

Activity 6: Usability Evaluation

Person 1:

This person found the 11th Man app to be generally easy to use, navigation and layout is simple and easy to navigate, and supports quick match coordination. They had a positive impression with the prototype overall, especially how information of matches is presented and how simple it is to create and join matches. However, they found room for improvement with poor terminology for some features, a lack of flexibility in editing matches, and the lack of clear error messages when actions fail.

Heuristic	Is this heuristic violated? How?	Severity
1. Visibility of system details	"I can see the match details clearly like the time and and place and the number of players. But I don't think its clear when a match becomes full"	2
2. Match between system and the real world	"Most things used in the app make sense and relate clearly to football terms used in real life"	0
3. User control and freedom	"Navigating through different screens is easy but I feel like I can't control anything related to the match if something changes. Like want to cancel etc."	2
4. Consistency and standards	"The app feels consistent all around and is familiar throughout the different screens"	1

5. Error prevention	“The app lets me create matches but it doesn’t make sure that everything is filled properly so there could be incomplete matches”	2
6. Recognition rather than recall	“The app is very clear and easy to use. I didn’t feel like I had to have used it before or anything”	0
7. Flexibility and efficiency of use	“It’s easy to create a match but I think if I was a frequent user I would want some preferences to be saved to make it easier”	2
8. Aesthetic and minimalist design	“The aesthetic is very clean but some screens felt empty which made me feel a bit lost.”	2
9. Help users recognize, diagnose, and recover from errors	“When I tried to join a match I wasn’t given a reason as to why I couldn’t join, it just failed without giving me reason”	3
10. Help and documentation	“I didn’t find an explanation of how to join or create a match so it was a bit confusing but the app was easy to navigate through”	2

Person 2:

This person pointed out that the 11th Man app is visually clean and easy to learn, especially to first-time users. They added that the interface has consistent design patterns and relies on familiar football-related terms, and that this adds to the usability. However, they recommended some enhancements, which include the need for better visual distinction between the states of matches, improved labeling of icons to improve accessibility, or the inclusion of guidance or documentation that would help new users and avoid confusion.

Heuristic	Is this heuristic violated? How?	Severity
1. Visibility of system details	“All the information regarding the matches I can see, however I can't see anything that shows how long is left till the match begins.”	2
2. Match between system and the real world	“Most labels are easy to understand, but there are some icons that people could be unfamiliar with if they're not used to using football apps.”	1
3. User control and freedom	“The navigation throughout the app is easy to understand smooth, but I would have liked an option to hide or ignore some matches.”	1

4. Consistency and standards	“Other than some of the icons not having labels which could be confusing for a few people. While the buttons throughout the app continue to be consistent.”	1
5. Error prevention	“I wasn’t giving any warnings when I attempted to join a match that is the same time as another match that I have already joined; this could lead to scheduling issues.”	2
6. Recognition rather than recall	“I had to go check the matches I joined every time because they weren't seen on the main screen”	2
7. Flexibility and efficiency of use	“The app works well and is easy to use but there aren’t any accessibility options like changing the language or text size for example to simplify my navigation”	2
8. Aesthetic and minimalist design	“I like the look and aesthetic of the app but some colors on each other felt like they could be hard to see in bright light or outdoors for example”	2
9. Help users recognize, diagnose, and recover from errors	“When I can’t join a match, I wasn’t given any reason and didn’t know what the problem was, whether it was full or what”	3
10. Help and documentation	“There isn’t anything clear to show how the app works but overall it;s simple and easy to use”	2

