



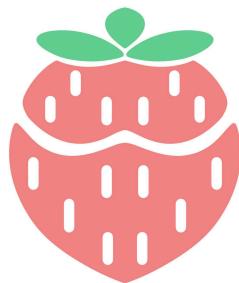
NOVA SCHOOL OF
SCIENCE & TECHNOLOGY

Interação Pessoa-Máquina

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Capsumi

Stage 4: 1st prototype



Authors:

Markian Voloshyn 75528

Valerii Matviiv 75176

Wiktor Szydłowski 75135

Nuno Pequeno 60491

Lab class Nº P2

Group Nº 15

Professora: Teresa Romão

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Introduction

This heuristic evaluation focuses primarily on the three usage scenarios defined in the project (profile customization & privacy settings; social interaction & book discussion; purchasing a book via recommendations) — but also includes some general observations on other pages of the prototype.

After some research our group decided to evaluate based on the 10 usability heuristics proposed by Jakob Nielsen. [Wikipedia+2softwareevaluation.de+2](https://en.wikipedia.org/wiki/Software_evaluation)

Severity scale used:

| Value | Meaning |
|-------|--------------------------------|
| 0 | Not a problem / Cosmetic issue |
| 1 | Minor usability problem |
| 2 | Moderate usability problem |
| 3 | Major usability problem |
| 4 | Critical usability problem |

Problems Identified

| Nº | Problem (title) | Heuristic violated | Description | Severity | Suggested Solution | Screenshot/Location |
|----|--|-----------------------------------|--|----------|---|--|
| 1 | Missing feedback after actions (e.g. "Buy", "Save settings") | Visibility of system status | After a user performs important actions (e.g. saving profile/privacy settings; purchasing a book), there is no clear feedback (confirmation, loading, success message). The prototype currently lacks any visible "Success" message or progress indicator. | 3 | Add explicit feedback: e.g. "Your changes have been saved." after saving settings; after purchase, show confirmation ("Purchase successful — book added to your library") + maybe loader/spinner during processing. | Profile / Settings page; Purchase flow |
| 2 | Unclear wording / labels do not match user mental model | Match between system & real world | Some labels and navigation options are vague or use jargon. For instance, the home page shows a menu list | 2 | Simplify the menu wording: break menu items into clearly distinct, user-friendly links; use natural, everyday language ("My Library", "For You – Recommendations", | Homepage navigation menu |

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|---|--|-----------------------------------|--|---|---|----------------------------|
| | | | "My Books library & reading history For You algorithm & friend picks Friends see what others read Curated editorial shelves Store buy new books" — presentation is confusing and not separated clearly. | | "Friends' Activity", "Curated Shelves", "Store"). | |
| 3 | No "undo" / "cancel" or way to revert mistakes | User control & freedom | If a user clicks on something by mistake (e.g. enters purchase, or changes privacy setting), there is no visible "Cancel" or "Go back" or "Undo" option. | 2 | Provide "Cancel" or "Back" options when performing irreversible actions; before purchase confirm intention; allow user to go back before finalizing. | Checkout & Settings flows |
| 4 | Inconsistent layout / styling in navigation/menu labels | Consistency & standards | The homepage navigation is a continuous line of text links — unclear which are clickable, inconsistent with standard menu patterns. The design does not clearly differentiate between sections. | 2 | Redesign the navigation with standard UI patterns: e.g. a top bar or sidebar with distinct clickable buttons/links, separation between main sections. | Homepage |
| 5 | Potential for user errors in purchase / no error prevention / confirmation | Error prevention | The purchase flow doesn't show any confirmation dialog before buying, and no guard against accidental click. Users may buy by mistake. Also, no price filters or warnings (though the scenario mentions "apply filters: price under 15€" — but the prototype doesn't clearly show filter functionality). | 3 | Add confirmation step when finalizing purchase ("Are you sure you want to buy this book for €X?"). Implement filters properly for price/genre in the "For You" section and show them clearly. | Store / For You / Checkout |
| 6 | High memory load: options and actions not always visible | Recognition rather than recall | Important actions or navigation options (e.g. "See friends' ratings", "Reading List", "Profile settings") are not always visible — users may need to remember where to go. The minimal menu design makes navigation less obvious. | 2 | Ensure key actions and sections are visible and easily accessible at all times — e.g. persistent navigation bar; clear labels; show "Reading List", "Library", "Notifications" etc. | Throughout app |
| 7 | No shortcuts or efficient navigation for frequent actions | Flexibility and efficiency of use | For an app that expects repeated reading / social | 2 | Add navigation shortcuts: a persistent menu or toolbar, quick access to library / | Global navigation |

| | | | | | | |
|----|---|--|---|---|--|---|
| | | | interaction / purchases, there are no shortcuts — e.g. quick access to library, history, friends' activity. Everything seems linear and possibly slow for frequent users. | | reading history / notifications / store. Maybe keyboard shortcuts or a "Recently visited" list for efficiency. | |
| 8 | Layout and design too minimal / some layout ambiguity | Aesthetic and minimalist design (but minimal in a problematic way) | While minimalism can be good, some pages (like homepage) are too sparse, with links packed together without clarity. The menu line is cramped; sections like "Continue reading", "Featured", "Trending" have little visual separation — which may hurt clarity. | 1 | Improve visual hierarchy: use spacing, cards or boxes for each section (Continue reading, Featured, Trending, etc.), improve readability and clarity of clickable items. | Homepage / content pages |
| 9 | No help, guidance or documentation for complex tasks | Help & documentation | There is no visible help, tooltips or guidance for users when performing non-trivial tasks (e.g. buying a book, managing privacy settings, understanding roles: friends vs curators). For new users, this may cause confusion. | 2 | Provide contextual help: e.g. a "Help" section or tooltip explanations for key features (what's curator, what's a special edition, privacy settings implications, how recommendations work). | Settings page; Store; For You; general UI |
| 10 | Ambiguous navigation flow — users may get lost | Combination (visibility, consistency, recognition) | Because navigation uses non-standard layout and minimal feedback, users may not know where they are or how to go back / forward; they may get lost after several clicks. | 3 | Redesign navigation structure: use clear menus, breadcrumb navigation; highlight current location; provide clear "back" or "home" buttons. | Entire site |
| 11 | Page animation is really strange and long | Aesthetic and minimalist design (but minimal in a problematic way) | Page animation look weird and takes a lot of time | 2 | Change animation | book page |

| | | | | | | |
|----|--|---|---|---|---|--|
| 12 | We need to turn pages and scroll it | User control & freedom | When we open book we need to turn pages but it doesn't show whole page and we need to scroll as well | 4 | Create option to chose between turning pages and scrolling it, also when turning it we should see whole page with all its content | book page |
| 13 | There is no page numbers just percents | Match between system & real world | | 2 | Add page numbers | book page |
| 14 | Buttons for turning pages | User control & freedom | Buttons are really small and not comfortable, there is no possibility to use touchbar to turn pages | 3 | Redesign it | book page |
| 15 | NavBar | User Control and Freedom Consistency and Standards Flexibility and Efficiency of Use Aesthetic and Minimalist Design | Inconsistent usage of emotes & SVG Icons in the navbar. Alignment of elements is not in one line. On Small devices(phones) items are stacked on each other. Existence of Arrow Back button is pointless in some pages | 4 | Remake it completely, maybe even from a blank one. Use consistent style. Replace Emojis with SVG Icons. Start with Mobile First Design. |  NavBar on top all pages |
| 16 | Small devices UI | User Control and Freedom Consistency and Standards Flexibility and Efficiency of Use Aesthetic and Minimalist Design | Probably wasn't even considered to make a Mobile-Oriented design. Looks bad: Hierarchy is messed up, Size of elements is wrong | 4 | Apply good scaling | All pages |
| 17 | Zoomed out Scaling | User Control and Freedom Consistency and Standards Flexibility and Efficiency of Use Aesthetic and Minimalist Design | Scaling is not set up properly, with zooming out(Or on bigger screens UI is bad) | 2 | Apply consistent Scaling. | All pages |

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|----|----------------------------------|---|---------------------------------------|---|--|----------------------|
| 18 | Book reading progress. | Error Prevention | Book reading progress is not saved | 1 | Save the progress | my_books/book_detail |
| 19 | Huge whitespace | User Control and Freedom Consistency and Standards Flexibility and Efficiency of Use Aesthetic and Minimalist Design | Huge waste of space. | 2 | Remove the white | app_code/store |
| 20 | Search & Filters on small screen | User Control and Freedom Consistency and Standards Flexibility and Efficiency of Use Aesthetic and Minimalist Design | Take too much space on small devices. | 2 | Make them fold/unfold with some SVG Icons. | app_code/store |

Overall usability assessment

The prototype shows a basic functional structure and minimal aesthetic design, which may suit a prototype stage. However, from a usability perspective it needs significant improvements in navigation clarity, feedback mechanisms, and user control before being acceptable as a user-ready application. The minimalist design becomes a liability when it sacrifices clarity and user guidance.