BlogDetails ⌄   ⛶ ›

‹   👤 Mukesh Kumar Rasman Surender (19)   ›

Thursday, 30 April 2020

📄 **Assignment 3 Design Evaluations** ⌄

Posted by 👤 *Mukesh Kumar Rasman Surender at Thursday, 30 April 2020 4:29:20 AM*

<u>**Error Prevention**</u>

Hi team, Hope you are doing well and progressing with Design evaluation.

Sometimes Errors happens when user or customer interacts with the interface.

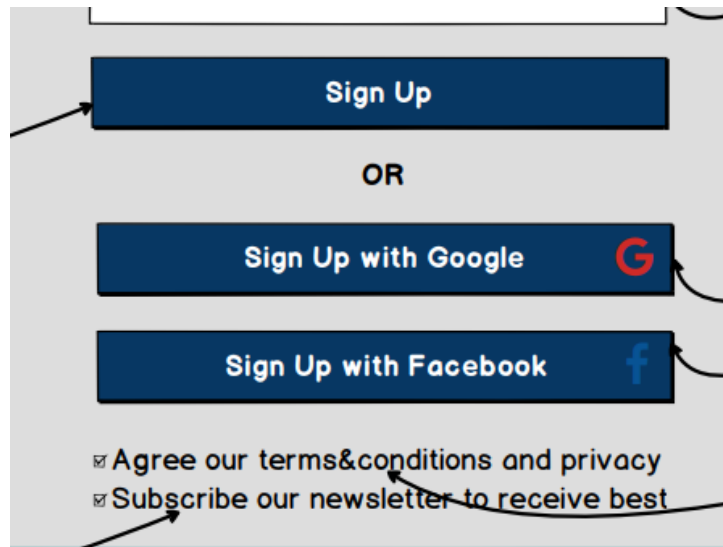Below are the Error prevention issues which i found in the Design.

-Forgot Password text should have a question mark. User will have a mental model that when he/she clicks this it will send them a reset password link. But if there is no question mark then, then the text might sound different/confusing to the user.

-This user Error comes under <mark>SLIP</mark> where user accidentally clicks sign up button without their attention to read or check companies terms and conditions.

Here check boxes with "Agree to terms and conditions " and "Subscribe to news letter"
should be above the sign up buttons, because after entering details user may directly click the sign up button without checking/selecting two check boxes.

📄 **Assignment 3 Design Evaluations** ⌄

Similarly with this Screen. Checkbox "Save card details for later " can be displayed on top of pay buttons.

"OR" text can be displayed between the credit/paypal buttons, otherwise it creates confusion for the user to again pay with paypay.

I will add few more tomorrow. Feel free to comment if you guys have found any other errors or ask any question.

Thank You,

Mukesh

COMMENT

Saturday, 25 April 2020

Assignement 3 Design Evaluations

Posted by 🖼 *Mukesh Kumar Rasman Surender at Saturday, 25 April 2020 3:57:53 AM*

Consistency and Standard

Hi team, below are the list of **Design standard issues** found in the CTP.

-In User booking management page, the color red is not show for the pending sign.

As per the design Industry standards, users know that if any imperative due date is nearby , or any emergency or alert, the colors we know mostly is red and orange. But for the pending sign in the design, text color is green. Users think it as "safe" instead of "alert".

-The issue with the below screen is that it does not follow the design standard for the following reasons.

- The text in the input block where user has to enter email, password, confirm password is not made as "HINT TEXT".

COMMENT
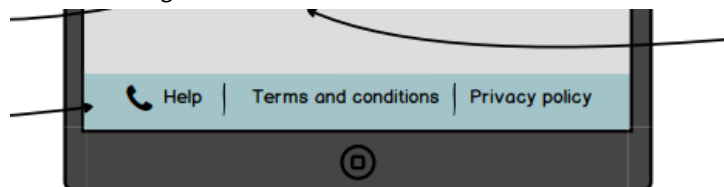
📑 **Assignement 3 Design Evaluations** ⌄

Posted by 👤 *Mukesh Kumar Rasman Surender at Saturday, 25 April 2020 2:34:07 AM*

Consistency and Standard

Below are the Consistency issues which i found in the Design.

-Icons are not represented for all the elements in the footer navigation menu in all Screens.

Here's the image.

-Button colors are not consistent.

-Name for User's Booking management is different in navigation menu and Screen title.

I will add few more in Consistency issue , if i find any. Feel free to comment and list out if you guys have found anything which is not consistent.
Thank You.
Mukesh

COMMENT
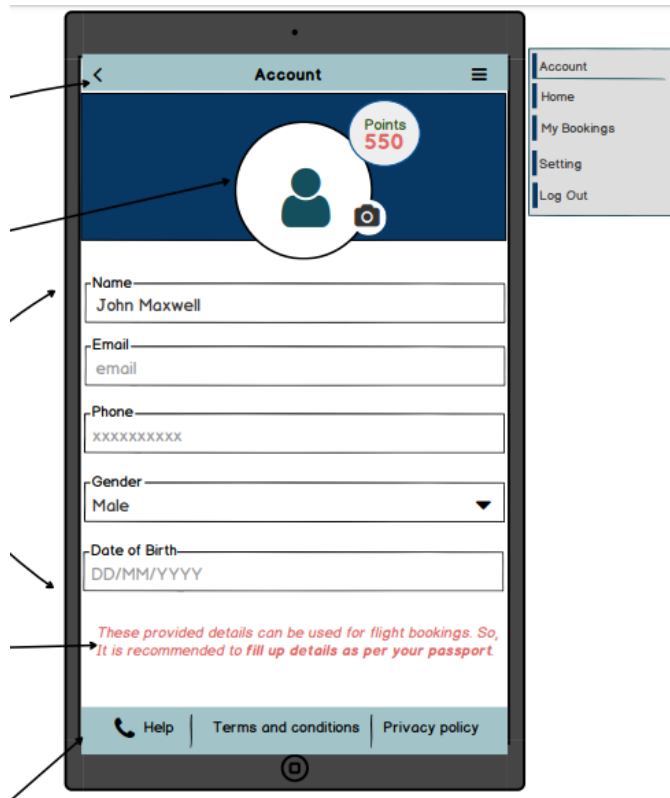
📑 **Assignment 3 Design evaluations** ⌄

Posted by 👤 *Mukesh Kumar Rasman Surender at Saturday, 25 April 2020 2:17:24 AM*

Hi team, I'm starting with the Consistency and standard Heuristic Principle.

Consistency

The CTP is following Consistency for the below list.

1. Navigation menu's color is same in all the screens.
2. Font sizes for heading , sub headings and body text are consistent and maintaining standards in all screen.

Feel free to comment and let me know if i missed anything.
Thank You.
Mukesh

COMMENT

Thursday, 16 April 2020

Assignment 3 Evaluation Decisions

Posted by ![icon] *Mukesh Kumar Rasman Surender at Thursday, 16 April 2020 10:32:50 PM*

DESIGN EVALUATION

Hi team, we are heading to the next stage of Interaction Design - Its **Design Evaluation.**

Today after class, we have discussed all the JAKOB NIELSENS 10 heuristic principles, so that everyone in our team can understand the Design evaluation throughly.

Subsequently, we have divided the 10 heuristic principles between us.

Below are the heuristic principles i will use to evaluate the Design(Click Through Prototype).

1-Consistency and Standards

2-Error prevention

3-Recognition rather than recall

Here's a quick review about the 10 heuristics. Please feel free to check.
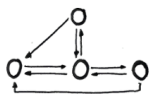
Ten Usability Heuristics by Jakob Nielsen

Visibility of system status
Give the users appropriate feedback about what is going on.

Match between system and the real world
Use real-world words, concepts and conventions familiar to the users in a natural and logical order.

User control and freedom
Support undo, redo and exit points to help users leave an unwanted state caused by mistakes.

Error prevention
Prevent problems from occurring: eliminate error-prone conditions or check for them before users commit to the action.

Consistency and standards
Follow platform conventions through consistent words, situations and actions.

Aesthetic and minimalist design
Don't show irrelevant or rarely needed information since every extra elements diminishes the relevance of the others.

Recognition rather than recall
Make objects, actions, and options visible at the appropriate time to minimize users' memory load and facilitate decisions.

Flexibility and efficiency of use
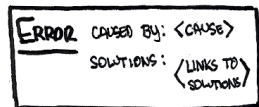Make the system efficient for different experience levels through shortcuts, advanced tools and frequent actions.

Help and documentation
Make necessary help and documentation easy to find and search, focused

Help users recognize, diagnose, and recover from errors
Express error messages in plain language (no codes) to indicate the problem and suggest solutions.

Best Regards,
Mukesh

[COMMENT]

Monday, 13 April 2020

📄 Assignment 2 design decision ⌄

Posted by 👤 *Mukesh Kumar Rasman Surender at Monday, 13 April 2020 11:04:19 PM*

Hi team, after several iterations the design is ready to submit.
Here are the final details.

Saturday, 2 May 2020

📄 Assignment 3: Design Evaluations ⌄

Posted by 👤 *Mukesh Kumar Rasman Surender at Saturday, 2 May 2020 6:57:57 PM*

Error Prevention

Here's a few more issues i have found which does not follow the Error Prevention Heuristic rule.

1-In the below screen shot, where user has to pay for his/her flight , user need to click on the Credit/debit pay.But what if user changes his/her mind to select/change another flight before payment.

-Possible remediation would be to provide a confirm button or pop up when user clicks on the Credit/Debit pay button.

-This option would make the user think for few seconds whether he/she is okay with the selection. It would prevent major error.

↗ Eligible discount value : $20   Apply discount

| Cardholder's Name |
| Card Number |
| CVC   Expiry 📅 |
| Credit/Debit Card Pay |

2- In the below screen , after payment user is navigated to select seats and meals screen. When user selects his seats and meals and confirms it, so, what if he wants to change his meal type, or seat location again.

-Its better to provide an option like- save for later or Save and Confirm.
Separate buttons can also be included like-"Save", "Confirm" "Save for later ".

This would prevent errors in situations like :

1. when user selects wrong seat or meal,
2. user was in hurry,
3. user might change mind later on.

American Airlines- Economy - 1 Stop $ 440 inc Tax

Seat - A6 (Economy Class)

Business Class   Economy Class
A B   C D   A B C   D E F
1   1
2   2
3   3
4   4
5   5
6   6

Meal (Vegetarian)

Vegetarian   Low Fat   Diabetic

Confirm

Thank You.

Comments: 2

Aanchal . said...

Saturday, 2 May 2020 9:39:37 PM AEST

Yes, Providing the option of save later is better for error prevention.
Good work.

Mukesh Kumar Rasman Surender said...

Sunday, 3 May 2020 2:39:47 AM AEST

Yeah. Thank You

Friday, 1 May 2020

Assignment 3 Design Evaluations

Posted by Mukesh Kumar Rasman Surender at Friday, 1 May 2020 11:53:24 PM
*Last Edited:Saturday, 2 May 2020 6:31:02 PM*

Recognition and Recall

Hi team, here's the issues i found for recognition and recall heuristic rule.

- Recognition and recall - Reduce users memory load by displaying relevant actions, text, options and icons . Users should not have to remember their choices or info form one screen to another. Information should be easily retrievable and have good visibility.

1 -In the below screen shot, users should enter promotional code to get discount on flights payment. But here user have to recall this promotional code to enter.

-Possible remediation would be to show a recent or list of suggestions when user clicks on the text input or underneath the textbox with small text codes.
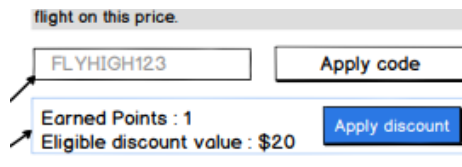
2-In the below screen shot, user has to select meals for the flight. Here user's has to think and recall his favorite meal, or type, what to eat.

-Possible remediation would be to provide meal suggestions from the flights, recommended meal based on previous user meal selections.
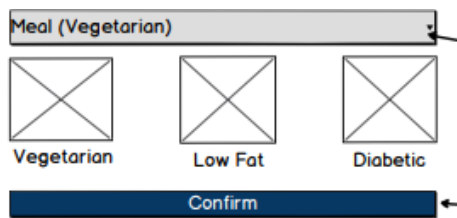
3- In the below screen shot, where user enter the search result page

which shows flights based on users filter options. It would be better to provide suggestions/recommendations for user based on his previous travel and flight selections. In this way users does not have to recall or think what he/she has selected for the similar travel or flight.
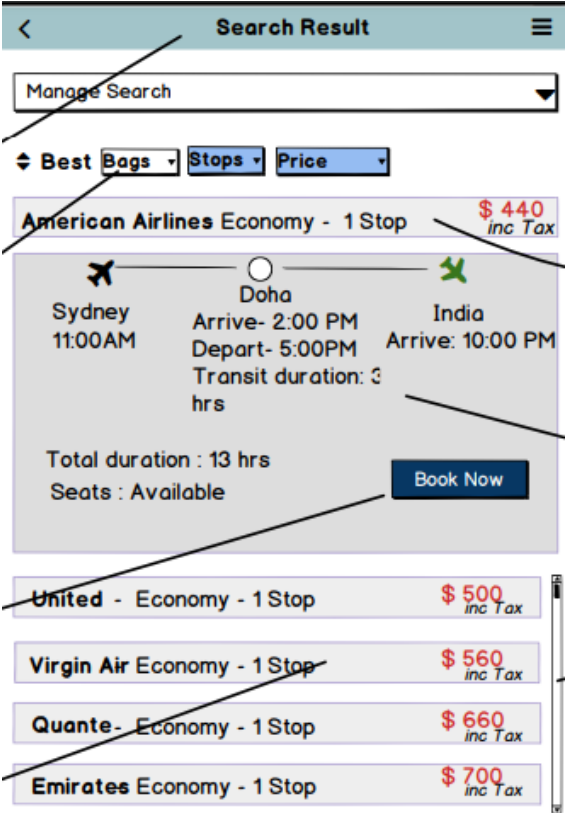
Thank You.

⌃

Comments: 2   COMMENT

👤 **Aanchal . said...**

                            Saturday, 2 May 2020 9:40:39 PM AEST

Giving suggestions for recall is one of the best solution for error prevention.
Great work

👤 **Mukesh Kumar Rasman Surender said...** 🖼️❌

                            Sunday, 3 May 2020 2:44:58 AM AEST

Absolutely. Thank You.