Heuristic Evaluation

Notes sheet (1)

Heuristic	Is the heuristic violated? How?	Severity
1. Visibility of system status The system should always keep users informed about what is going on, through appropriate feedback withinreasonable time.	Prototype gives almost immediate response to all actions. Also, it displays "loading spinners" when prototype required some time to process user's input and confirmation pop-ups when tickets were booked successfully.	0
2. Match between system and the real world The system should speak the users' language, with words, phrases and conceptsfamiliar to the user, rather than system-oriented terms. Follow real-world conventions, making information appear in a natural and logical order.	Overall good design, footer has simple and clear icons. Easy language, all feature are intuitively easy to understand, the only exception is "Ear" emoji, this icon confused me and most likely will everyone else.	1
3. User control and freedom Users often choose system functions by mistake and will need a clearly marked 'emergency exit' to leave the unwanted state withouthaving to go through an extended dialogue. Supportundo and redo.	Bad design, user cannot search movies freely. After checking one move, they are forced to book it. Cannot go back, cannot cancel the booking process, hence stuck forever.	3
4. Consistency and standards Users should not have to wonder whether different words, situations or actions mean the same thing. Followplatform conventions.	Very inconsistent design. Ticket displayed 3 times back to back for each movie (e.g., "Price: $15.99", "Cost: $15.99", "$15.99"). Each movie uses different date(11/27/2025, Nov 28, 2025 etc.) and time(12-hour/24-hour) format.	3
5. Error prevention Even better than good error messages is a careful design which prevents a problem from occurring in the first place.	Good error prevention design. User cannot click on already booked seats, even the cursor changes its icon, very effective approach.	0

Heuristic Evaluation

Notes sheet (2)

Heuristic	Is the heuristic violated? How?	Severity
6. Recognition rather than recall Make objects, actions and options visible. The user should not have to rememberinformation from one part of the dialogue to another. Instructions for use of the system should be visible oreasily retrievable wheneverappropriate.	Very straightforward design. User always has prompts that guide that action is required to proceed (e.g., "Tap to book")	0
7. Flexibility and efficiency of use Accelerators – unseen by the novice user – may oftenspeed up the interaction for the expert user, such that the system can cater to both inexperienced and experienced users. Allow usersto tailor frequent actions.	Very few features are implied into the design. They are easy to understand for all users, thanks to the clear description messages.	0
8. Aesthetic and minimalist design Dialogues should not contain information which is irrelevantor rarely needed. Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.	Design is very minimalistic, uses only few buttons and icons. Easy to differ "Available" and "Occupied" seats. However, both "Cancel" and "Confirm" buttons use gray colour it is hard to spot the right one instantly.	2
9. Help users recognise, diagnose and recover from errors Error messages should be expressed in plain language(no codes), precisely indicate the problem and constructively suggest a solution.	No error help at all. When user enters wrong password the only message that pops up is "Error". It leaves user confused, whether it is a service error, or user's missinput etc.	2
10. Help and documentation Even though it is better if the system can be used without documentation, it may be necessary to provide help anddocumentation. Any such information should be easy tosearch, focused on the user'stask, list concrete steps to becarried out and not be too large.	Prototype has no documentation, help button, FAQs, examples etc.	2