Reviewer: Aarti Barakale

The range of severity of the problems noted by the evaluators is from

(A): Most Severe problems

(B): Severe problem

(C): Least Severe problem

Evaluator Emma:

1. The home button is only accessible if one scrolls to the very bottom of the page. (B)

-> Contents option can be shown at the top of the page to avoid scrolling.

2. Back option to go to the previous page is not available/ not available on every page. (A)

3. Offers can be shown with better formatting to attain a professional look of the application. (B)

4. No help button for better understanding for certain options/tasks for the user. For instance, its confusing as to why and what does the authorised users do when a client is signing up for 'homie.' (A)

-> A help button/prompt can be used to provide instant assistance to the users for clarifications on several aspects of the app.

Evaluator John:

1. No brief descriptions for icons. (B)

2. No editing option when writing a review (B)

3. No editing options to undo or redo an action. (C)

4. There is some formatting inconsistencies on some pages of the application. (A)

-> Follow one pattern/style throughout the app

5. Service provider page looks crowded (A)

-> Spacing for better legibility of the options provided for the user to perform tasks will help.

-> Overlaying options for some additional tasks buttons can be used to keep the content clear on the page.

6. No error messages displayed on parts that can produce common errors. (A)

Evaluator David:

1. No shortcuts to carrying out certain tasks. (A)

-> Favourite Service provider list can be provided to the user

-> Frequently used services can be provided as prompts.

2. No message on invalid input by the user. (A)

-> Prompt message can be displayed before going ahead to the next step.

-> No messages to help recognize, diagnose, and recover from errors.

Ratings

Ratings

1. Consistency and standards: Back and help button should be available on every page **consistently**.
2. User control and freedom: UNDO/REDO/BACK button should be available for enabling the user to move between pages freely and edit the review they provide, if needed.
3. Error prevention: Sort and filter is not enabled correctly as wrong result shows up. A prompt should show up if input is incorrect.
4. Aesthetic and minimalist design: Service provider page is crowded
5. Help and Documentation: Help button/prompt provided on the page is not enabled.
6. Visibilty of system status: Every button should be clickable so the user has a feel of using an actual app on their phones rather than a prototype.
7. Help users recognise, diagnose and recover from errors: Messages/prompts should be displayed to guide the users when they are on wrong page or if they encounter an error while completing a specific task.