recipe. It is very important to have a beautiful interface to interact with as people are more inclined to use a website that is aesthetically pleasing.

Another recommendation is to remove some irrelevant categories like "Ingredients" and also use appropriate names for each category in order to explain in detail what the user is going to find by choosing the certain category. Once there are several recipes to choose from, a useful recommendation to the product is to make a category about dishes based off of different cuisines like "Chinese" or "Italian". This will make the navigation of the user more simple as the recipe of interest can be found without further exploration. It might also be a good idea to include a review section under every recipe that will inform the user about the opinion of other people who implement that particular recipe. Additionally, a bookmark feature for every recipe will be a useful addition as the users will be able to save their favourite recipes in order to revisit the and implement the again.

For the navigation in the website it will be useful if the search bar indicates some sample keywords to guide the user about who the search implements in the website and also prevent errors. Also, the filter options names have to be changed to more relevant ones like "Executions Time", "Ingredients" etc, as are the same with the category names and also remove the not applicable filters in some recipes to prevent errors. A back or a home button will be appropriate in every page of the website in order to navigate through the website. As for navigation a directory map will be useful to be included to the top of each page for the user to know the current section that the user is in the exact moment and a nice recommendation is also to be clickable as this will make the navigation easier in each layer of the website. Moreover, help buttons should be included to the website to guide the users that are not familiar with the website and explain how to navigate through it.

Overall, the product is intuitive and seems easy to use. It was really difficult to complete the heuristic evaluation on this product as it is such a good work. With the suggested recommendations will improve and become even more evolved.

Heuristics

H1: Visibility of System Status

- Keep users informed about what is going on

H2: Match Between System & Real World

- Speak the users' language
- Follow real world conventions

H3: User Control & Freedom

- "Exits" for mistaken choices, undo, redo
- Don't force down fixed paths

H4: Consistency & Standards

H5: Error Prevention

H6: Recognition Rather Than Recall

- Make objects, actions, options, & directions visible or easily retrievable

H7: Flexibility & Efficiency of Use

- Accelerators for experts (e.g., gestures, kb shortcuts)
- Allow users to tailor frequent actions (e.g., macros)

H8: Aesthetic & Minimalist Design

- No irrelevant information in dialogues

H9: Help Users Recognize, Diagnose, & Recover from Errors

- Error messages in plain language
- Precisely indicate the problem
- Constructively suggest a solution

H10: Help & Documentation

- Easy to search
- Focused on the user's task

- List concrete steps to carry out
- Not too large