

Thursday, 30 April 2020

**Assignment 3 Design Evaluations**

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

**Error Prevention**

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.

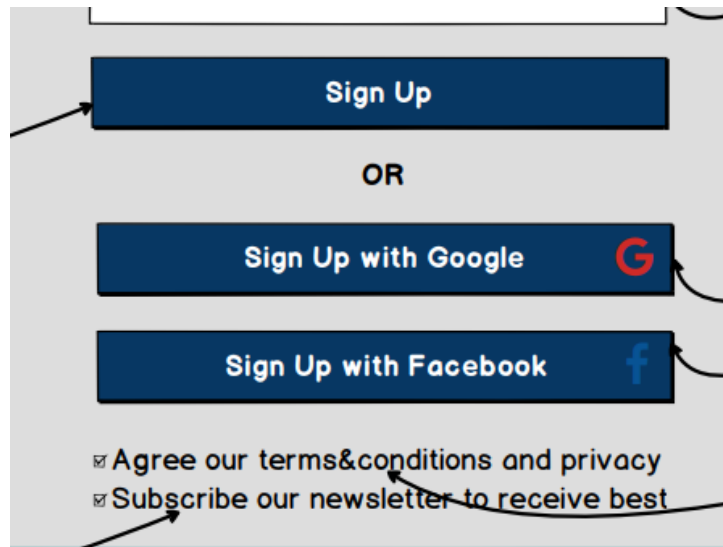
-Forgot Password text should have a question mark. User will have a mental model that when he/she clicks this it will send them a reset password link. But if there is no question mark then, then the text might sound different/confusing to the user.



-This user Error comes under **SLIP** 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.



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<  Mukesh Kumar Rasman Surender (19) >

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March 2020 (2)

Cardholder's Name

Card Number

CVC Expiry

Credit/Debit Card Pay

Pay with Paypal

☒ Save card details for later

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 paypal.

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

### Assignment 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".

Booking management

Recent Filter By

Sydney - Delhi American Airlines Status : Pending

Seats : 2 [ Economy class ]

Booking reference : xyzzyzyzyzyz

Booked for : April 30, 2020

Expiry date : April 13

Cancel Confirm

Sydney - Delhi Etihad Airlines Status : Pending

Seats : 2 [ Economy class ]

Booking reference : xyzzyzyzyzyz

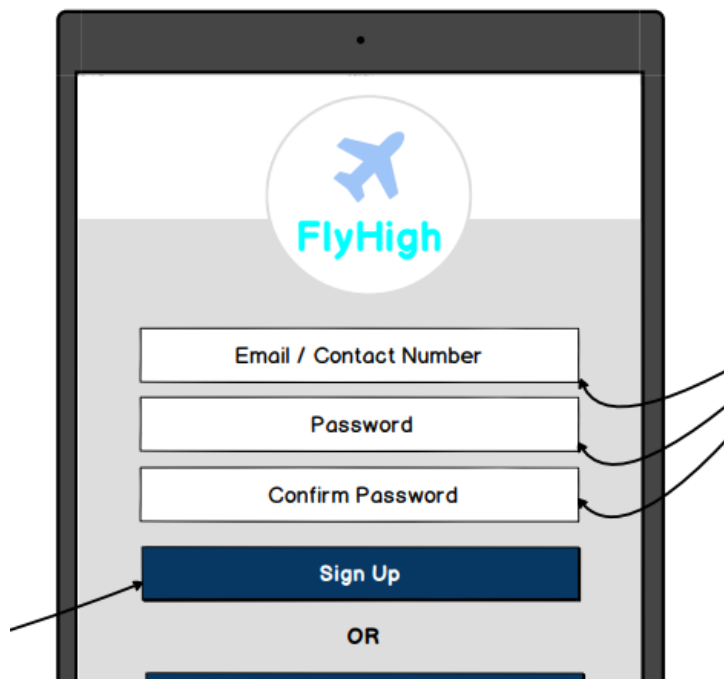
Booked for : April 30, 2020

Expiry date : April 13

Cancel Confirm

Sydney - Delhi Air India Status : Pending

- 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](#)

### Assignment 3 Design Evaluations

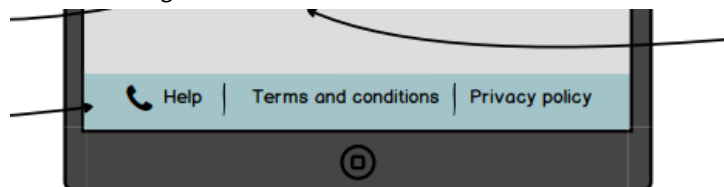
Posted by  Mukesh Kumar Rasman Surender at Saturday, 25 April 2020 2:34:07 AM

#### **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.

FLYHIGH123    Apply code

Earned Points : 1  
Eligible discount value : \$20    Apply discount

Cardholder's Name

Card Number

CVC    Expiry

Credit/Debit Card Pay

Pay with Paypal

[Save card details for later](#)

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

Booking management

Recent    Filter By

Sydney - Delhi American Airlines    Status : Pending

Seats : 2 [ Economy class ]

Booking reference : xyzxyzxyzxyz

Account  
Home  
My Bookings  
Setting  
Log Out

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

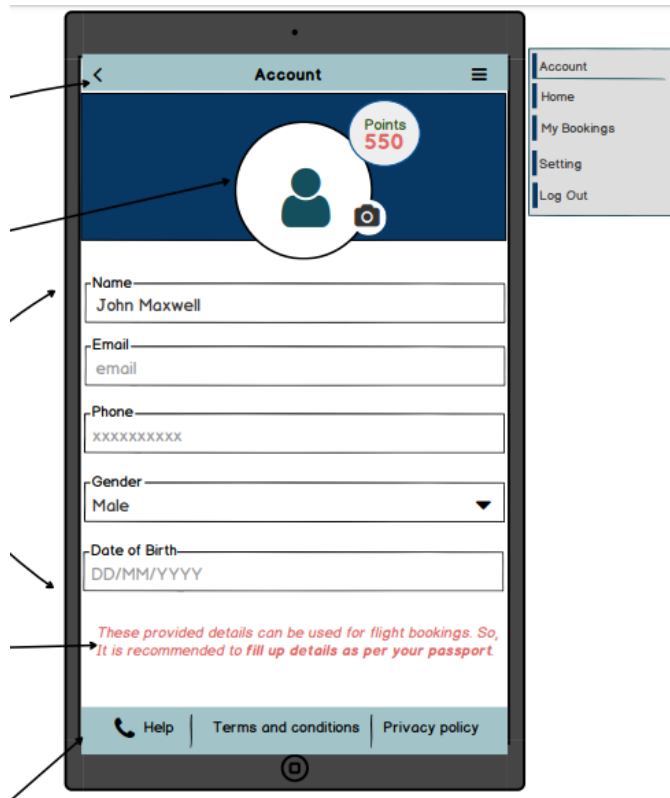
Posted by Mukesh Kumar Rasman Surender at Saturday, 25 April 2020 2:17:24 AM

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  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



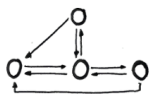
### Visibility of system status

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.



### Aesthetic and minimalist design

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



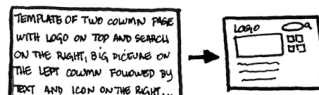
### Consistency and standards

Follow platform conventions through consistent words, situations and actions.



### Flexibility and efficiency of use

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



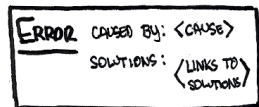
### Recognition rather than recall

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



### 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.



## HEURISTIC EVALUATION

UX Knowledge Base Sketch #45



WHAT ARE HEURISTICS?  
"A METHOD OF SOLVING PROBLEMS BY FINDING PRACTICAL WAYS OF DEALING WITH THEM, LEARNING FROM PAST EXPERIENCE."

HEURISTIC EVALUATION



UX INSPECTION METHOD



FOR EVALUATING EXISTING INTERFACES



GREAT STARTING POINT FOR A REDESIGN PROJECT



EVALUATING THE USABILITY OF UX USING A SET OF PRE-DEFINED FACTORS, GUIDELINES.



LIMITATIONS: IT CAN REVEAL MANY ISSUES, BUT IN ORDER TO IDENTIFY THE MOST IMPORTANT PROBLEMS TO FOCUS ON, CONSIDER USABILITY TESTING.



ONE EXPERT CAN FIND A LOT OF PROBLEMATIC POINTS, BUT IT IS BETTER TO HAVE MORE EXPERTS.



PREREQUISITES: UNDERSTANDING THE BUSINESS & USER GOALS. CONDUCT A SURVEY OR A COMMON GROUND INTERVIEW (AT LEAST).



SET UP A FRAMEWORK:

→ CHOOSE THE SET OF HEURISTICS

→ DEFINE A RATING SYSTEM

→ CHOOSE A METHOD FOR DOCUMENTATION

THERE ARE MANY LISTS OF HEURISTICS (PRE-DEFINED GUIDELINES), E.G.:

JAKOB NIELSEN'S 10 USABILITY HEURISTICS

2017 WEB USABILITY GUIDELINES BY USEFOCUS

1. VISIBILITY OF SYSTEM STATUS

2. MATCH BETWEEN SYSTEM AND REAL WORLD

3. USER CONTROL & FREEDOM

4. CONSISTENCY & STANDARDS

5. ERROR PREVENTION

6. RECOGNITION RATHER THAN RECALL

7. FLEXIBILITY & EFFICIENCY OF USE

8. AESTHETIC AND MINIMALIST DESIGN

9. HELP USERS RECOGNIZE, DIAGNOSE AND RECOVER FROM ERRORS

10. HELP AND DOCUMENTATION

★ HOME PAGE USABILITY

★ TASK ORIENTATION

★ NAVIGATION & IA

★ FORMS & DATA ENTRY

★ TRUST & CREDIBILITY

★ VISIBILITY & CONTENT QUALITY

★ PAGE LAYOUT & VISUAL DESIGN

★ SEARCH USABILITY

★ HELP, FEEDBACK & ERROR TOLERANCE

(IT IS OPTIMIZED FOR DESKTOP, BUT IT IS A GREAT INSPIRATION FOR CREATING YOUR OWN LIST!)

YOU CAN DOWNLOAD THEIR TEMPLATE (IF YOU DO, KEEP IN MIND THAT THE RESULTS / SCORES ARE JUST AN OBSERVATION)

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  inc Tax


Seat - A6 (Economy Class)

Business Class				Economy Class							
	A	B	C	D		A	B	C	D	E	F
1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	4	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	6	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Meal (Vegetarian)

 Vegetarian

 Low Fat

 Diabetic

[Confirm](#)

Thank You.

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Mukesh Kumar Rasman Surender (19)

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**Comments: 2**

COMMENT

**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

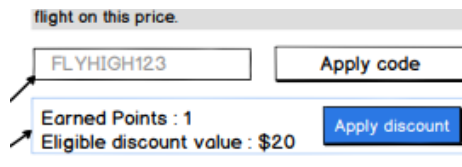
## Recognition and Recall

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 from one screen to another. Information should be easily retrievable and have good visibility.

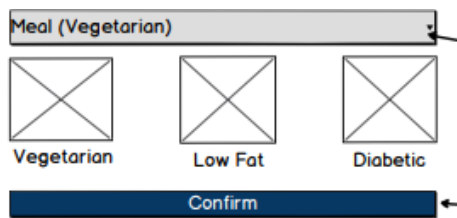
1 -In the below screen shot, users should enter promotional code to get discount on flights payment. But here user have to recall this promotional code to enter.

-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.

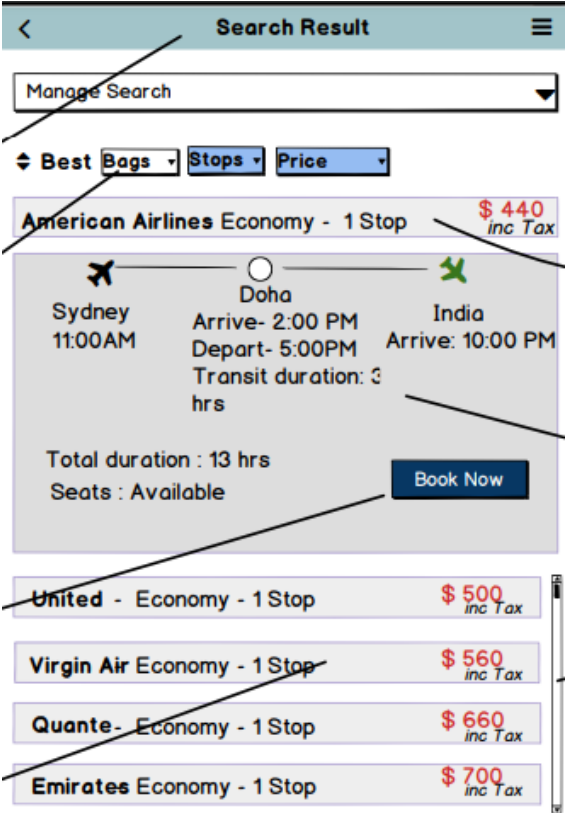
-Possible remediation would be to provide meal suggestions from the flights, recommended meal based on previous user meal selections.



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.