**Heuristic Evaluation**

**Group:** 8

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**Part 1:**

Our project is a mobile application that includes Chatbot to help users choosing Electronic devices, and allows them to see the devices in AR/VR view for better decision-making.

**Part 2:**

|  |  |  |
| --- | --- | --- |
| Task | No |  |
| 0 | 1 | *H3: User Control & Freedom / Severity: 2*  **Task**: Choosing Orderlist in menu bar  **Description**: User can not choose the option Orderlist in the menu bar, or it will be slided to choose Account instead.  **Rationale**: Users may be frustrated and confused while cannot access an icon in the system  **Fix**: Add another page for Orderlist choice, or delete that choice from the bar |
| 0 | 2 | *H4: Consistency & Standards / Severity: 1*  **Task**: Visualize the menu bar  **Description**: In some page, the menu bar shows “Accout" choice, while showing “Account” for the other  **Rationale**: Users may be frustrated by spelling mistakes.  **Fix**: Fix all page to show “Account” option. |
| 0 | 3 | *H8: Aesthetic & Minimalist Design / Severity: 1*  **Task**: Visualize the page  **Description**: The shop’s icon is not consistent by place on every page  **Rationale**: Users may be frustrated.  **Fix**: Fix the place of the icon on each page. |
| 0 | 4 | *H7: Flexibility & Efficiency of Use / Severity: 3*  **Task**: Visualize the option in “Account” page  **Description**: The “Account” page has a lot of options that cannot be chosen  **Rationale**: Users may be frustrated while trying to choose the option  **Fix**: Add a page for each option. |
| 0 | 5 | *H3: User Control & Freedom / Severity: 4*  **Task**: Scrolling on main page  **Description**: The application automatically scrolling down as users trying to choose the icon from the top  **Rationale**: Users will be frustrated.  **Fix**: Fix the scrolling function of the page |
| 1 | 1 | *H3: User Control & Freedom / Severity: 2*  **Task**: Chatbot  **Description**: The “Notification” and “Promos” choices cannot be chosen  **Rationale**: Users may be frustrated and confused while cannot access an icon in the system  **Fix**: Add another page for Notification and Promos choice or delete that choice from the top. |
| 2 | 1 | *H3: User Control & Freedom / Severity: 2*  **Task**: Viewing product  **Description**: Cannot comeback to product after choosing “View in 3D”  **Rationale**: Users may be frustrated and confused while cannot turn back to the application  **Fix**: Add an “Back” choice in the 3D viewing interface |
| 2 | 2 | *H3: User Control & Freedom / Severity: 0*  **Task**: Viewing product  **Description**: Hide the “View in 3D” option and product name if users choose to see the detail  **Rationale**: Users may be confused first time using  **Fix**: Keep the “View in 3D” option and product name even when showing the detail |
| 3 | 1 | *H7: Flexibility & Efficiency of Use / Severity: 0*  **Task**: Purchase product  **Description**: Having a Cart icon in the Cart, which does not mean anything  **Rationale**: The icon is redundant, not adding any further functions for users  **Fix**: Delete the icon from the Cart |

**Part 3:**

|  |  |
| --- | --- |
| **Category** |  |
| H1: Visibility of System Status |  |
| H2: Match b/w System & Real World |  |
| H3: User Control & Freedom | 0, 0, 1, 2, 2 |
| H4: Consistency & Standards | 0, |
| H5: Error Prevention |  |
| H6: Recognition Rather Than Recall |  |
| H7: Flexibility & Efficiency of Use | 0, 3 |
| H8: Aesthetic & Minimalist Design | 0, |
| H9: Recognize, Diagnose, & Recover from Errors |  |
| H10: Help & Documentation |  |
| **Total Violations** | 9 |

**Part 4:**

Through this heuristic evaluation, we identified several usability issues that significantly impact the user experience. A recurring problem is the lack of user control and freedom (H3). Users struggle to navigate smoothly, as some menu options are unresponsive or fail to provide clear pathways back to the previous state. We also observed consistency and standards (H4) issues, such as spelling errors and inconsistent icon placements, which could confuse users and diminish the interface’s credibility. Additionally, problems related to aesthetic and minimalist design (H8) and flexibility and efficiency of use (H7) show that certain interface elements are either redundant or poorly implemented, adding unnecessary complexity.

We recommend addressing these issues by improving navigational controls and ensuring all options and buttons function correctly. We can fix inconsistencies in labeling and icon placement to create a more cohesive and professional interface. By simplifying design elements and removing redundant icons, we can streamline the user experience. Furthermore, we should standardize the placement of visual elements, such as the shop’s icon, across all pages to maintain a clean and predictable layout. With these changes, we can transform the application into a more intuitive and efficient platform, reducing user frustration and increasing satisfaction.