BAIT2203 HUMAN COMPUTER INTERACTION

EVALUATION REPORT

Programme : **RSW-Bachelor of Computer Science (Honours) in Software Engineering Year 1 Semester 3 (Intake:202205)**

Tutorial Group : **G6**

Prototype name: **Mood Mentor**

Declaration : I/We declare that this assignment is free from all forms of plagiarism and for all intents and purposes is my/our own properly derived work.

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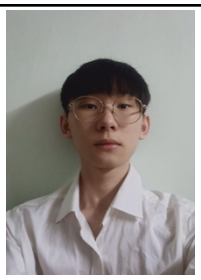
|---|---|---|---|---|
| 1 |  | **Hue Zhen Wei** | **22WMR05658** | **zhennn** |
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# Nielsen's Heuristic Evaluation

| Nielsen's Heuristic Evaluation | Example that applied to our UI design |
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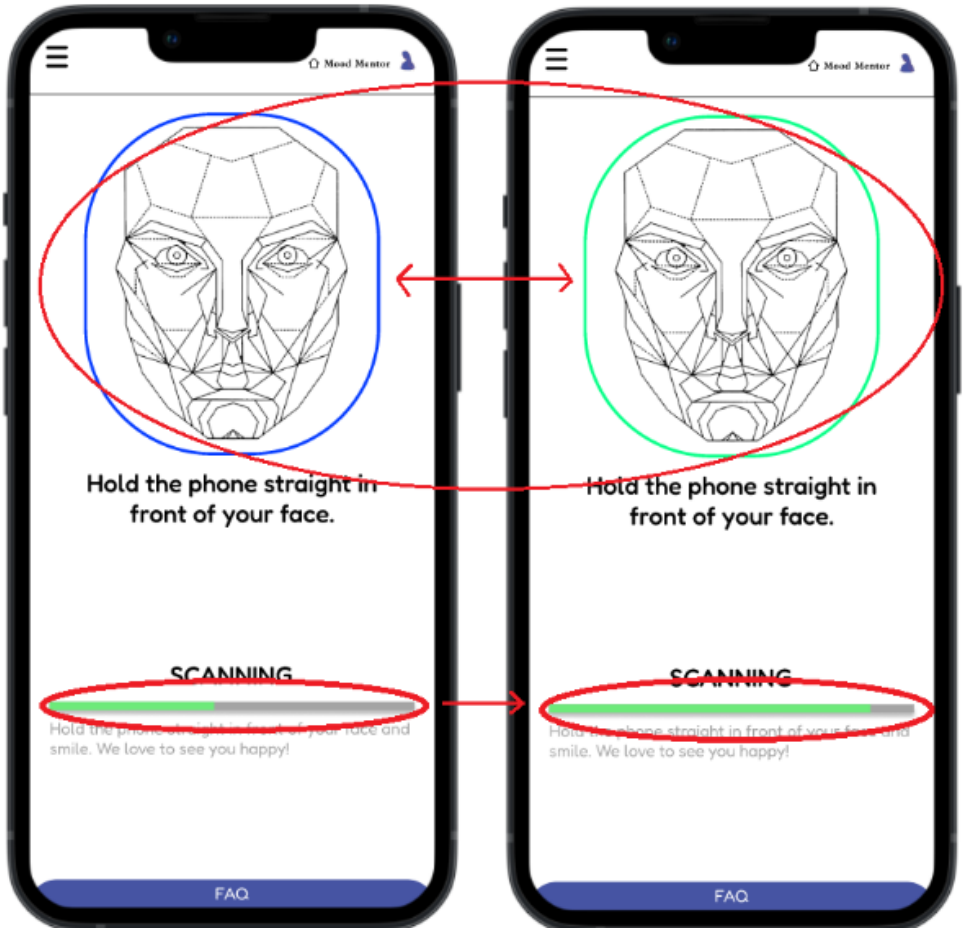
| **Visibility of system status** |  <br>***Figure 1.1***<br><br>Based on ***Figure 1.1***, when the users are using the depression diagnosis function, they will need to scan their face in order to know whether they have any depression symptoms or problems. Therefore, when scanning, the field that shows the user's face will turn the colour from blue to green indicating that the scanning process is running smoothly and they are almost done. Besides that, the loading bar below will also run according to the process. If the loading bar is almost full, it means that the process is almost done. Hence, this fulfils the first heuristic from Nielsen's list, which is the visibility of the system status. |

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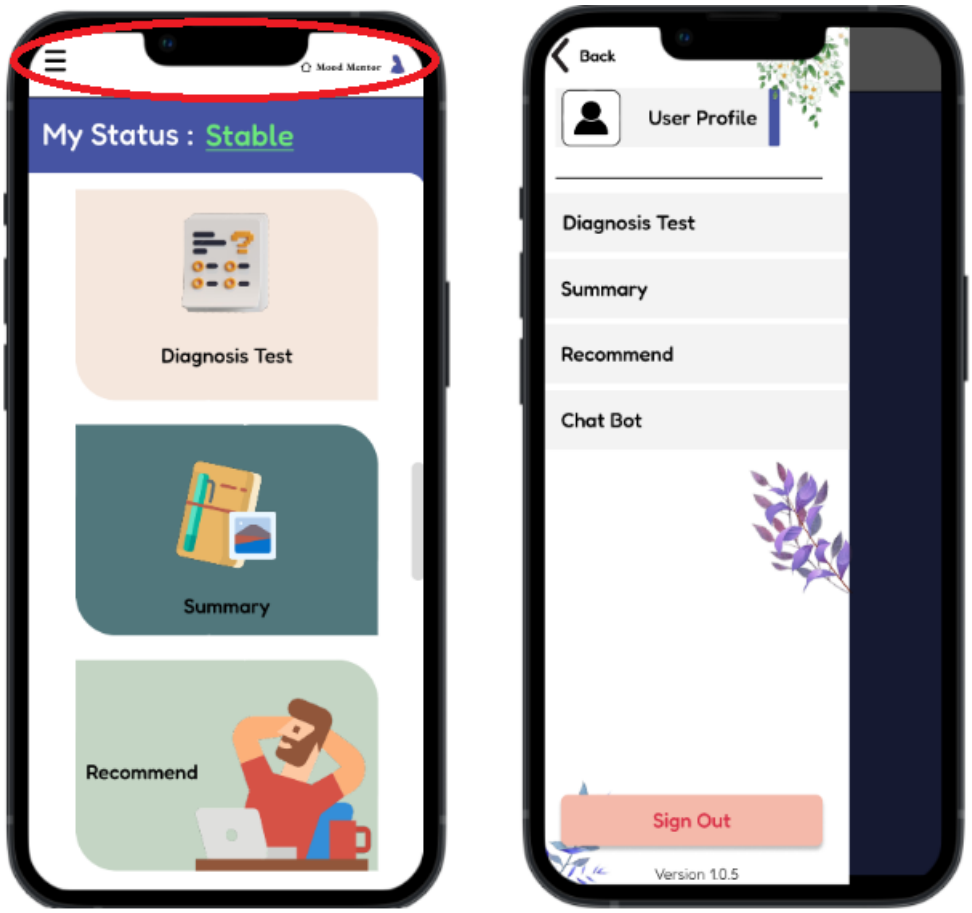
| **Match between system and the real world** |  <br>***Figure 1.2***<br><br>Based on ***Figure 1.2***, the placement of elements in the application is placed according to the order of how the users will think. For instance, the feature icon will always be positioned on the top left corner to achieve the familiarity. After clicking on the feature button, the selection of features will be also positioned on the left. Therefore, this fulfils the second heuristic from Nielsen's list, which is a match between the system and the real world. Placing elements such as feature icons and feature selection options in familiar positions aligns with user's expectations and mental models, It reduces cognitive load and enhances the overall user experience by providing a sense of consistency and predictability. |


***Figure 1.3***

Based on ***Figure 1.3***, when users decide to use the depression diagnosis feature, the history field will be positioned at the first one following with the selection of which history that they wish to view. Next, a “Take me there” button is being positioned at the bottom of the page. This is because, in the real world, the users will prefer looking at things from the top to the bottom. Therefore, this page fulfils the heuristic from Nelson's list, which is a match between the system and the real world as the history selection and the “Take me there” button are arranged in the logical order so the user will not feel confused.

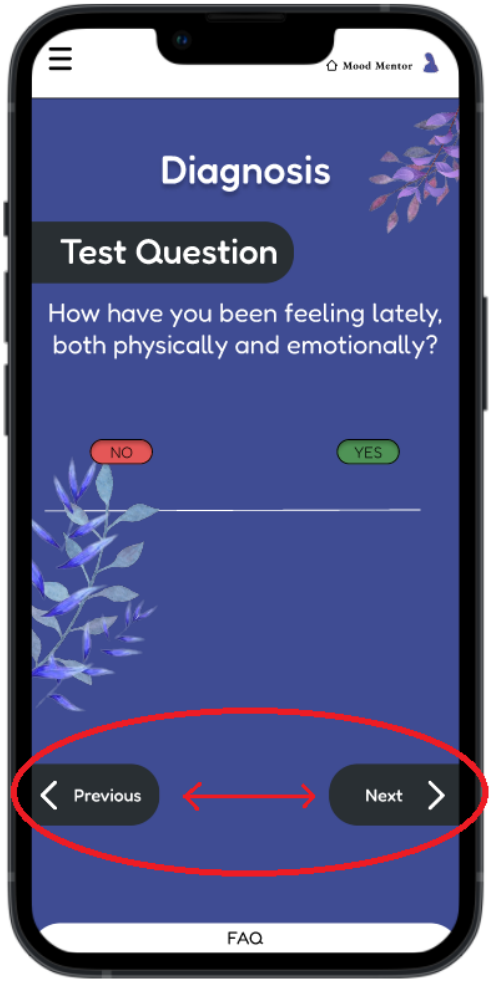



***Figure 1.4***

Based on ***Figure 1.4***, the “Previous” button is being positioned at the left side of the page. On the other hand, the “Next” button is being positioned at the right side of the page. This is because, in the real world, the users will prefer looking at things from the left to the right. Therefore, in this case, when users are navigated to this page, they will normally think that they need to cancel this step by going back to the previous page or not. If yes, they can just press on the “Previous” button that is located on the left side. If they want to proceed to the next page, they can just click on the “Next” button on the right side. Therefore, this page fulfills the heuristic from Nelson's list, which is a match between the system and the real world as the button is arranged in this way to increase user familiarity.

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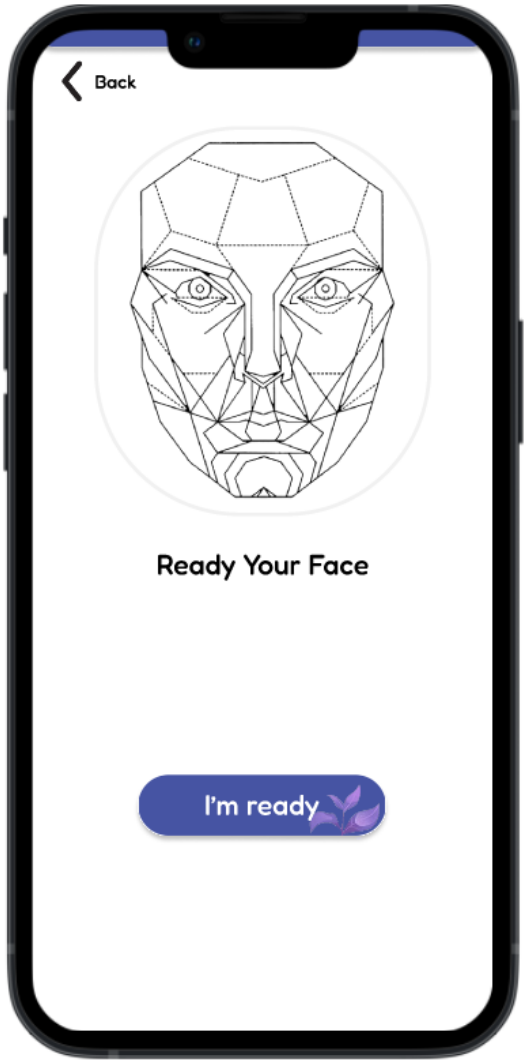
| **User control and freedom** |  <br>***Figure 1.5***<br><br>Based on ***Figure 1.5***, when users decided to use the depression diagnosis feature. They will need to have their face scanned. Just like the page being shown above, there will be a "I'm ready" button on the page. Users are free to press the "I'm ready" whenever they feel free to start this process. Therefore, this fulfils the third heuristic from Nielsen's list, which is user control and freedom as the application is not designed to force users to scan their face immediately but is designed to let users decide whenever they want to scan. |


***Figure 1.6***

Based on ***Figure 1.6***, when users click on the "Sign Out" button from the feature list, the page will seek another confirmation from the users whether they really want to sign out. Just like the page shown above, users can click on the "Just Kidding" button to cancel their action or click on the "Sign Out" button to continue their action. Therefore, in this case, users can control whether they want to logout from the application or not. The third heuristic from Nielsen's list had been fulfilled in this case, which is user control and freedom.


***Figure 1.7***

Based on ***Figure 1.7***, when users decide to use the View Mood Diary feature, there also will be a "OK" and "CANCEL" button in the page. Just like the page shown above, users can click on the "OK" button after selecting which date that they have decided to view or click on the "CANCEL" button to go back to the previous page if they wanted to cancel their action. Press the cancel button to cancel the action. Therefore, in this case, users can control whether they want to continue their action or not freely without being forced by any circumstances. Therefore, the third heuristic from Nielsen's list had been fulfilled in this case, which is user control and freedom.

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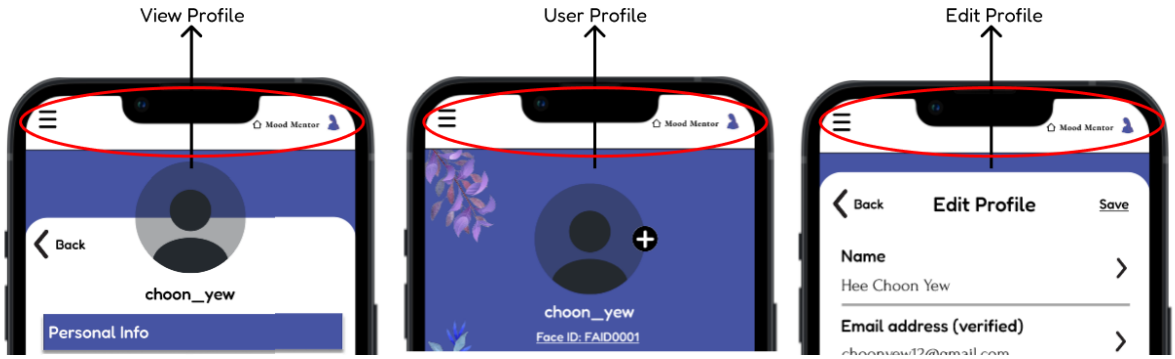
| **Consistency and standards** |  <br>***Figure 1.8***<br><br>Based on ***Figure 1.8***, the navigation bar on each page such as view profile page, user profile page and edit profile page fulfils the fourth Nielsen's Heuristics, which is the consistency and standards. The content and design styles for the navigation bars remain constant for each page such as the colour, the hypertext, and the website logo. The top left feature button and the top right home button remains the same in every page as this helps to increase user familiarity and enhances the overall user experience by promoting ease of use at the same time. |

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| **Error prevention** |  <br>***Figure 1.9***<br><br>Based on ***Figure 1.9***, when users are registering their account, they will need to enter their details such as email, password, confirm password and also their phone number. When filling out the field of password and confirming password, both of the fields will automatically be hidden with black dots. The purpose of this is to have stronger safety and privacy. However, on the right side of the field contains an eye symbol that lets users choose to unhide their password when they click on it. The purpose of this is to prevent users from entering different passwords on both fields as only the same password is allowed on both fields in order to create their account successfully. Therefore, this fulfils the fifth Nielsen's Heuristics, which is error prevention. |

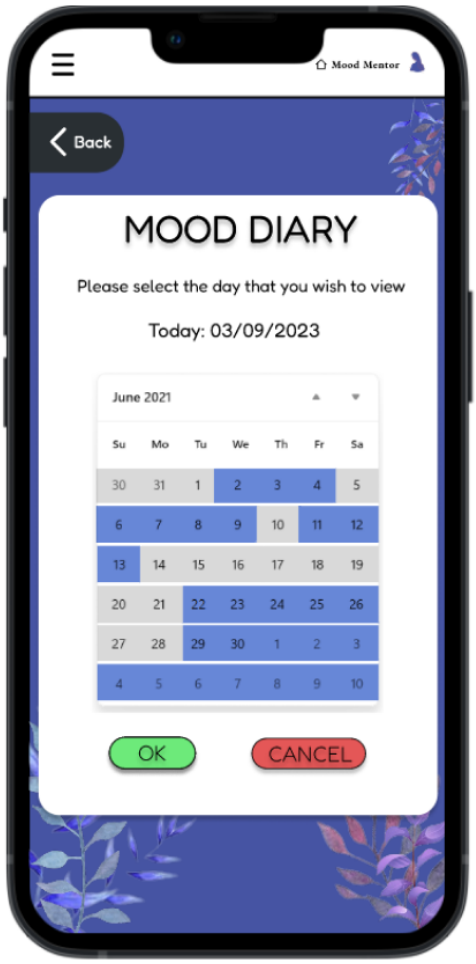


***Figure 1.10***

Based on ***Figure 1.10***, when users choose to use the View Mood Diary feature, they will need to select which date of diary that they wish to view in the virtual calendar. However, in the virtual calendar, some dates are in grey color, while some dates are in blue color. This is because users are not allowed to choose the dates that are in grey colour as they are previous dates or dates with no mood diary record. Therefore, users will not accidently make an error or mistake by selecting previous dates or dates with no mood diary records. Most importantly, this fulfils the fifth Nielsen's Heuristics, which is error prevention.

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| **Recognition rather than recall** |  <br>***Figure 1.11***<br><br>Based on ***Figure 1.11***, when users decide to use the depression diagnosis feature, they will be navigated to the page as shown above. The history of the depression diagnosis will be classified as unstable, stable or pending. Users can select which one that they wish to view so that the selected diagnosis will be displayed and users don't need to memorise what are the previous results. Therefore, this function has achieved the sixth Nielsen's Ten Heuristics which is recognition rather than recall. |

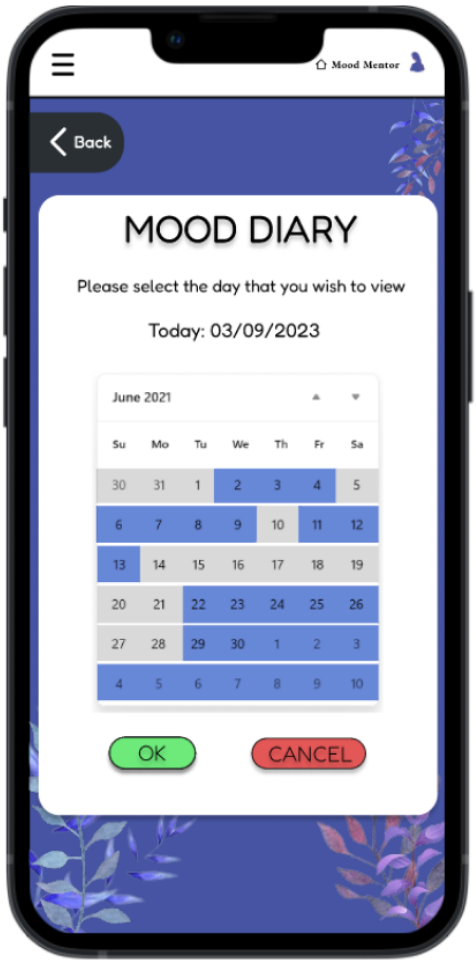


***Figure 1.12***

Based on ***Figure 1.12***, when users choose to view their mood diary, at least one valid date must be selected. The dates that are in grey colour are not allowed to choose as they are previous dates or dates with no mood diary record. Hence, users can only choose dates that are in blue colour. When one of the dates is being selected, the page will display the mood diary of that day. Therefore, users can refer to it anytime and don't need to memorise their previous mood diary. Most importantly, this also achieved the sixth Nielsen's Ten Heuristics which is recognition rather than recall.

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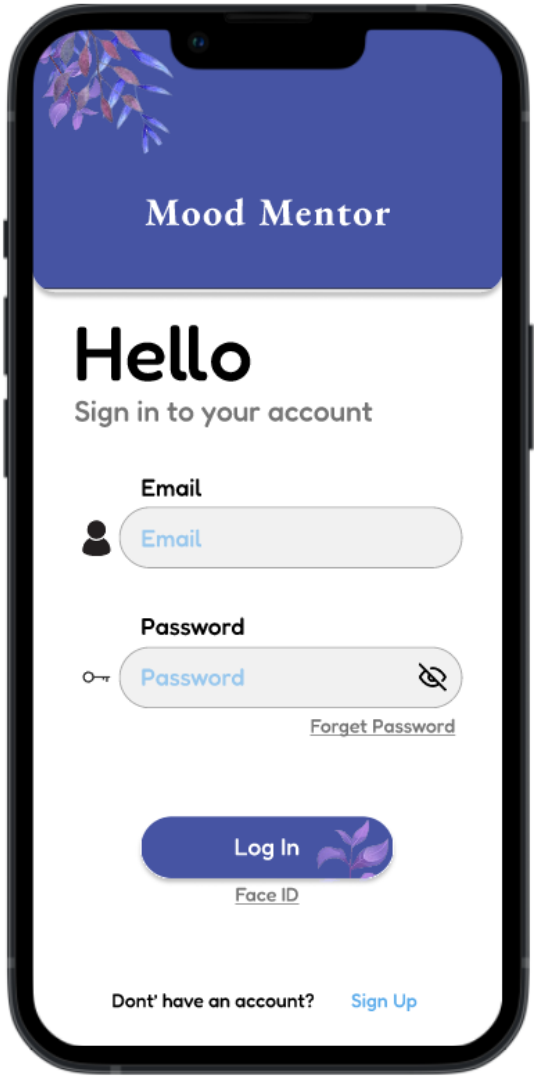
| **Flexibility and efficiency of use** |  <br>***Figure 1.13***<br><br>Based on ***Figure 1.13***, when users are logging in to the application, there are two fields that they need to fill in which is email and password. However, the principle of flexibility and efficiency of use is not achieved in this case as they need to enter their information again and again when they want to log in. Therefore, this can be improved by adding a "remember me" checkbox. Instead of letting users enter their information everytime they try to log in, the fields will automatically fill out with their information after they have logged in manually one time. Therefore, this step helps to increase user's flexibility and usability at the same time. |

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| **Aesthetic and minimalist design** |  <br>***Figure 1.14***<br><br>Based on ***Figure 1.14***, when users use the application for the first time, a welcome page will be displayed. In the welcome page, users are being greeted with useful information and aesthetic design. As the page shown above, there will be a short welcome message that tells users what the application is about and what they should expect from the application. The application only uses the simplest way to describe the scenario of the application and users will just need to click the "Next" button to proceed. Therefore, eighth Nielsen's Ten Heuristics is achieved in this case which is aesthetic and minimalist design. |

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| **Help users recognize, diagnose, and recover from errors** |  <br>***Figure 1.15***<br><br>Based on ***Figure 1.15***, when creating an account, error messages will be displayed at the bottom of the field that contains the error. Furthermore, the error message that is displayed also has clear instructions or reasons for the error of that particular field. Moreover, the error messages are also in sharp red colour that helps to catch the attention of the users. For instance, if users enter email with invalid format, an error message will be displayed showing "Invalid Email Format". Therefore, users can easily understand the errors they have made in the certain data field. Otherwise, they will feel anxious and panic if the application does not show any response when they are facing a problem. Therefore, this has fulfilled the ninth Nielsen's Ten Heuristics is achieved in this case which helps users recognize, diagnose, and recover from errors. |

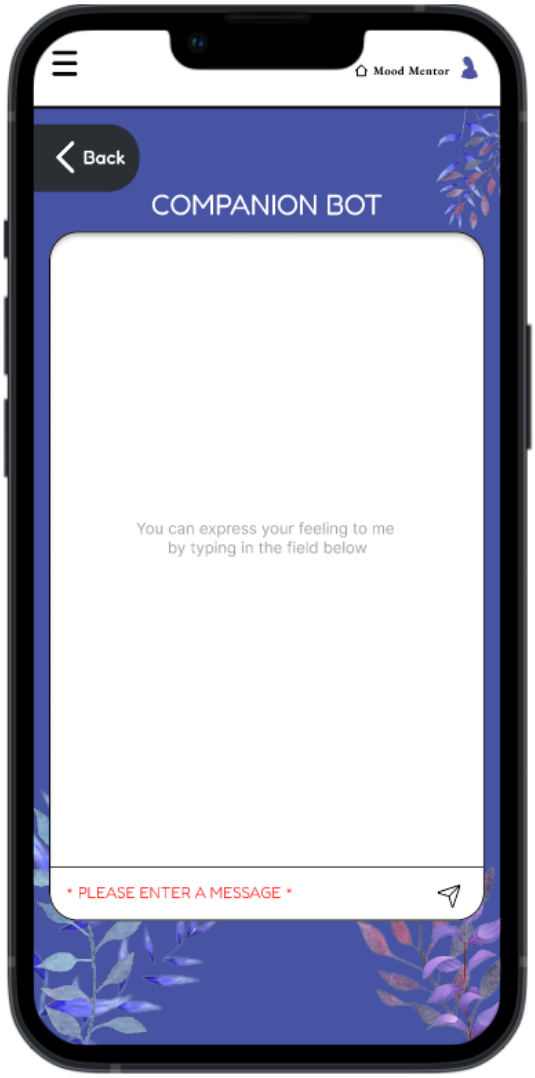


***Figure 1.16***

Based on ***Figure 1.16***, when users leave nothing in the text field of the chatbot, an error message will be displayed at the text field that shows “PLEASE ENTER A MESSAGE”. The error message is clear and understandable by the users so that users don't need to guess what the error is and why the chatbot is not functioning as expected. Furthermore, the users can straight away notice the error message as the error message is in red colour along with two asterisk symbols on the side. Therefore, users don't need to waste their time finding where the error message is in the page. Most importantly, this also fulfilled the ninth Nielsen’s Ten Heuristics, which help users recognize, diagnose, and recover from errors.

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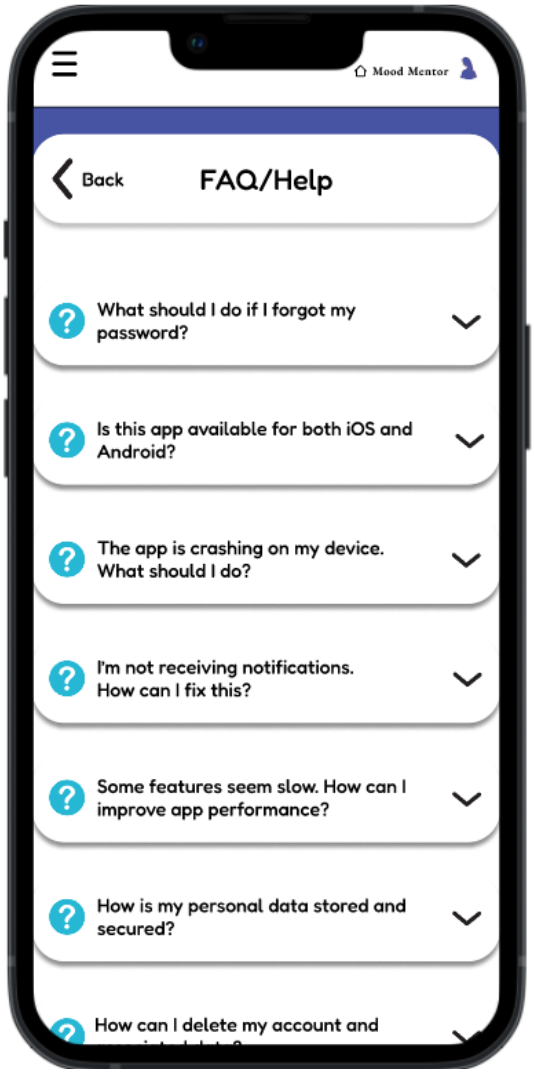
| **Help and documentation** |  <br>***Figure 1.17***<br><br>Most of the users will have difficulties or problems while using the application especially for the novice users. Most of them do not know where to find the solutions to solve their problems and difficulties. Therefore, based on ***Figure 1.17***, when users face problems that they do not know how to solve, they can navigate to the FAQ/Help page anytime. Users will find most of their answers there such as what to do if they forgot their password or how they can delete their account. The application will provide all of the answers of most frequently asked questions to help users to solve their problems. Therefore, this fulfils the tenth Nielsen's Ten Heuristics, which is help and documentation. |