

Evaluator: John Leanard Valencia

Mobile App: "Homie" - A Home Repair and Services App

Rule of Thumb	Is this rule being applied? How so?	Is this rule violated? How so?	How can this rule further improve usability, utility and desirability?
1. Visibility of system status	Yes. <ol style="list-style-type: none"><li>1. The buttons changes colour when clicked</li><li>2. The progress circle in the earnings page lets the service provider know the change in earnings.</li><li>3. Success message pops up when the provider accepts/ rejects a booking appointment.</li><li>4. Tracking page is shown after payment to see the progress of service provider.</li></ol>		This rule will help the users recognize if their action were accepted and so will help the user know if the app is processing correctly.
2. Match between system and real world	Yes. <ol style="list-style-type: none"><li>1. Regular words were used</li><li>2. The icons that were used were familiar to users.</li></ol>	Yes. <ol style="list-style-type: none"><li>1. The icon used for the service provider page isn't very descriptive.</li></ol>	This rule will improve usability and desirability because if the user feels familiar with the app then they will likely to use it again.
3. User Control and Freedom		Yes. <ol style="list-style-type: none"><li>1. There are no "Undo" or "Redo" buttons when editing or doing changes on</li></ol>	This rule is important for utility because it can help the user recover and change errors that were made.

		<p>information.</p> <p>2. Edit option must also be available when giving reviews.</p>	
4. Consistency and standards		<p>Yes.</p> <p>1. The Available Service Provider Page uses a different format of buttons in terms of colour, shape and font as compared to other parts of the prototype.</p>	<p>Consistency is important for desirability and usability because having a uniform looking components will make the user more attracted on using the app.</p>
5. Error Prevention	<p>Yes.</p> <p>1. Confirmation page for booking before checking out prevents error before doing the payment.</p> <p>2. When deleting a service, the service provider is prompted to choose between permanently deleting and temporarily making unavailable.</p>		<p>Error prevention is very important to guide the user with the tasks and to help them reduce making errors in the app. This will also help reduce misunderstanding between customer and provider.</p>
6. Recognition rather than recall	<p>Yes.</p> <p>1. Home button and the My Account button is something that users can easily recognize even if it's their first time using the system.</p> <p>2. The user's saved cards</p>		<p>This rule will improve desirability and usability by having a user friendly interface that is easy to remember and use.</p>

	can be accessed through the “My Account” and also in choosing the payment method.		
7. Flexibility and ease of use	<p>Yes.</p> <ol style="list-style-type: none"> <li>1. Having the saved cards as the payment option makes it easier for the user to have a smooth transaction rather than having to input it everytime.</li> <li>2. Service providers can easily access reviews/ratings in the service provider home page.</li> <li>3. The urgent button gives the users the shortcut of accessing all the immediately available service providers.</li> <li>4. The Date and Time Picker automatically sorts the results based on the chosen date and time.</li> </ol>		This will improve the desirability, usability, and utility because having shortcuts and helper tools will make the users enjoy using the app as it lets them complete tasks quickly and conveniently.
8. Aesthetic and Minimalist Design	<p>Yes.</p> <ol style="list-style-type: none"> <li>1. The app uses uniform colours based on the task that needs to be done in the app. Teal colour was used for</li> </ol>	<p>Yes.</p> <ol style="list-style-type: none"> <li>1. The available service provider page looks very crowded.</li> </ol>	Aesthetic and Minimalist design is also an important improvement because having a visually appealing interface can attract more users and repeated users.

	<p>pages that involved the customer and dark green for the pages that involves the service providers.</p> <p>2. The format of the pages are mostly uniform. (Font, colour)</p>		
9. Help users recognize, diagnose, and recover from errors.		<p>Yes.</p> <p>1. No error messages were displayed / used in the app on parts that can produce common errors.</p>	It is important to guide the users with the errors so that they will not likely do it again next time.
10. Help and Documentation	<p>Yes.</p> <p>1. Live Chat feature is accessible for both customers and service providers to provide help.</p> <p>2. Help button is also available but is not fully functional yet.</p>		Help and Documentation is important as it improve the service quality to users by providing assistance when a user experience a problem while using the app. Having documentation or help results to positive response to the users.