



**Module Title: HUMAN COMPUTER
INTERACTION
(5CS020)**

**Subject Title:
Task 3 – Design & Usability Testing Report**

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Acknowledgment:

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Secondly, I would like to show my appreciation towards Mr. Dipesh Shrestha, our Tutor and Module Leader, whose innovative suggestions and words of encouragement alongside constant guidance helped me to successfully finish this module and this report.

I would also like to convey my thanks to all of my fellow classmates who were there to point me towards the right direction when in need.

Finally, I would like to pour my utmost gratitude towards my parents for their constant love and guidance.

Abstract:

The report discusses the design process, features, and testing results of Icebreaker, a multi-use social app that connects like-minded people with similar interests. The app uses users' inputs to suggest matches and also allows users to match with people based on their mood. Icebreaker also rewards loyal customers by allowing them to earn points and redeem them for items or coupons. The app tackles the issue of manually setting up meetings by quickly allowing users to send meetup requests. The report covers the design process that started with selecting a suitable name, icon, and color scheme for the interface. It also includes Brainstorming, Mood Board, User Personas, User Flow, Task Flow, and wireframes. Icebreaker targets individuals of different age groups, mainly young and middle-aged adults looking for friendship, dating, or settling. The report also includes the results of tests done by the users implementing certified techniques alongside proofs of results.

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1. INTRODUCTION

Humans are social animals; they require one another to flourish as history is the proof of it. We are 8 billion strong and scattered worldwide. From youngsters to middle-agers till oldsters of all genders, races, and religions all are in the constant hunt for that special “SOMEONE” that they wish will be the Adam to their Eve or vice-versa.

And enter “Icebreaker” the one-of-a-kind multi-use social app that is your go-to one-stop platform which fulfils all your fantasies and needs. The app considers users’ input like their interests, gender etc. and suggests people who match accordingly. This app also provides users to match with people according to their mood for example you want a simple coffee date or sporty hiking etc. Icebreaker got you covered. The app also rewards loyal customers by allowing them to rack points and use them to buy items such as chocolates, roses and even a special vacation. Finally, it also solves the hassle of manually arranging meetups by quickly allowing users to send meetup requests.

It is extremely difficult to find people be it befriending, dating or even settling in your personal space. People don’t want to ruin what they already have or they have a limited pool of individuals hence finding that “SOMEONE” will always be challenging. This app tackles that problem by unifying and bringing all those like-minded people under one umbrella, creating a singularity.

2. DESIGN PROCESS

Just like any great idea, the concept of a “multi-feature social app” stemmed from a simple desire to build something. I was looking for a reason to learn how to develop an app, luckily this module gave me a valid motive to start working on one. Designing the UI would cut my work almost by half hence seeing how all things aligned I was fixated on building this design.

Before designing, I had to select a suitable name for the app. I started googling and GPTing. After running half an hour like a headless chicken, I gave up and went to get some chilled coffee. While making one the moment I grabbed some ice, the name "ICEBREAKER" came to my mind and it was “EUREKA”.

After naming the interface I needed an icon. Luckily "Google Emojis by Iconduck" had me covered. After giving it a few strokes and edits it was perfect.

For the color scheme, I wanted it to be simple yet elegant. Nothing screams simple yet elegant than black. The main motive of this project was to be a multi-feature social app, an app where people can befriend, date, or settle. With that in mind, I started googling colors and their meaning. I soon found out that blue is perfect for friendships and pink for dates/settle. With that the color scheme was finalized.

From there with just a pencil and a piece of paper, I started scribbling down all the ideas that came to my mind. I wrote down a lot of ideas, some brilliant some stupid. But in the end, I had a clear sketch of what I was going to work on for this semester. The sketch was re-drawn out on FigJam and it looked beautiful.

Before continuing the work, I needed a place where I could store all my design inspirations and ideas. I created a template for my Mood Board where I neatly stored all my fonts, designs, colors, motivational bits and pieces, and picture ideas.

Now with a clear idea and a place to store new ideas, I had to pick the target audience for the app. I had to be in their shoes and look at things from their perspective to truly grasp what features would keep the users hung on my app. With that in mind, I started designing User Personas. My main focus was on the young and later adulthood those between 18 to 25. Young buds who are eager to befriend or date. Secondly, my focus was on the age group between 25 to 35, those who have yet to find someone or have gone through a breakup. Finally, the old schoolers, who are 35+, those who might have gone through unsuccessful marriages and are looking for a new beginning. The main focus was on these individuals but the app can be enjoyed by everyone, that was the main goal.

After deciding the target audience, I had to break down the flow, I had to ensure that the user could move from point A to B without missing out on any of the features, ensuring they have a full experience of the app. I jotted down all the features I listed during the brainstorming process and arranged them sequentially so that the user navigation process would be easy as a walk in the park.

I also had to break down the flow of tasks to not overwhelm the users with loads of information. With that in mind, I decided to draw out task flows, one for each major tasks which were the sign-up process, scheduling a meetup process, editing the profile process, editing the settings process, and finally streaks process.

Finally, after completing all the design processes, I had to draw out one last thing. Just like every house needs a good blueprint for it to be wonderful my design needed wireframes. With that, I started sketching out initial design ideas and was able to paint a beautiful black-and-white image of what would soon be my HCI's final submission and the start of my summer break project.

3. EVALUATION AND TESTING

Icebreaker, was trialed and tested using methodologies that are credible and accepted worldwide in the fields of testing and evaluation. Cognitive walkthroughs, heuristic evaluations, query techniques and protocol analysis. The users were told to go through the application meticulously and rate the navigation, usability and accessibility.

For cognitive walkthrough, the users went through the application from the start till the end methodically reviewing and testing each component for usability by following the steps of task flow and answering a set of questions.

For heuristic evaluations, the users used a set of established usability principles to evaluate users' interface and evaluate whether they adhere to those principles or not.

For query techniques, users were told to fill out the Google Survey where they answered a set of questions and gave their opinion on the usability, accessibility and navigation of the application.

Finally, the users were told to video record their step-by-step detailed testing process for protocol analysis.

The users after utilizing testing methodologies were able to pinpoint issues and suggest valuable feedback. The tasks' summary and feedbacks are posted below.

3.1. SIGNUP PAGE

For the account setup process, users first verified their phone number. After that, the users entered their details such as name, sexual orientation, interests etc.

As a feedback one user suggested that the application should ask for a minimum of two photos before the completion of the profile, which has been added.

Upon signing up, the users navigated to various pages using the navigation bar. They liked, poked and disliked individuals, both by swiping and tapping. They pressed the up-arrow button to see more about the individual. They also filtered their matches with quick settings located at the top right.

One of the feedback was that settings should allow change of gender preference, which has been taken into consideration.

3.2. EXPLORE PAGE

On the explore page, users chose options according to their mood and liked, disliked or poked individuals recommended to them.

In the redeem page users checked their redeem history to see their expenditure and navigated to the redeem section to redeem offers.

In terms of feedbacks the redeem page received the greatest number.

Firstly, the users wanted to know how to get points therefore a help icon has been added.

Secondly, the note text was not readable so it has been adjusted.

Finally, users wanted a text letting them know if they have sufficient credit, hence a label has been added.

3.3. CHAT PAGE

In the chat page users chatted with the matches, liked their replies and accessed safety toolkit. In the toolkit users report, unmatched matches and also accessed the safety center. Finally, they scheduled a meetup with the matched individual following the prompts.

One user wanted something to distinguish between new and old matches. Hence, a new section has been added to remind the users of the new matches.

3.4. PROFILE PAGE

Finally, in the profile page users viewed their own profile. Here they could see their total matches, pokes and points. From here they added new photos, accessed the safety center, settings and edited their profile.

From the profile page, users accessed the safety center which contained guides and resources to tackle various topics of issues which the users might come across while using the app.

From the profile page users also edited their profile. Given vast option of customization the users spent some time in this page and edited their Bio, interests, location and even added new information like lifestyle, anthem to their profile.

Lastly, the users accessed the settings and customized their app's preferences. They changed their discovery settings, activity status etc. They also accessed the accessibility section along with the help and support page. The users also logged out and deleted their account from this page.

3.5. ACCESSIBILITY

In terms of accessibility the app provides colorblind mode and narrator.

Colorblind mode supports two color deficient options:

1. Protanopia: Complete Red color blindness. People see more green than red.
2. Tritanopia: They cannot distinguish between blue and yellow colors.

In the accessibility option the users changed and tested the colorblind mode. They appreciated that each and text, photo and components changed with a click of a button.

Finally, users tested the narrator. They were notified of the important features of the interface with clear message and pointers with the ability to skip anytime they want.

The narrator also supports colorblind mode.

3.6. HEURISTIC EVALUATION (HE)

For the Heuristic Evaluation the users were asked to fill the form assessing whether 10 principles were present in the app or not by rating it 1 to 5. Both users gave it a perfect score stating all principles were present in the design.

3.7. OVERALL RESULT:

One of the feedback was that the deletion process was lengthy. After meticulous thinking the feedback was appreciated but not implemented as the original idea of lengthy deletion process was to bore out the user before they can complete the task.

In terms of usability and accessibility of the app after performing cognitive evaluation the overall results were overwhelming positive. In conclusion, the cognitive walkthrough alongside with query techniques in the form of survey and HE was a major success.

4. CONCLUSION

When you have a map, you can never get lost. Having a clear road map of the design process helped the creation of the interface immensely. Every step of the interface was already laid out all I had to do was put the pieces together. If I had an idea I could put it in the Mood Board, if I ever felt what comes next, I could look at User Flow, if I ever wanted to add a new feature, I could look at the persona and add it accordingly. It was that simple.

Even though the interface was complete with all the features intended, nothing can be perfect. Icebreaker too had its usability and accessibility issues. For example, currently, Icebreaker only supports two colorblind modes, Protanopia and Tritanopia whereas there is multiple more type of color blindness that needs to be addressed before this interface is shipped. In terms of usability, even though it checks out all the Heuristics Principles it can still be trialed and tested by more users and can be refined even more.

5. APPENDIX

5.1. Testing Links

5.1.1. Usability Testing:

1. <https://www.youtube.com/watch?v=BGkzP8IZsRA&feature=youtu.be>
2. https://www.youtube.com/watch?v=bvvGH-2kQwk&ab_channel=NirjalKansakar

5.1.2. Accessibility Testing:

1. <https://www.youtube.com/watch?v=HpVUBM8zyUc>
2. https://www.youtube.com/watch?v=dZ_4lgZZ3go&ab_channel=NirjalKansakar

5.2. Images:



Figure 1. Icebreaker

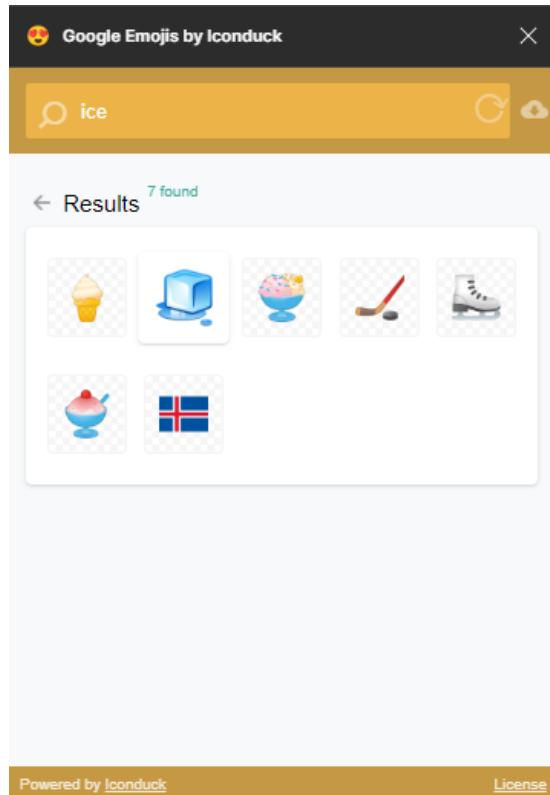


Figure 2. Google Emojis by Iconduck



Figure 3. Coolors Color Palettes

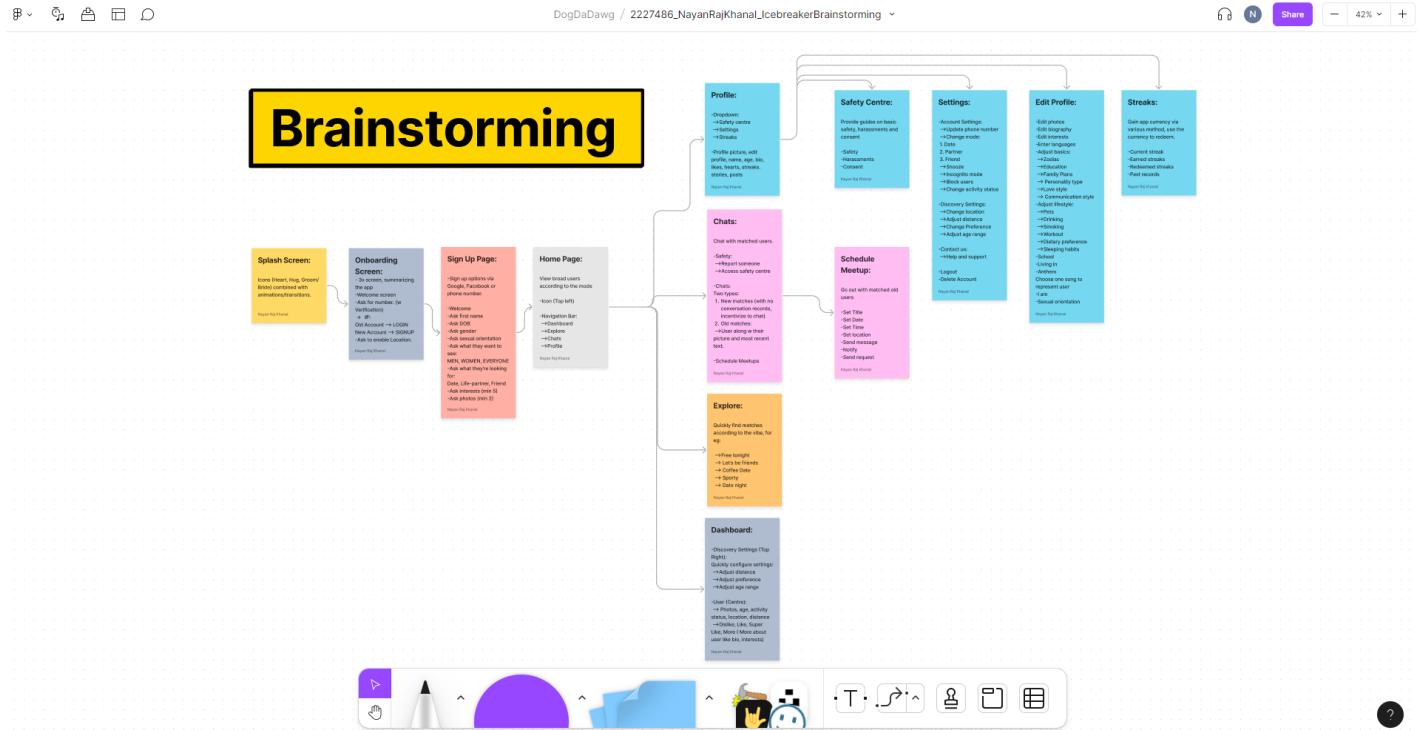


Figure 4. Brainstorming

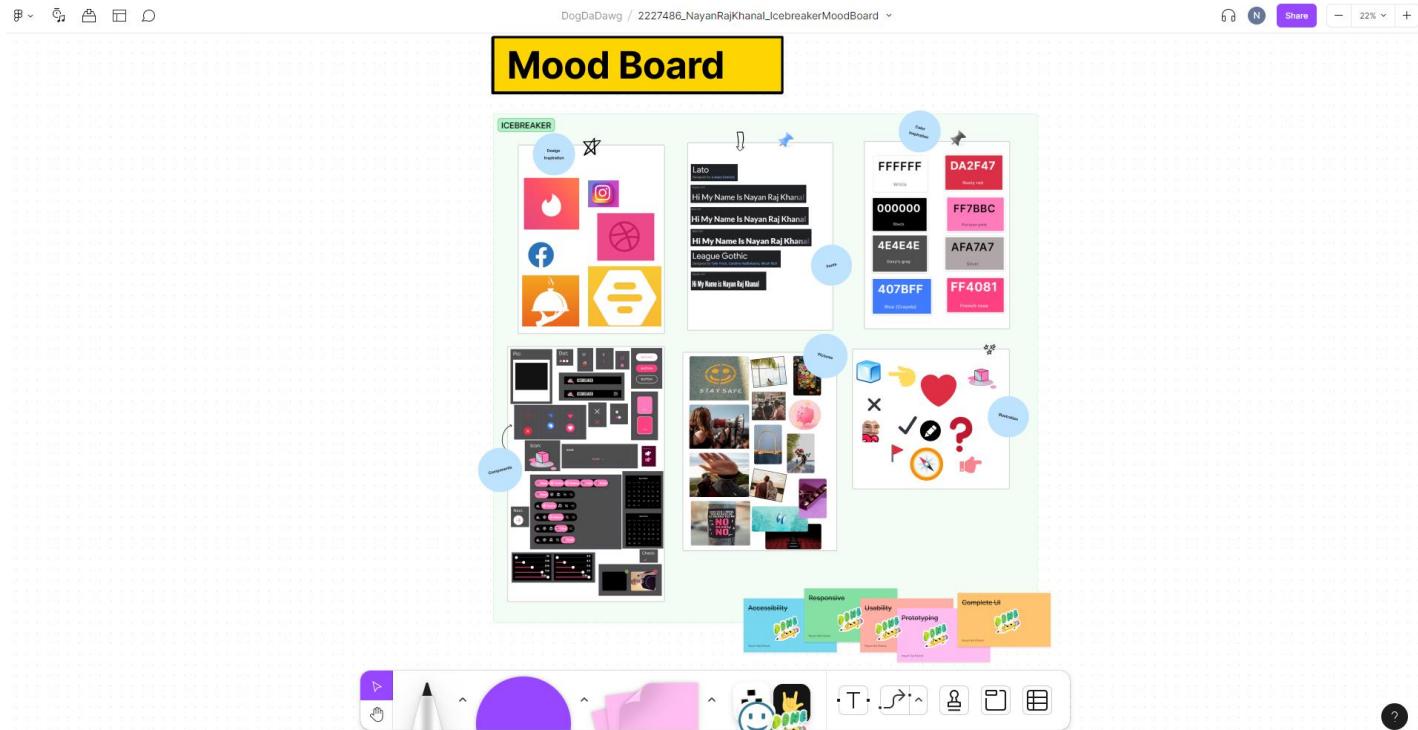


Figure 5. Mood Board

DogDaDawg / 2227486_NayanRajKhanal_IcebreakerUserPersonas

Sarah Walter

Biography: Sarah grew up in a small town in the Midwest. She is an only child and has always been very focused on her studies. She is currently a senior in high school and is planning to attend college next year. Sarah is involved in several extracurricular activities, including the debate team and the school newspaper. She is outgoing and enjoys meeting new people.

Goals:

- Sarah wants to meet new people who share her interests before she starts college.
- She is also interested in meeting people from her small town.
- She has tried using other apps to connect with like-minded individuals, but most of the users are older than her and they do not understand her age.

Frustrations:

- Sarah primarily uses her laptop and smartphone for internet and social media.
- She is uncomfortable using technology and feels like many people are trying to teach her how to use it.

Tools Used:

- Sarah uses the app to connect with like-minded individuals who share her interests and values.

Mark Wellington

Biography: Sarah grew up in a small town in the Midwest. She is an only child and has always been very focused on her studies. She is currently a senior in high school and is planning to attend college next year. Sarah is involved in several extracurricular activities, including the debate team and the school newspaper. She is outgoing and enjoys meeting new people.

Goals:

- Mark is interested in finding new friends and possibly a romantic partner who shares his interests and values.
- He has used the app to connect with like-minded individuals who are looking for new experiences.

Frustrations:

- Mark is frustrated with the limited social opportunities he has to meet new people due to his work and personal obligations.
- He is uncomfortable using technology and feels like many people are trying to teach him how to use it.

Suzie Williams

Biography: Suzie Williams is a 22-year-old tattoo artist who lives in Eastville. She loves hiking, playing sports, attending parties, and meeting new people. She is always looking for new adventures and opportunities to try new things and meet new people.

Goals:

- Suzie's main goal is to be happy and live life to the fullest.
- She wants to travel the world and experience new cultures and environments, while meeting new people along the way.
- She is also interested in finding a meaningful romantic partner who shares her values and interests.

Frustrations:

- Suzie sometimes finds it difficult to connect with people, especially those who share her interests and values.
- She is uncomfortable using technology and feels like many people are trying to teach her how to use it.

Tools Used:

- Suzie uses various tools to connect with people, including messaging platforms like Instagram and Facebook.
- She also uses dating apps to find potential partners, but she is selective about the ones she uses.

Figure 6. User Personas

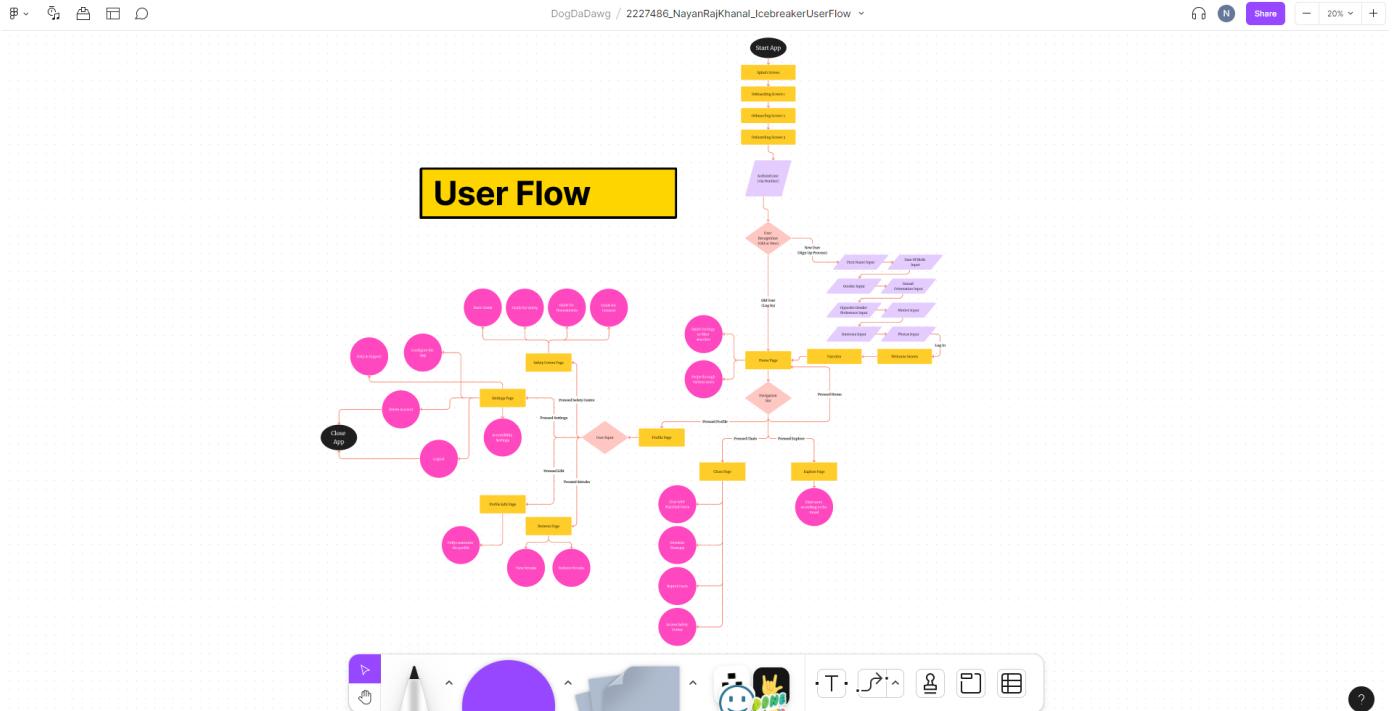


Figure 7. User Flow

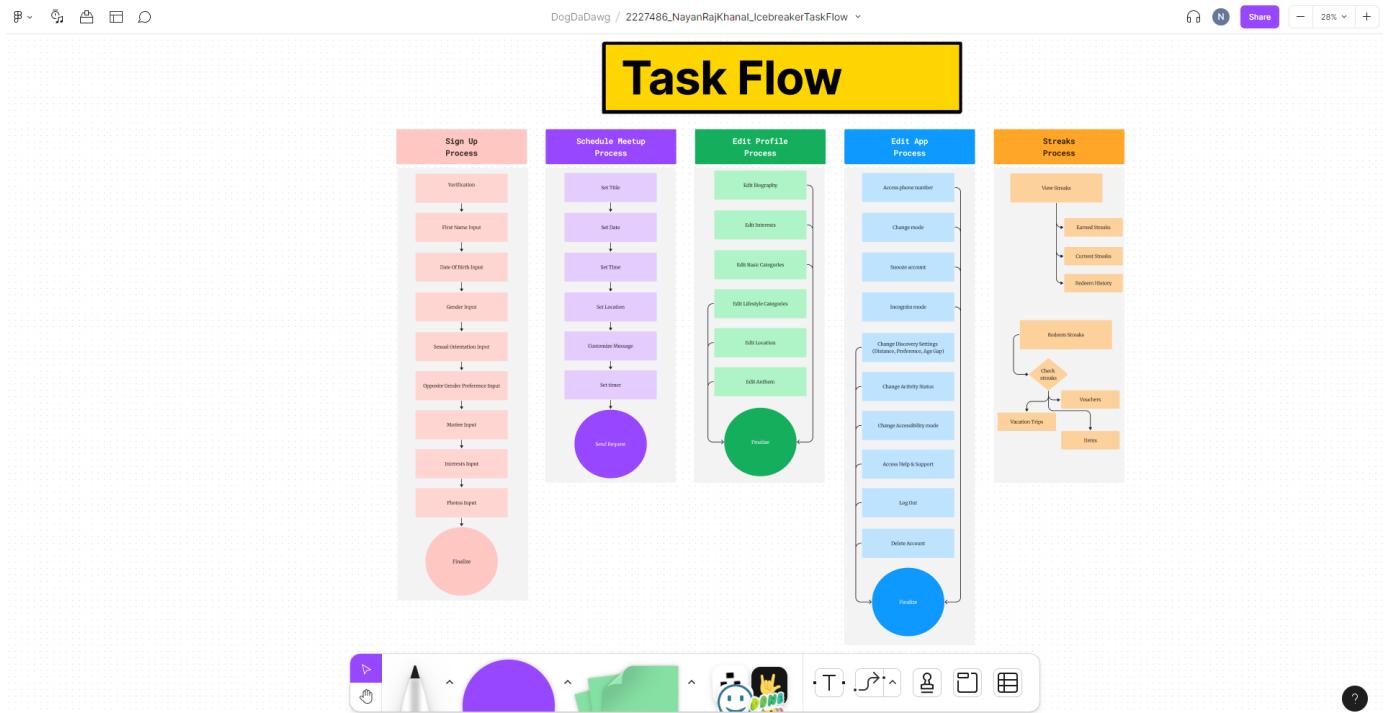


Figure 8. Task Flow

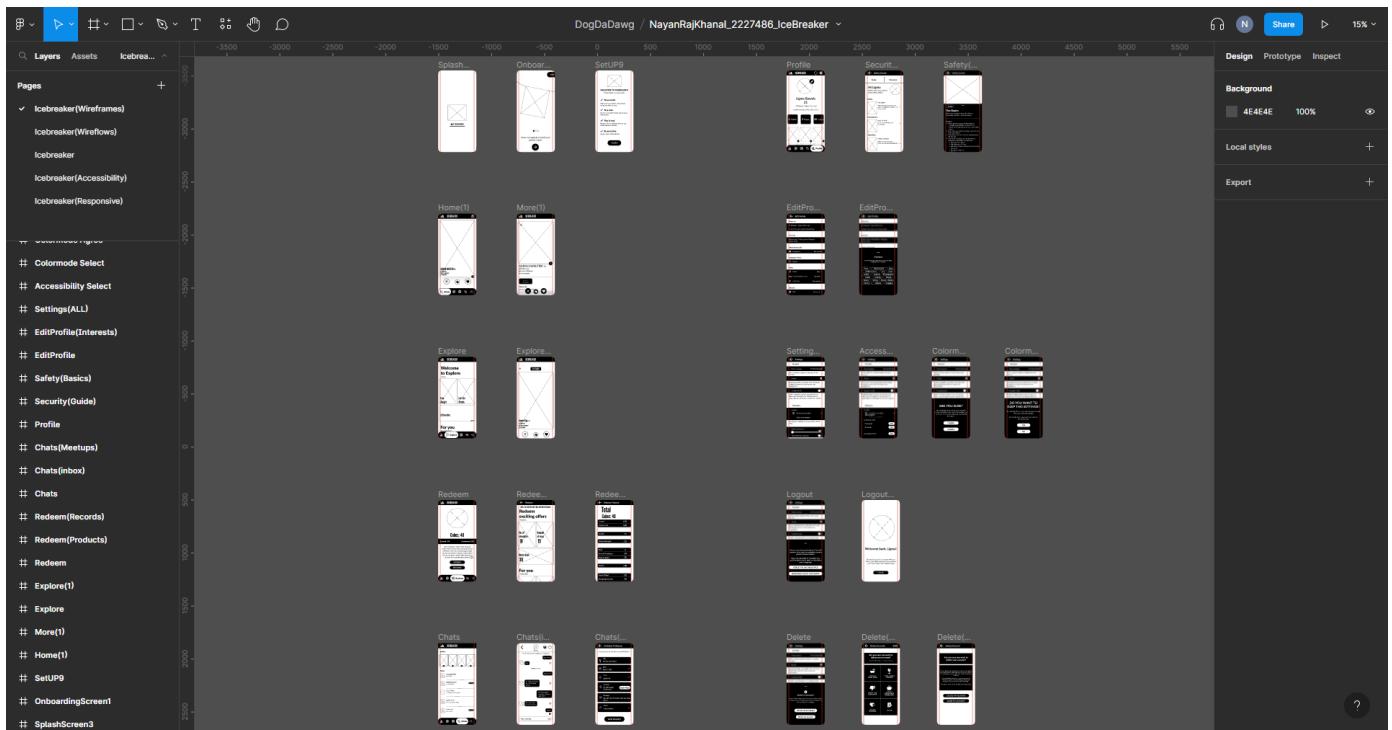


Figure 9. Wireframes

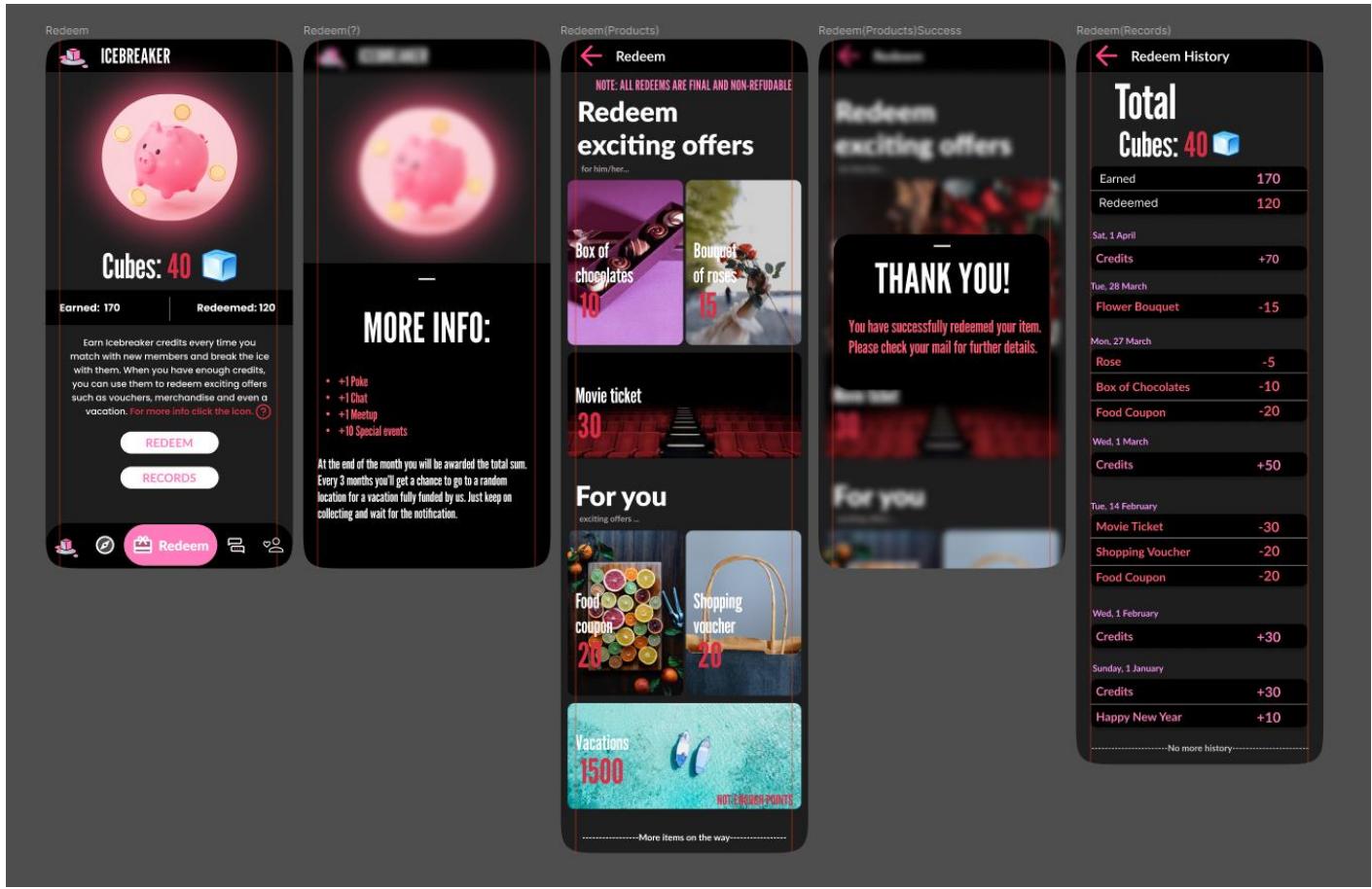


Figure 10. Cognitive Walkthrough Design (Redeem)

Task Flow

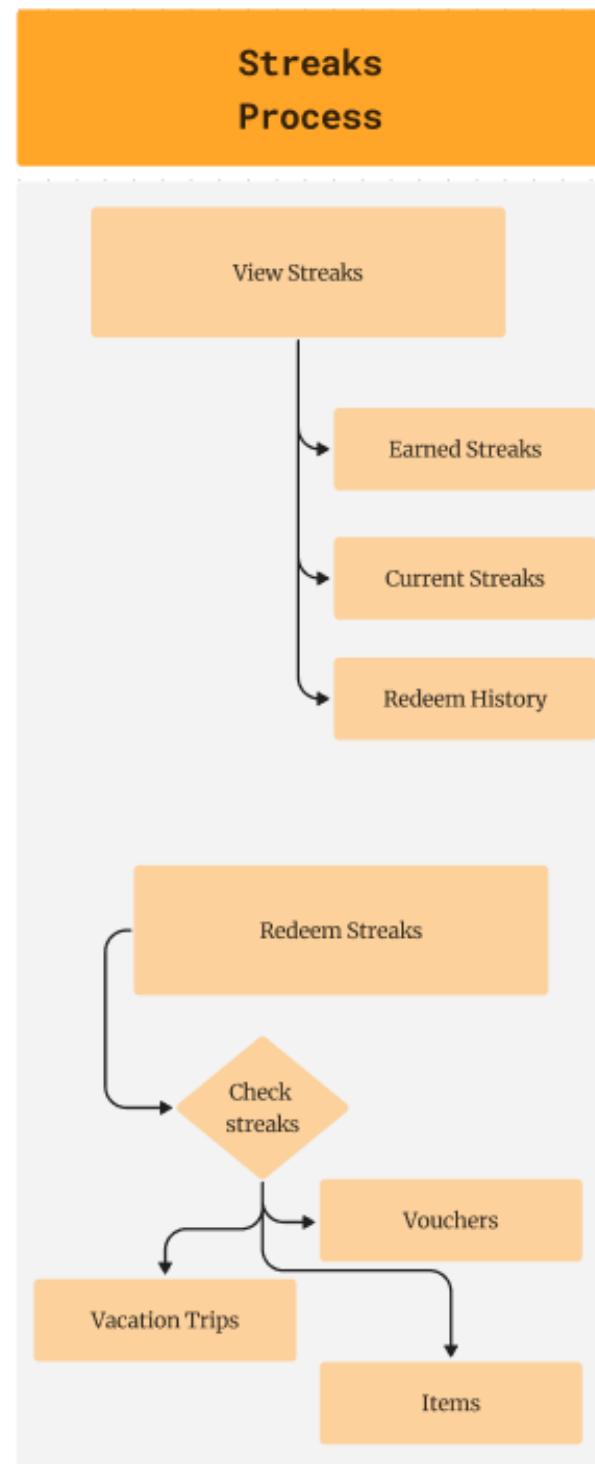


Figure 11. Cognitive Walkthrough Task Flow (Redeem)



5 Error Prevention

Definition Good error messages are important, but the best designs **carefully prevent problems** from occurring in the first place. Either eliminate error-prone conditions, or check for them and present users with a confirmation option before they commit to the action.



Figure 12. Heuristic Evaluation (Definition)

My number is

NP +977

When you tap "Continue", Icebreaker will send a text with verification code. Message and data rates may apply. The verified phone number can be used to log in.

NOTE:

- Just enter the number no need to enter any symbols or country code.
- Must be 10 digits long
- Must only contain number no alphabets or spaces or special characters

316 x 93

CONTINUE

Figure 13. Heuristic Evaluation (Design)

Questions Responses 2 Settings



Icebreaker Feedback

We would love to hear your thoughts or feedback on how we can improve your experience!

Figure 14. Google Survey Form

Questions Responses 2 Settings

2 responses

+ View in Sheets

Accepting responses

Summary Question Individual

What is your name?
2 responses

Subarna Devkota
Nirjal Kansakar

Figure 15. Google Survey Form Responses

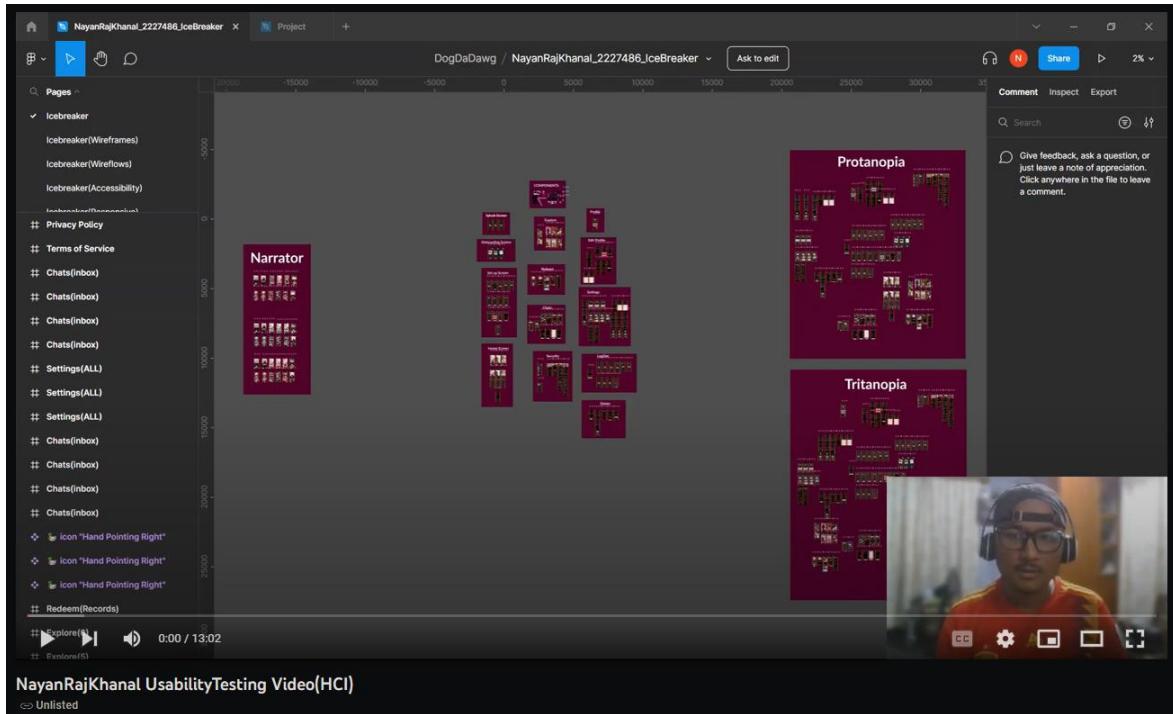


Figure 16. Protocol Analysis Usability I

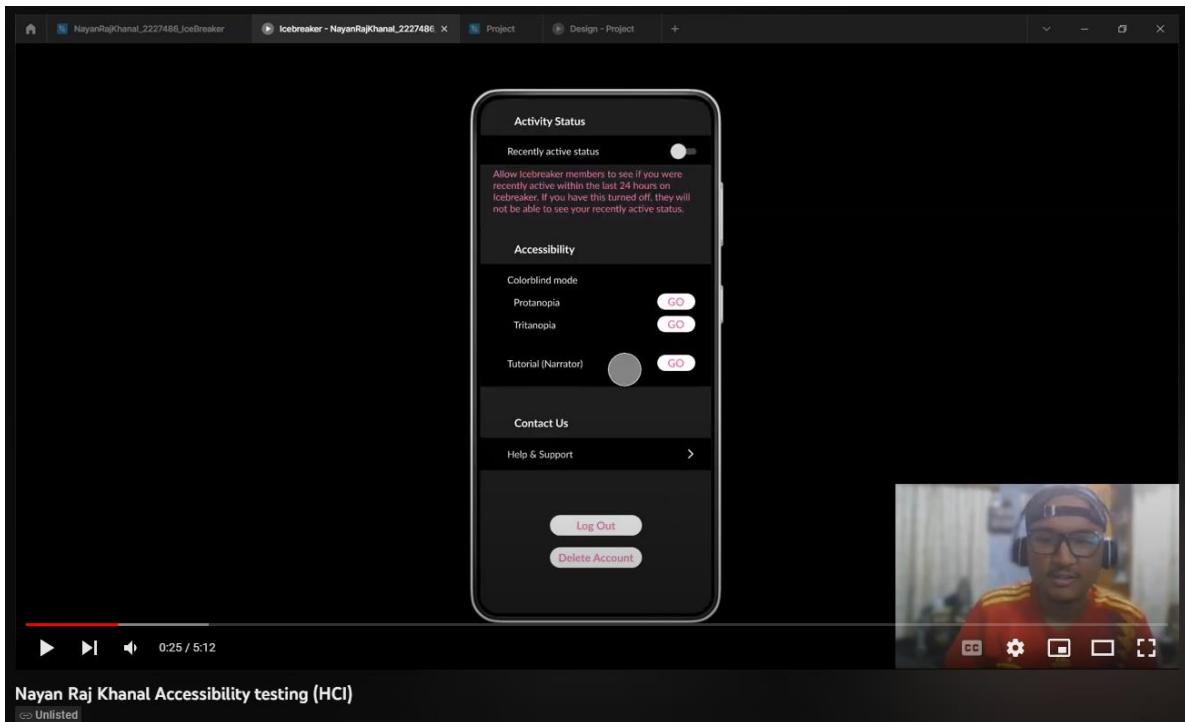


Figure 17. Protocol Analysis Accessibility I

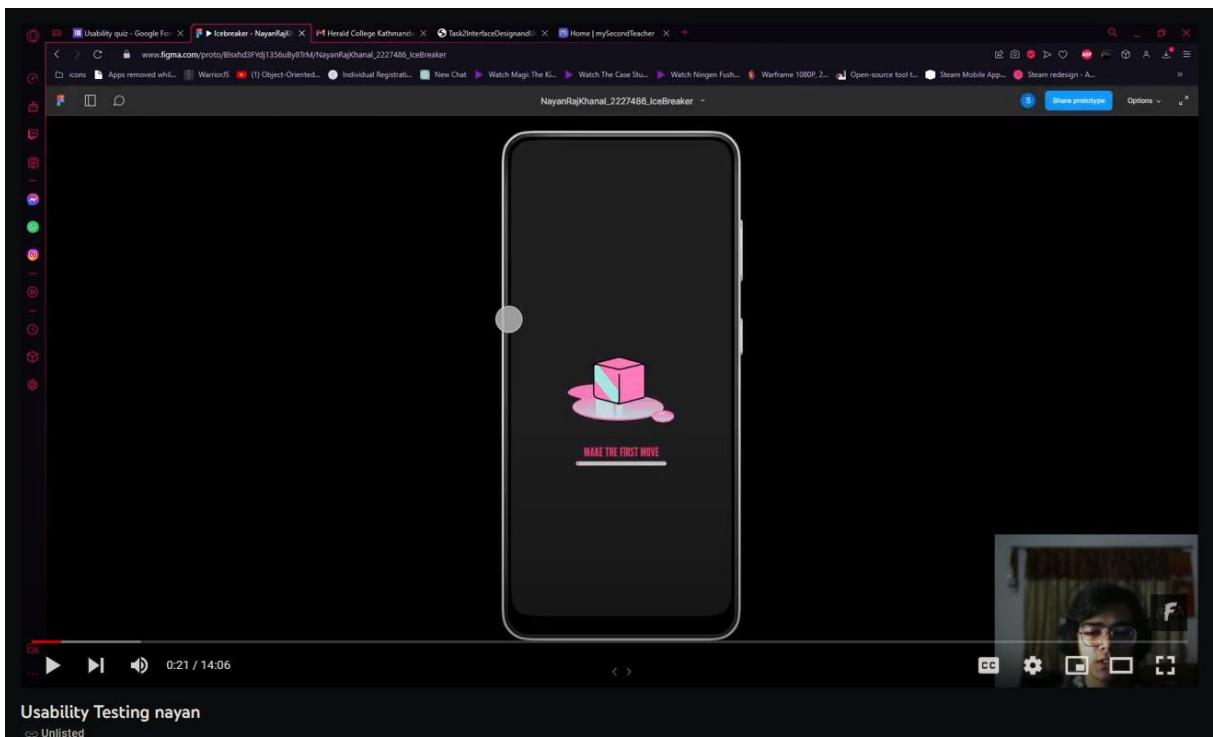


Figure 18. Protocol Analysis Usability 2

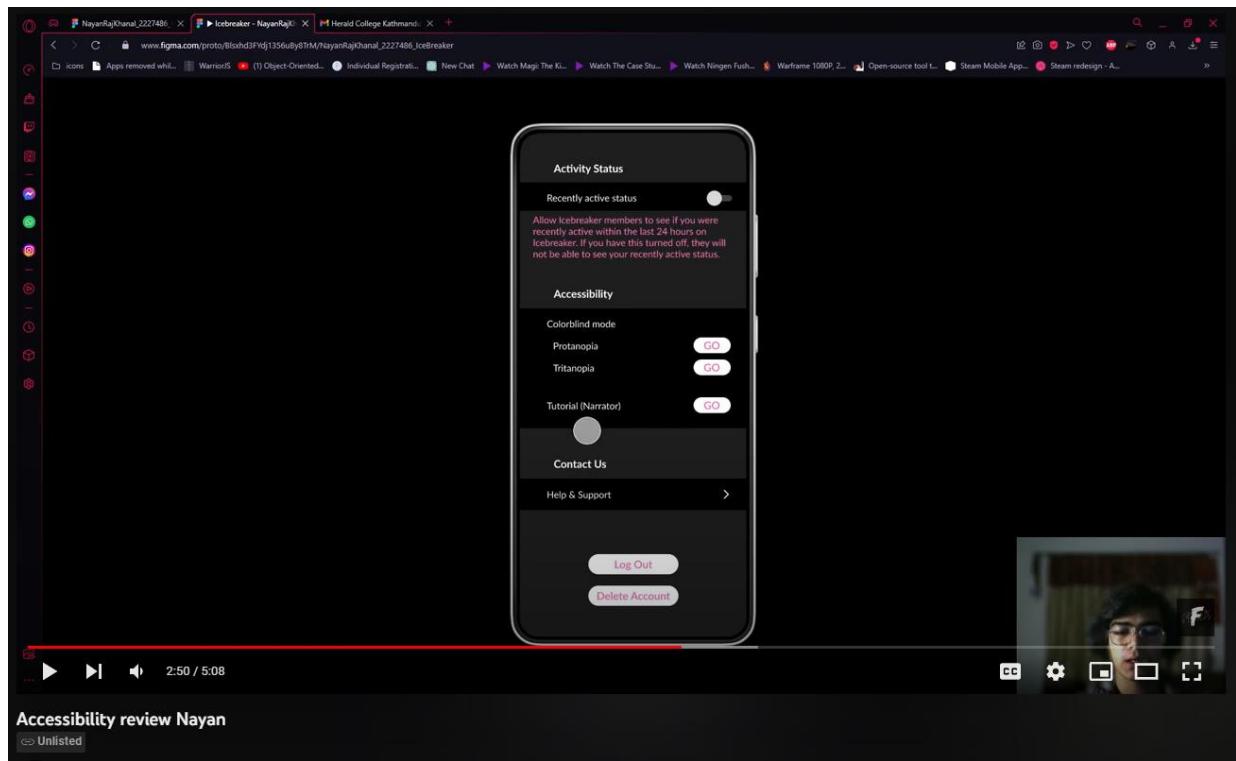


Figure 19. Protocol Analysis Accessibility 2

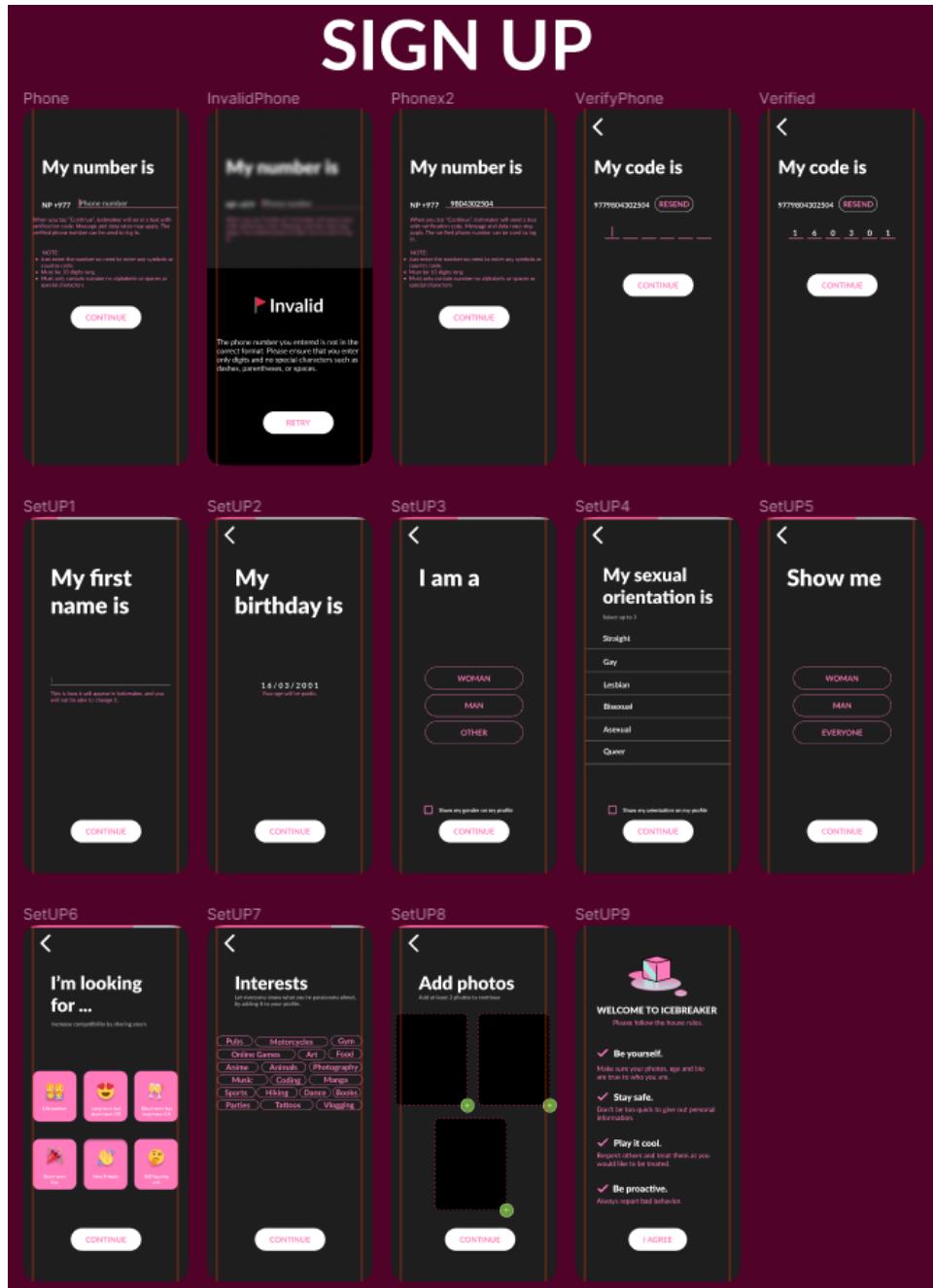


Figure 20. Sign Up (Design)

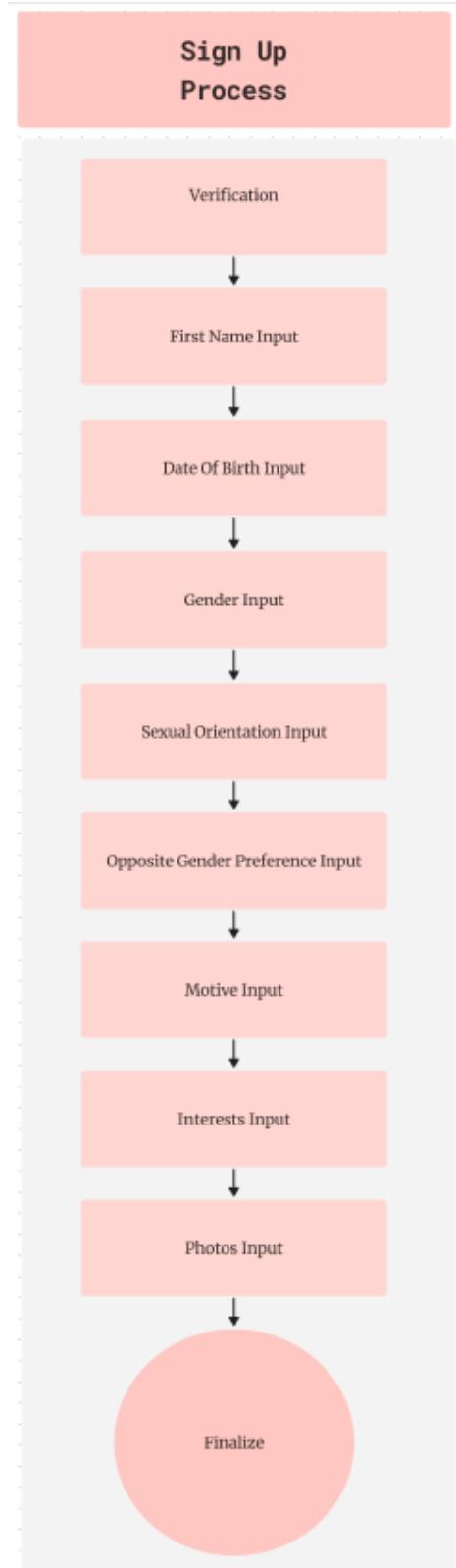


Figure 21. Sign Up (Task Flow)

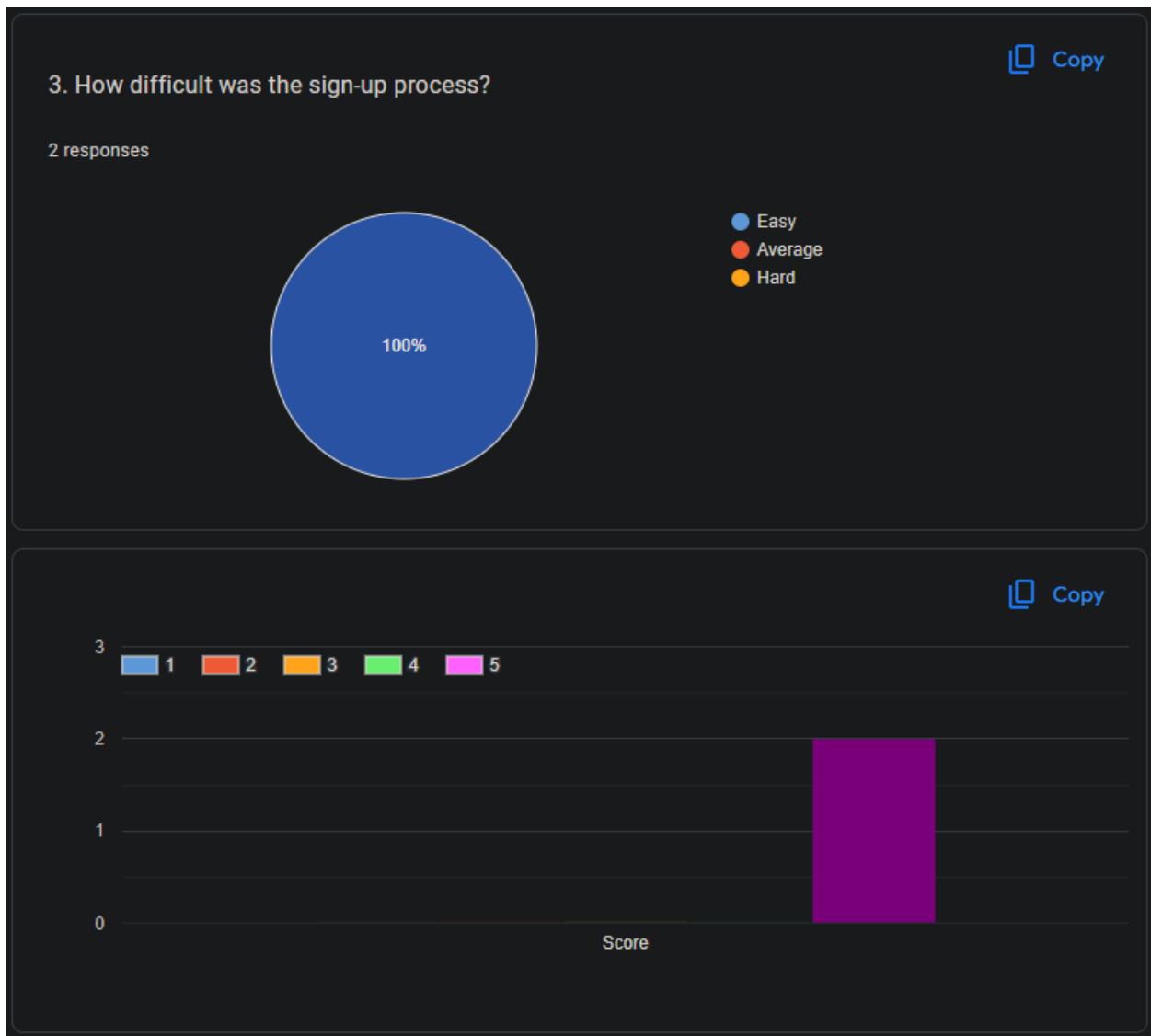


Figure 22. Sign Up (Survey Response)

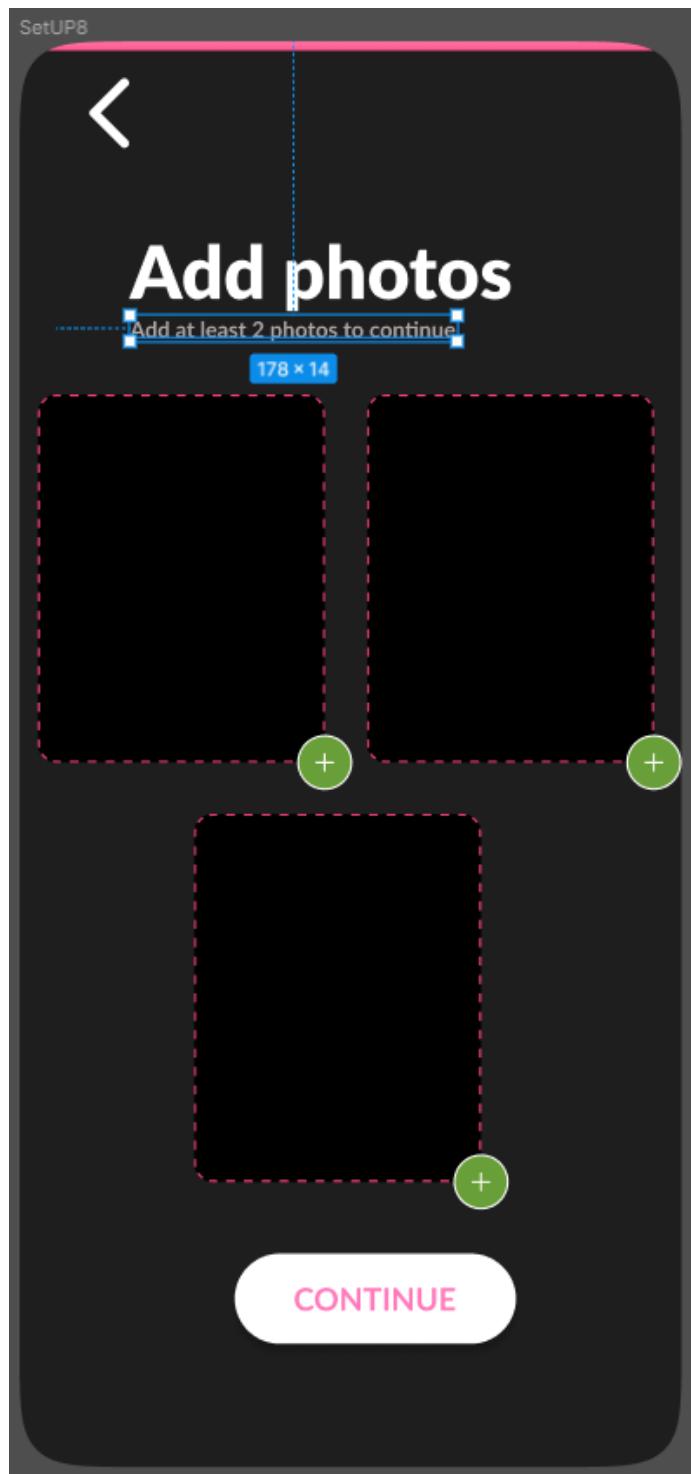


Figure 23. Sign Up (Feedback)

Home Page

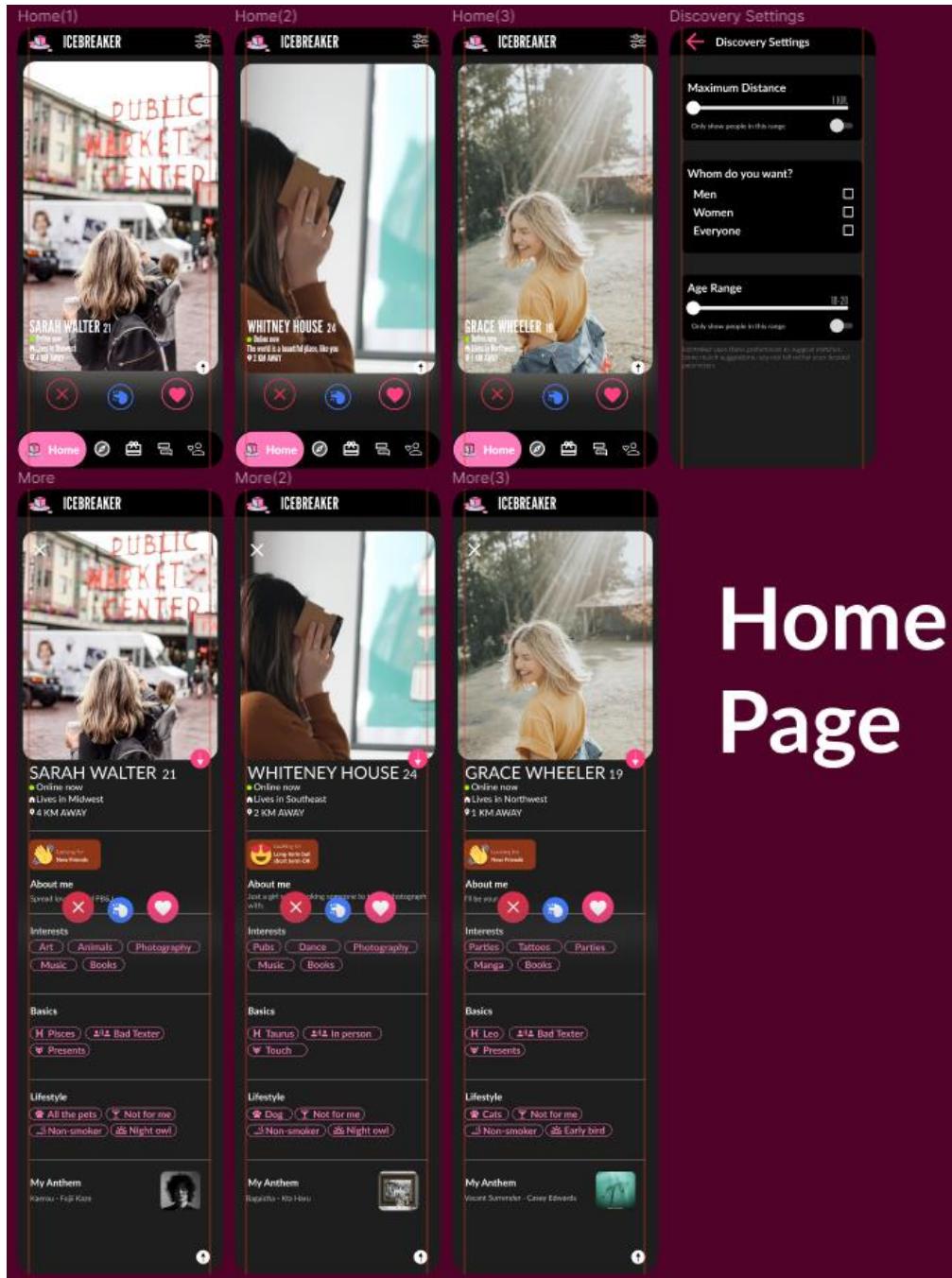


Figure 24. Home Page (Design)

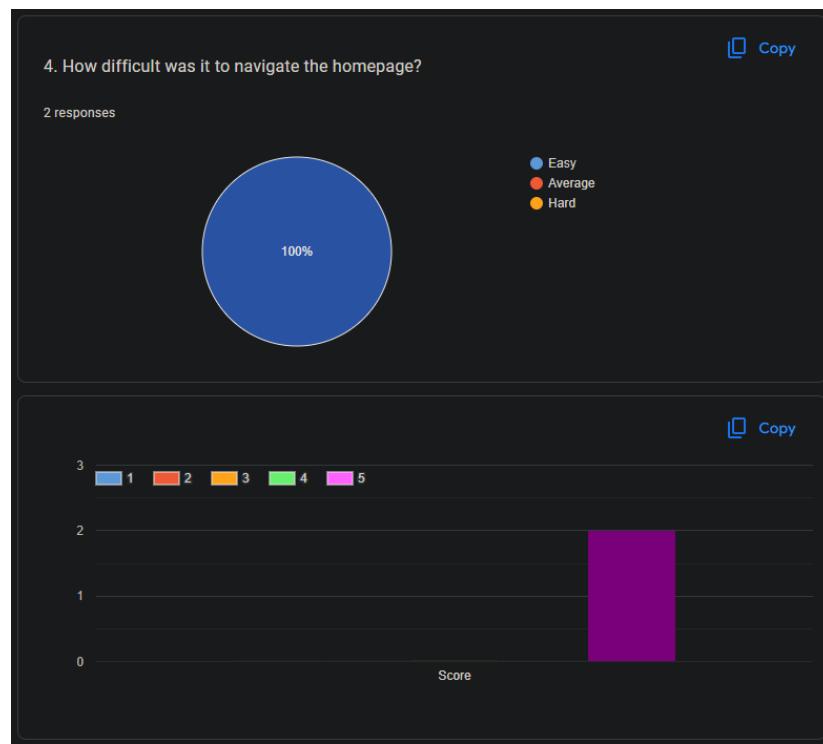


Figure 25. Home Page (Survey Response 1)

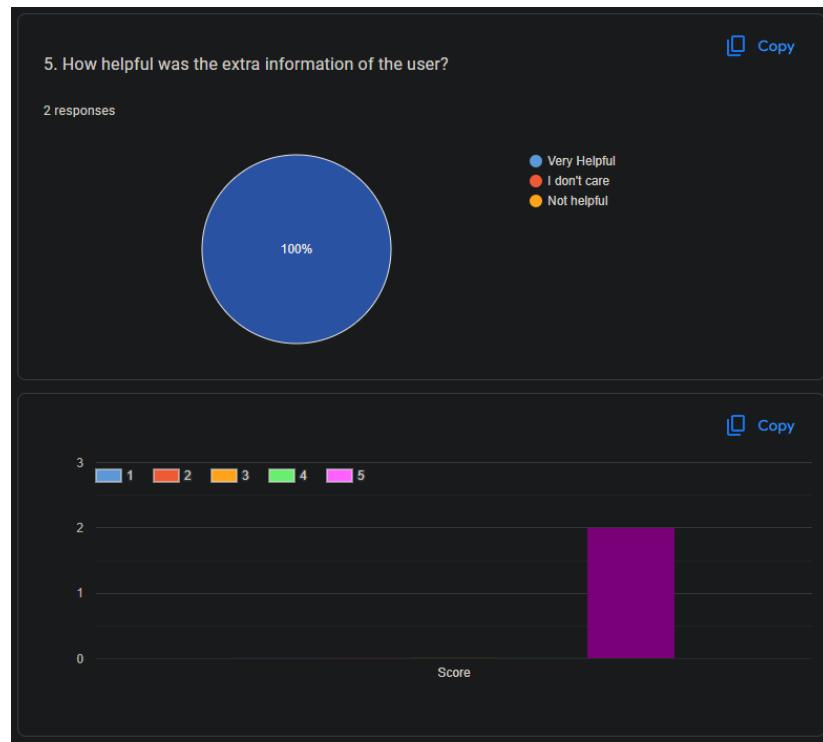


Figure 26. Home Page (Survey Response 2)

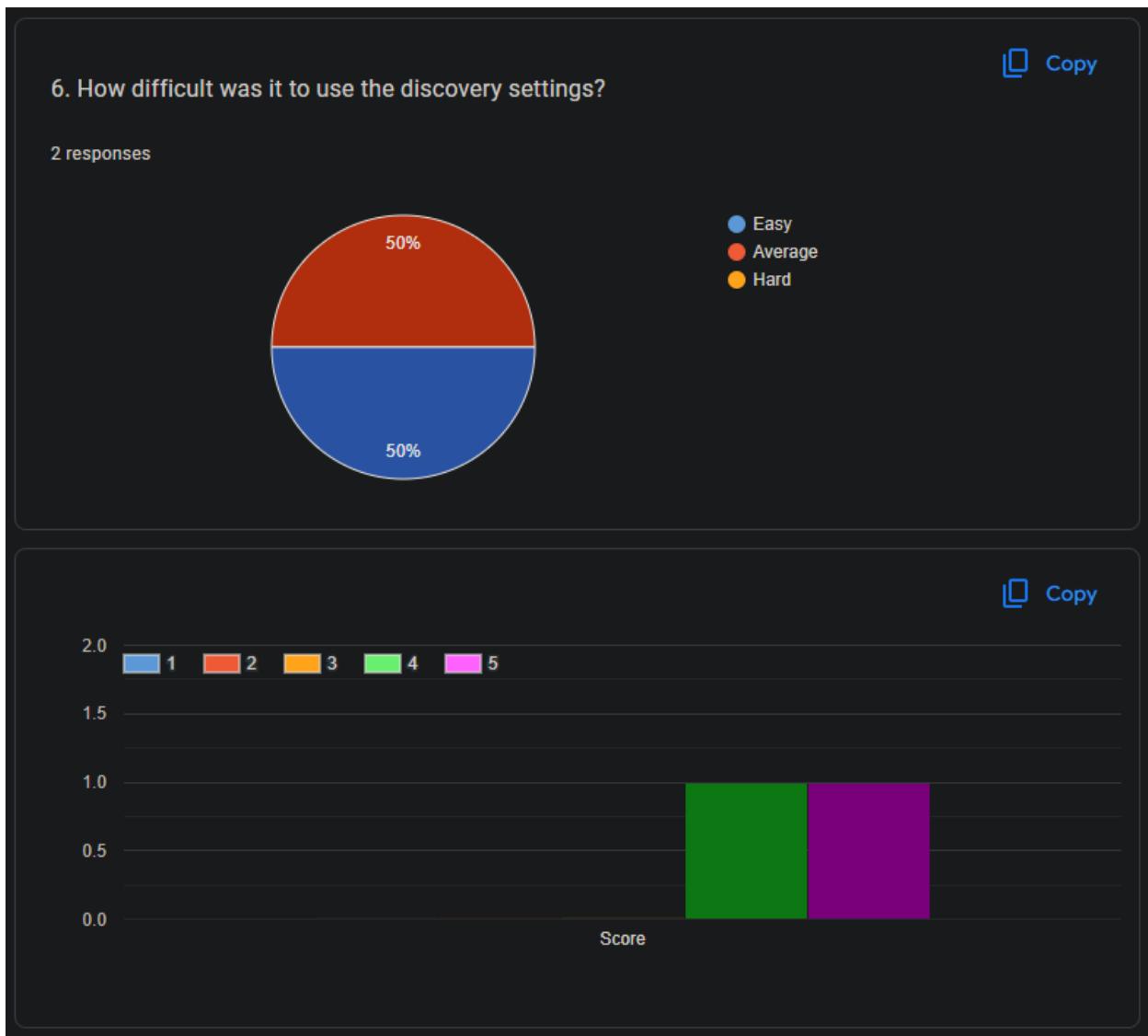


Figure 27. Home Page (Survey Response 3)

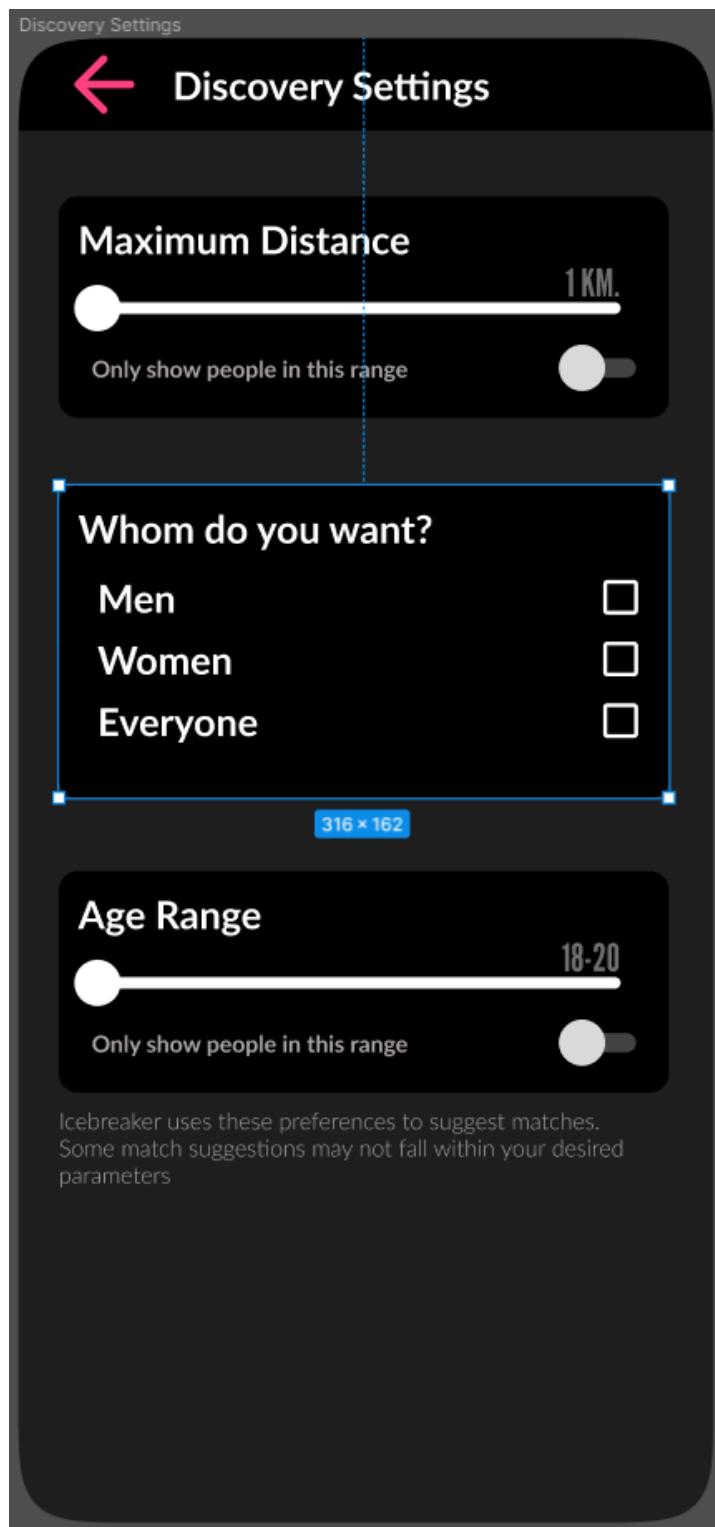


Figure 28. Home Page (Feedback)

Explore

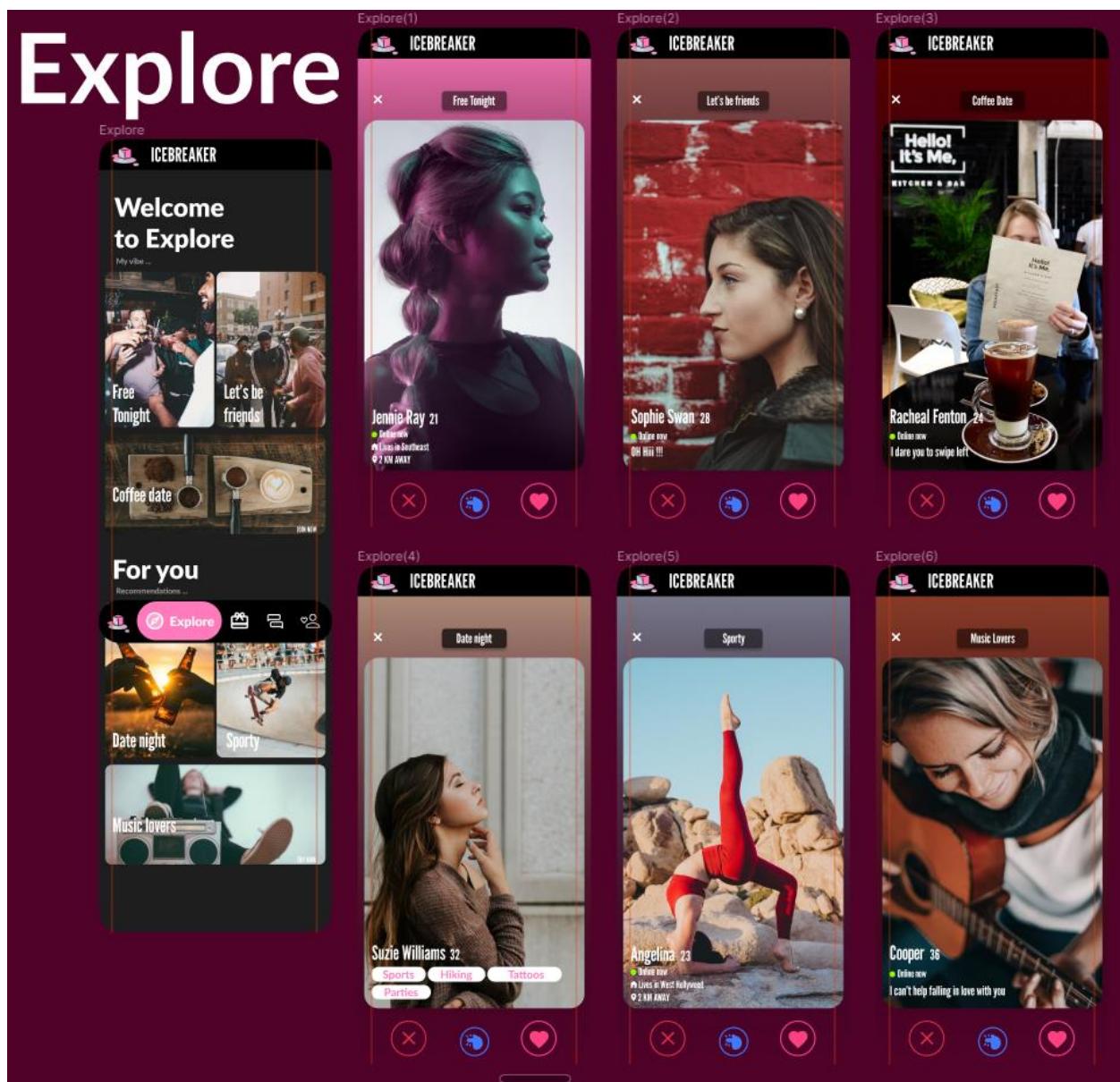


Figure 29. Explore Page (Design)

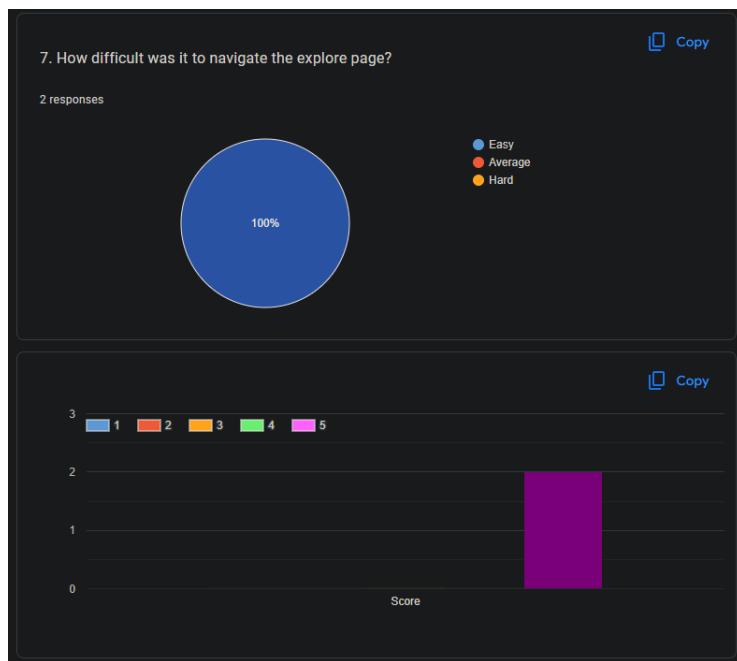


Figure 30. Explore Page (Survey Response 1)



Figure 31. Explore Page (Survey Response 2)

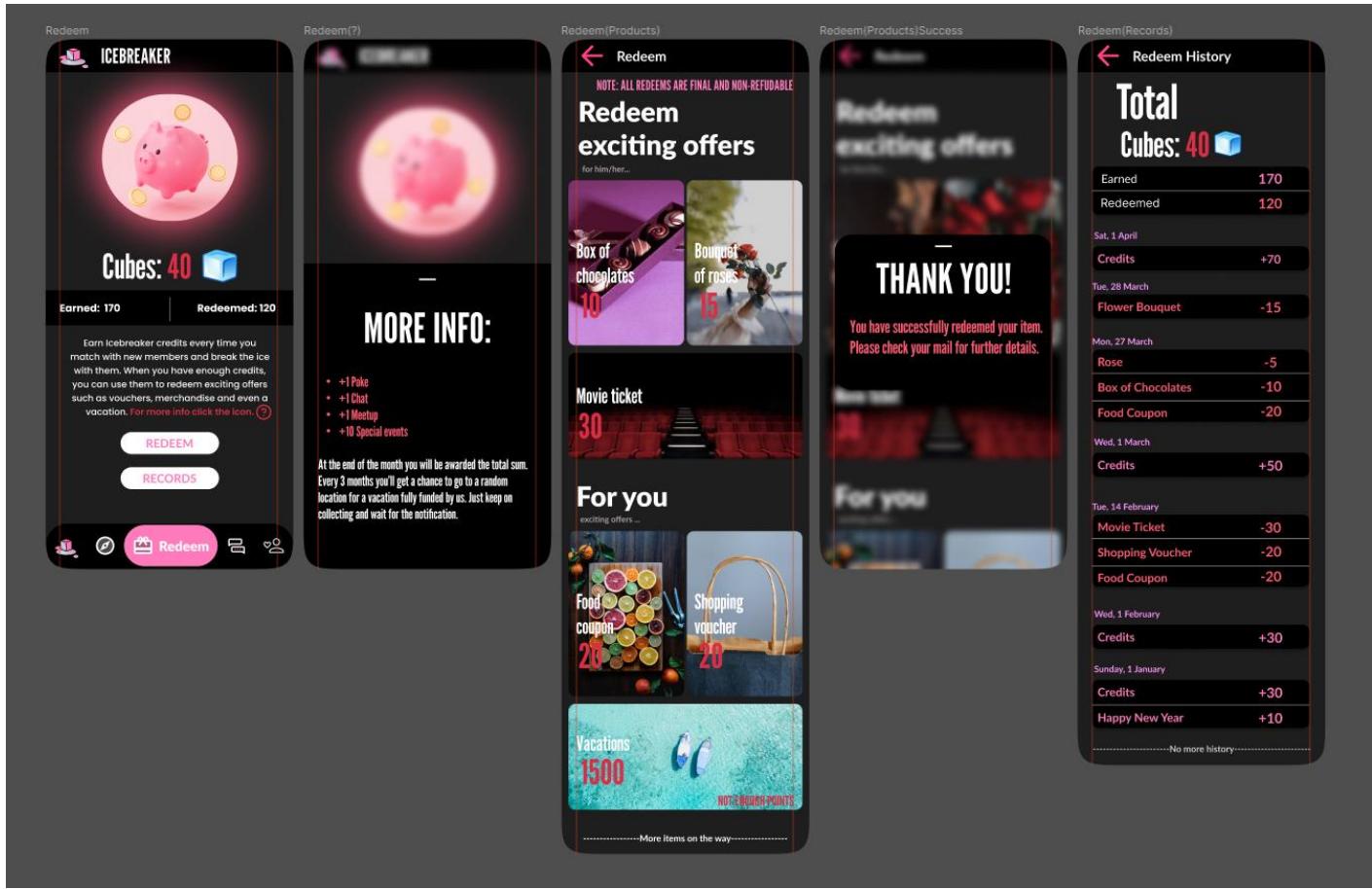


Figure 32. Redeem Page (Design)

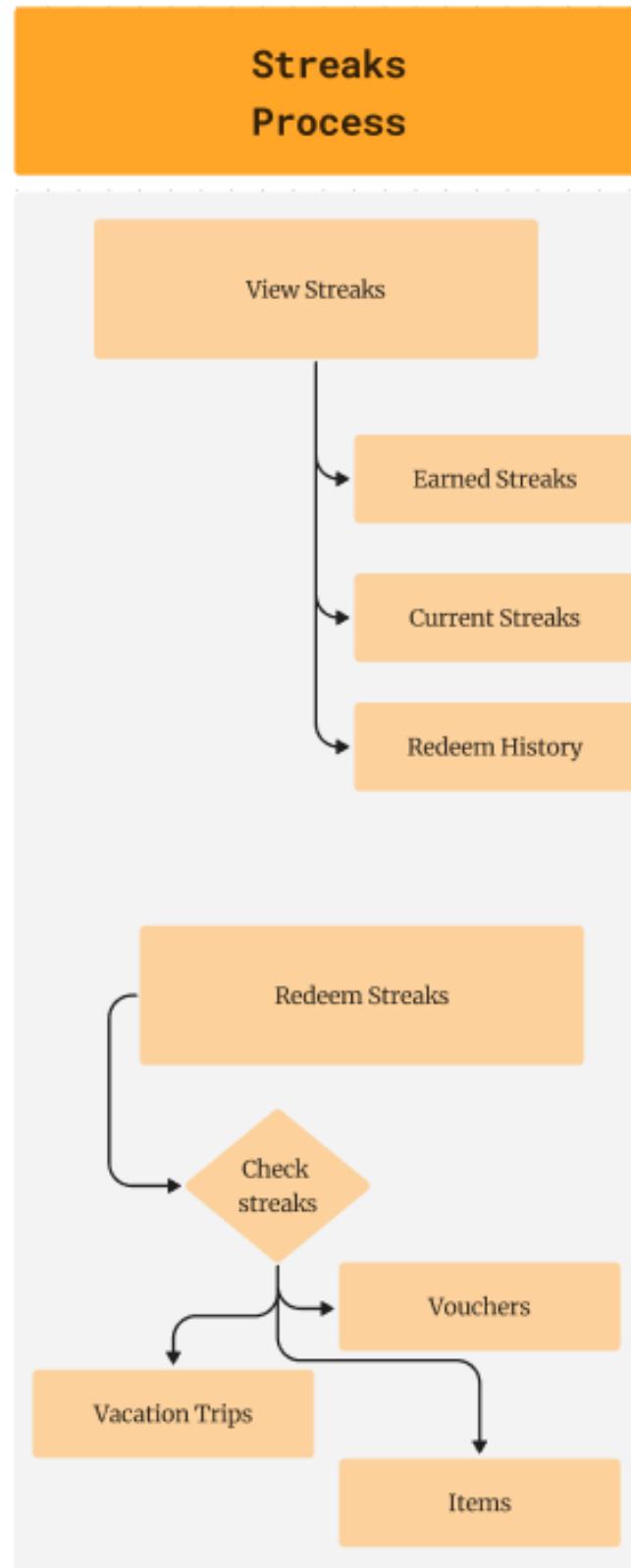


Figure 33. Redeem Page (Task Flow)

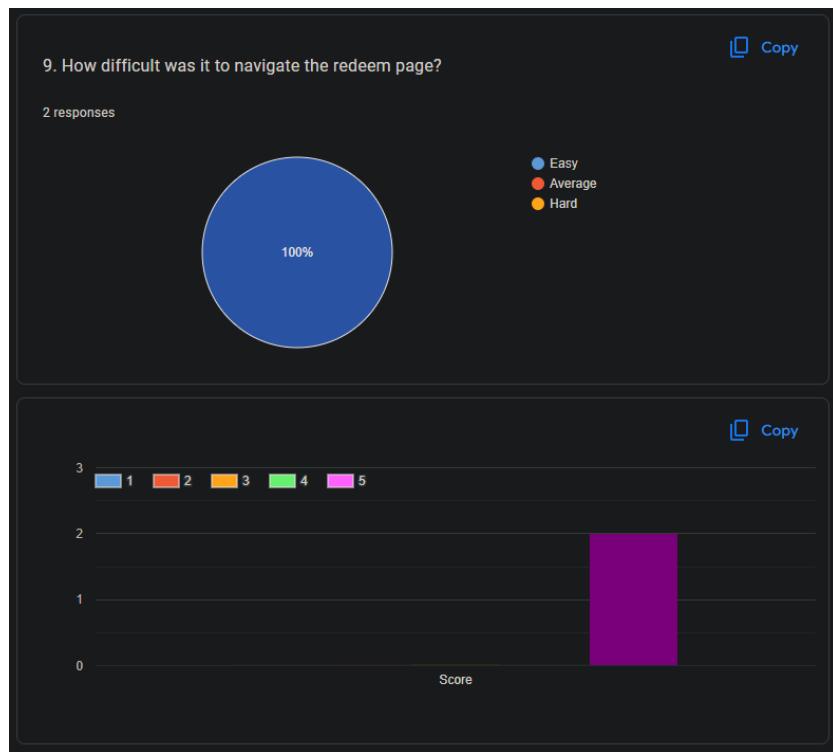


Figure 34. Redeem Page (Survey Response 1)

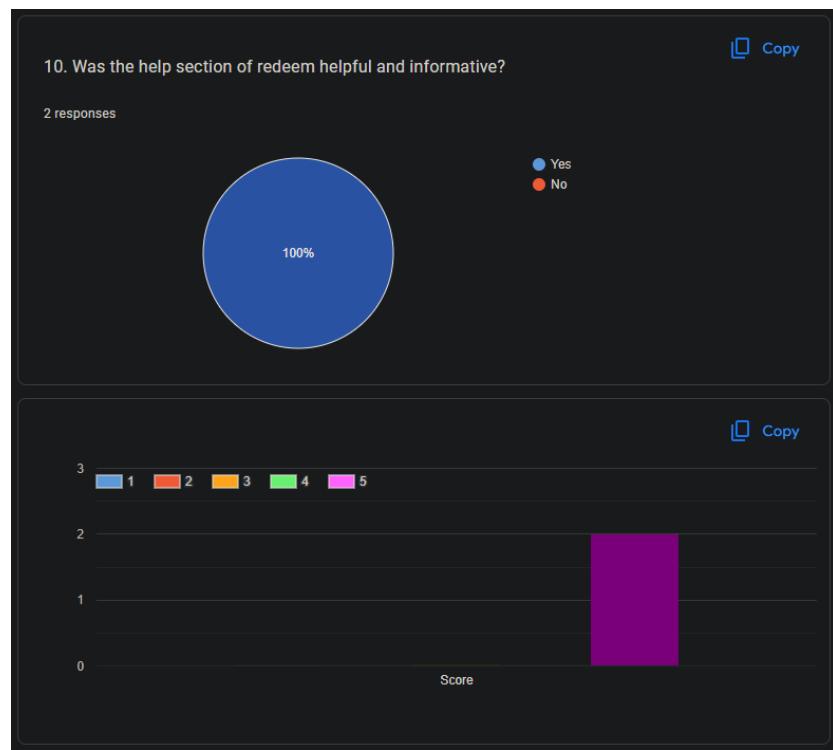


Figure 35. Redeem Page (Survey Response 2)

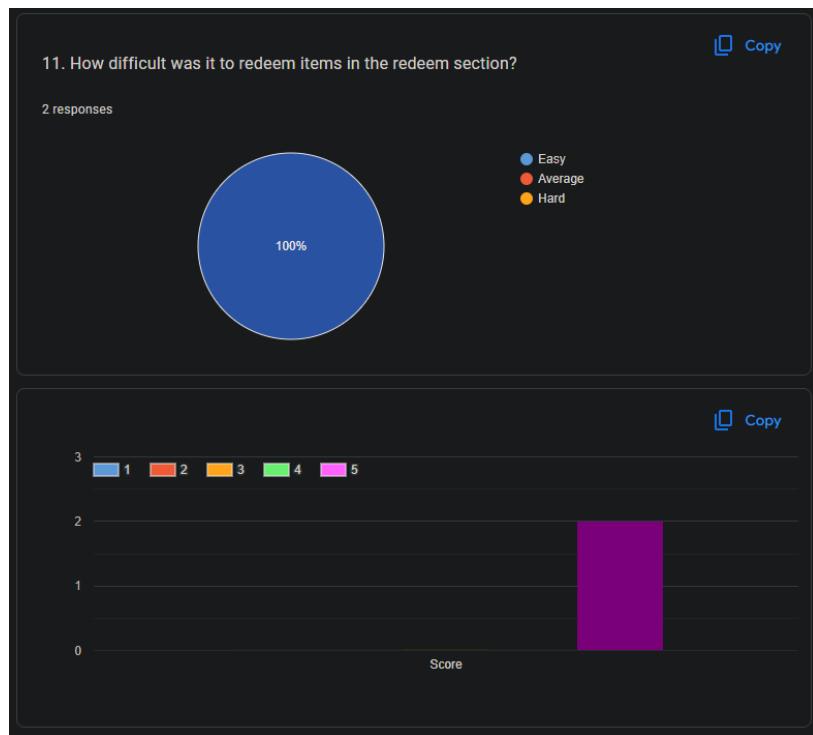


Figure 36. Redeem Page (Survey Response 3)

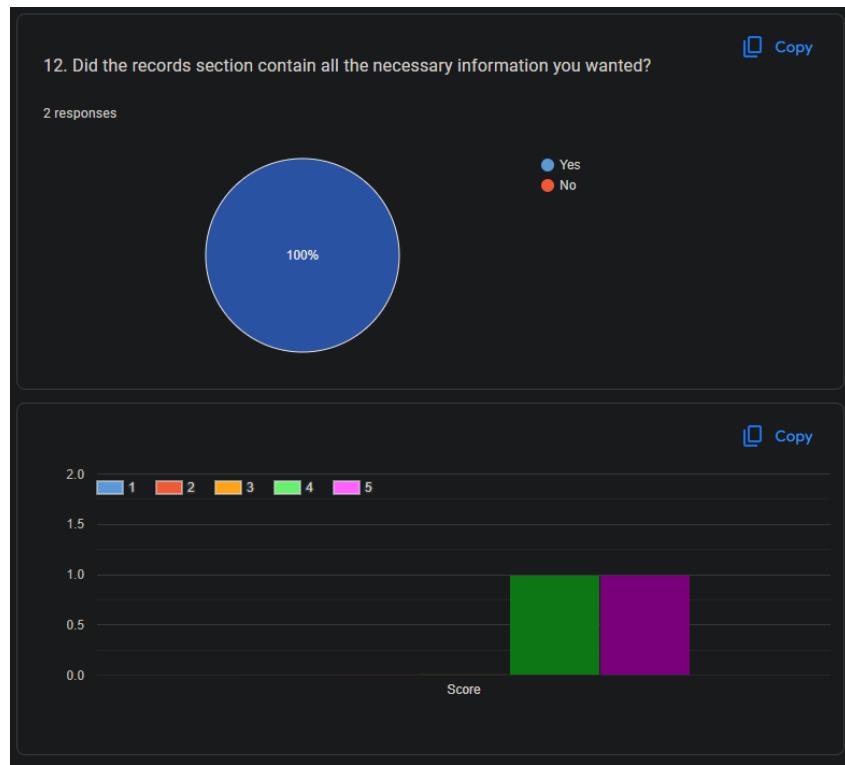


Figure 37. Redeem Page (Survey Response 4)

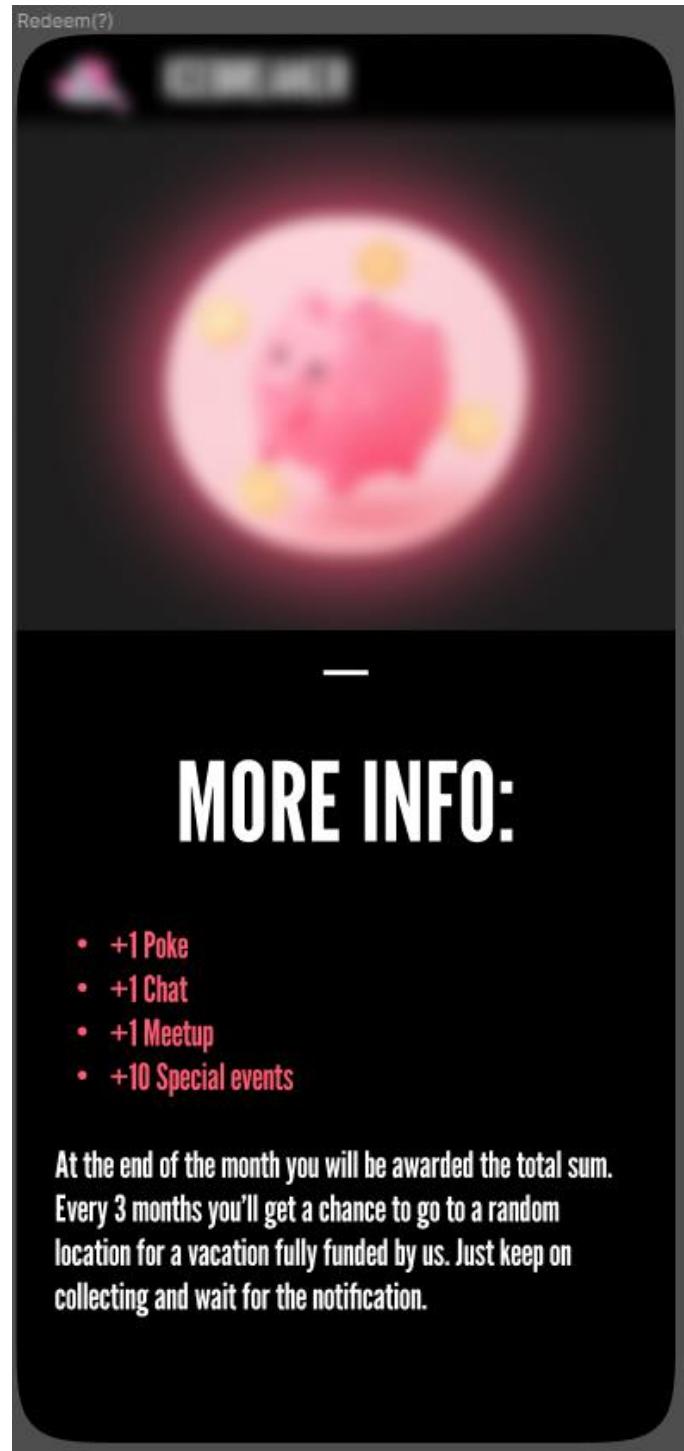


Figure 38. Redeem Page (Feedback 1)

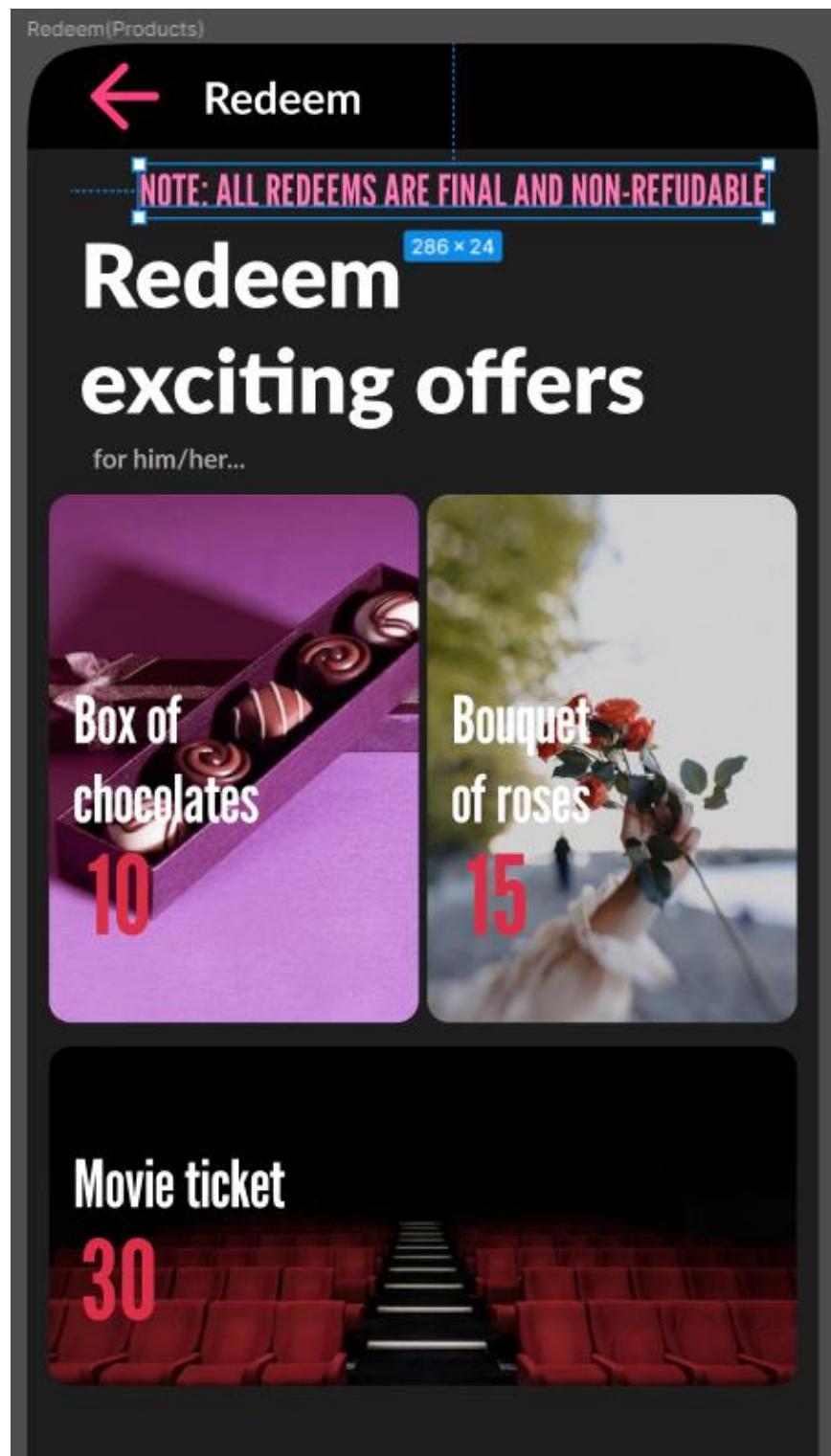


Figure 39. Redeem Page (Feedback 2)



Figure 40. Redeem Page (Feedback 3)

Chats

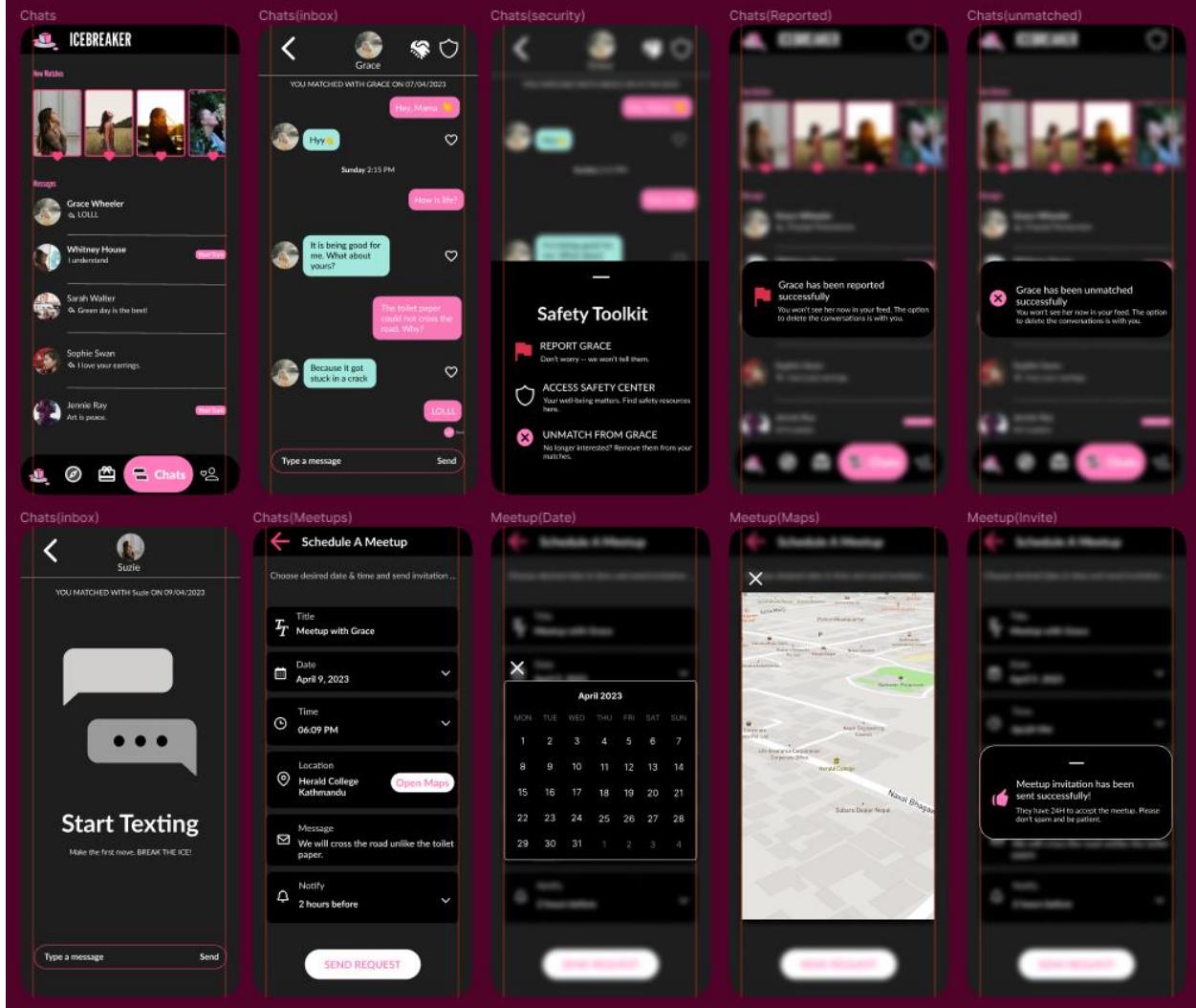


Figure 41. Chat Page (Design)

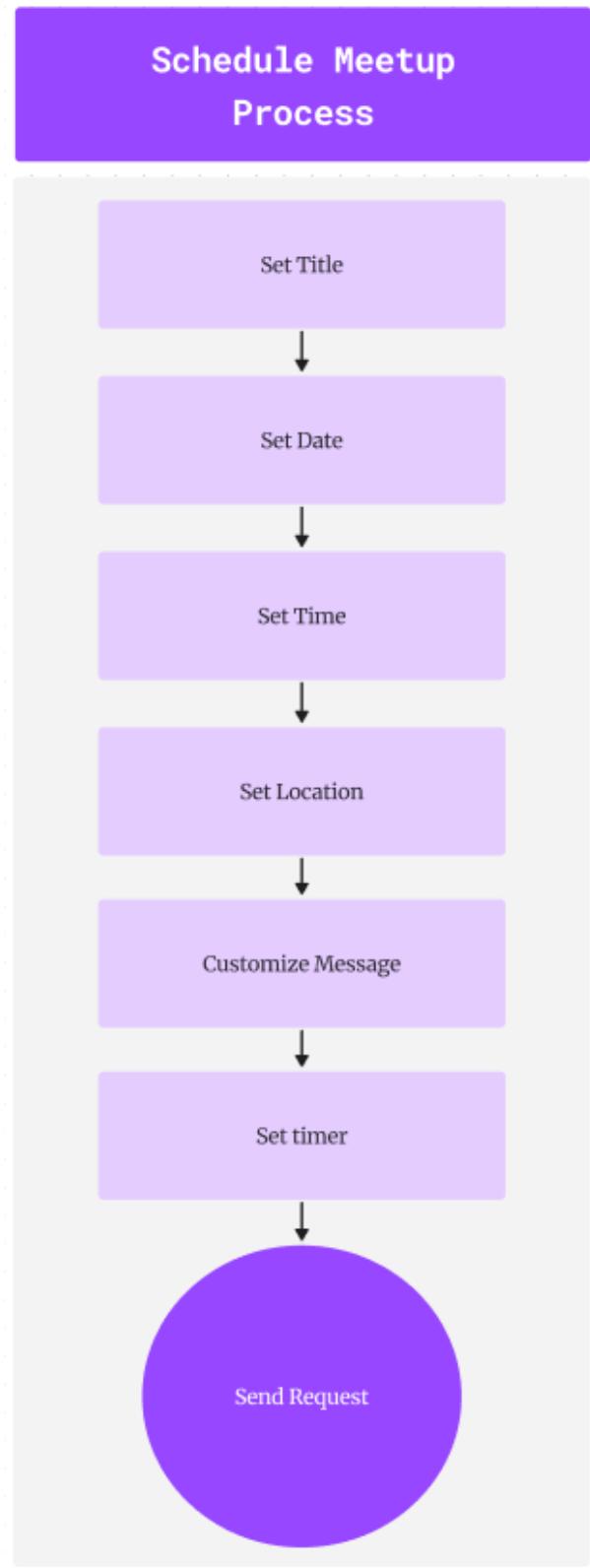


Figure 42. Chat Page (Task Flow)

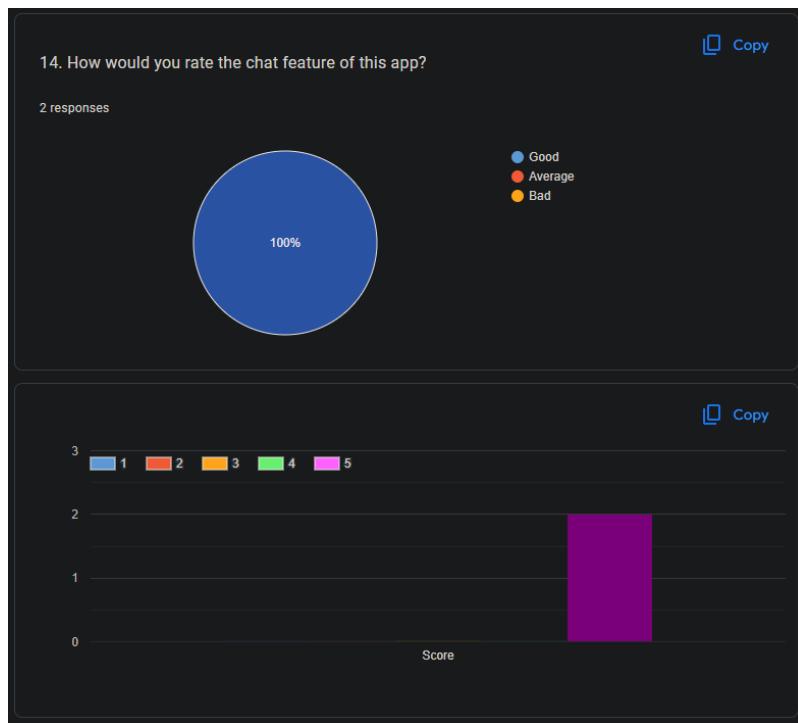


Figure 43. Chat Page (Survey Response 1)

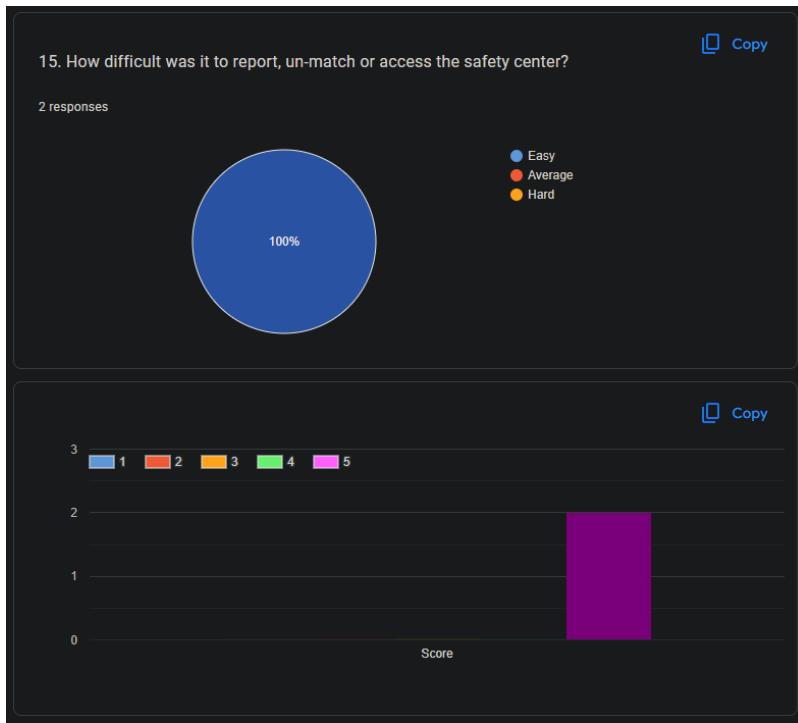


Figure 44. Chat Page (Survey Response 2)



Figure 45. Chat Page (Survey Response 3)



Figure 46. Chat Page (Survey Response 4)

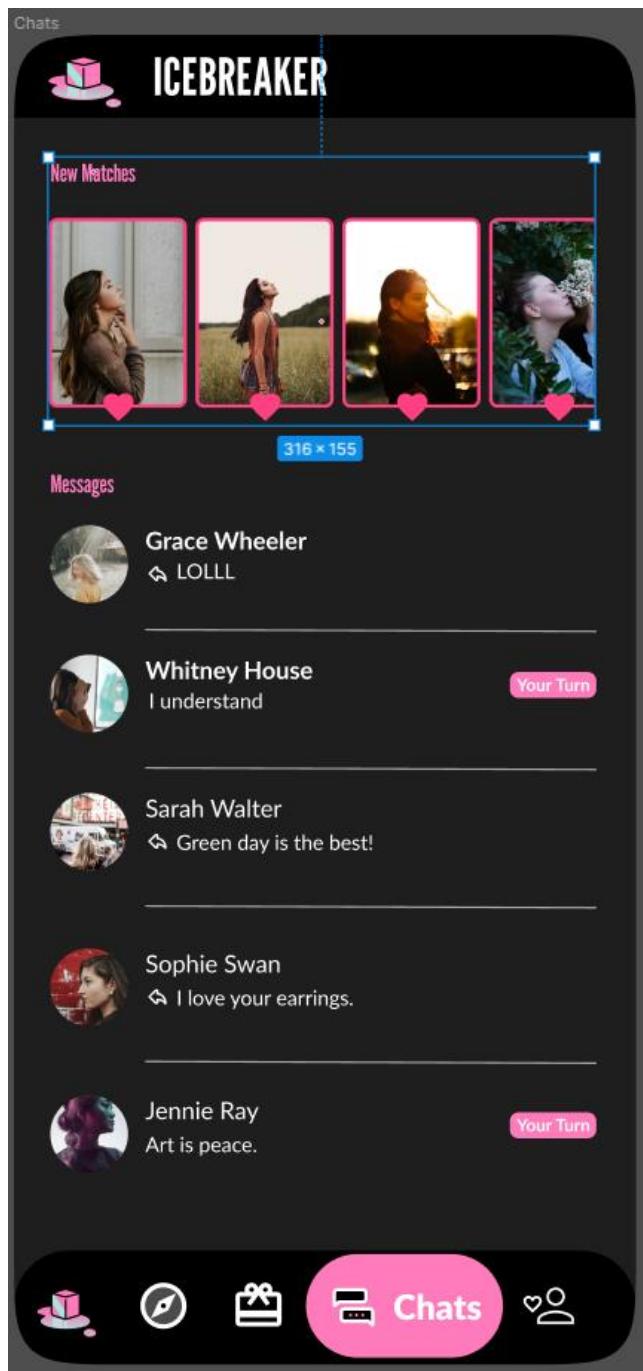


Figure 47. Chat Page (Feedback)

Profile



Figure 48. Profile Page (Design)

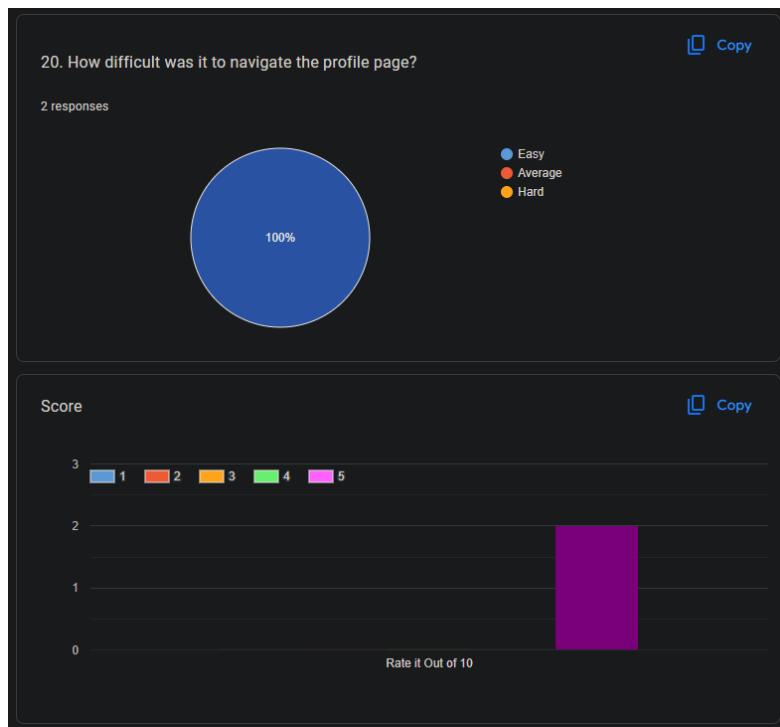


Figure 49. Profile Page (Survey Response 1)

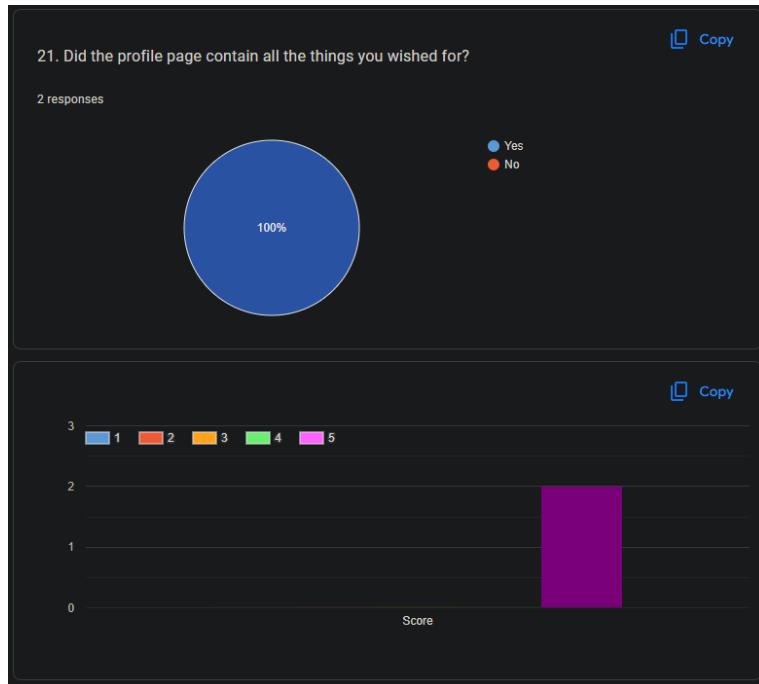


Figure 50. Profile Page (Survey Response 2)

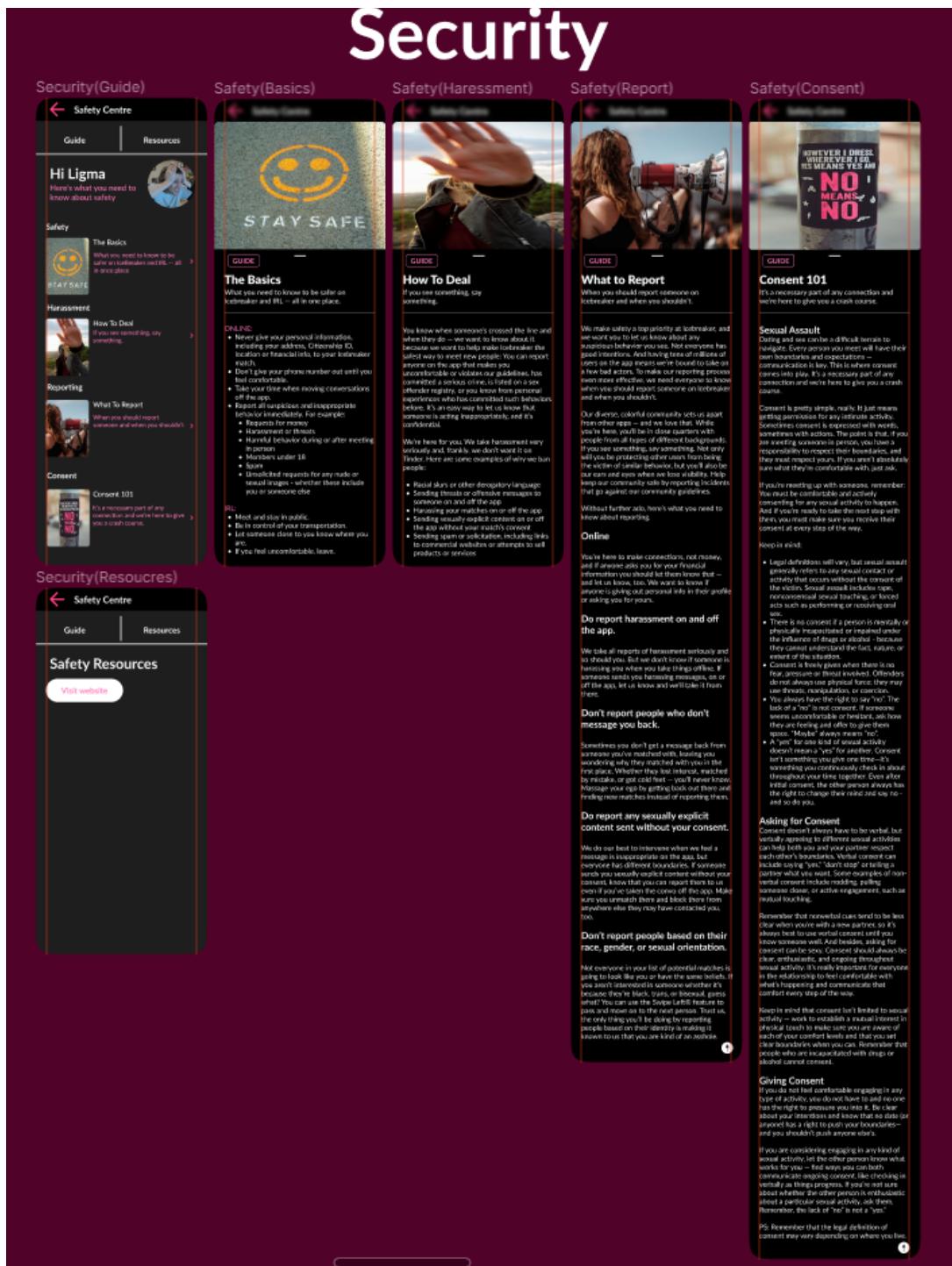


Figure 51. Safety Center (Design)

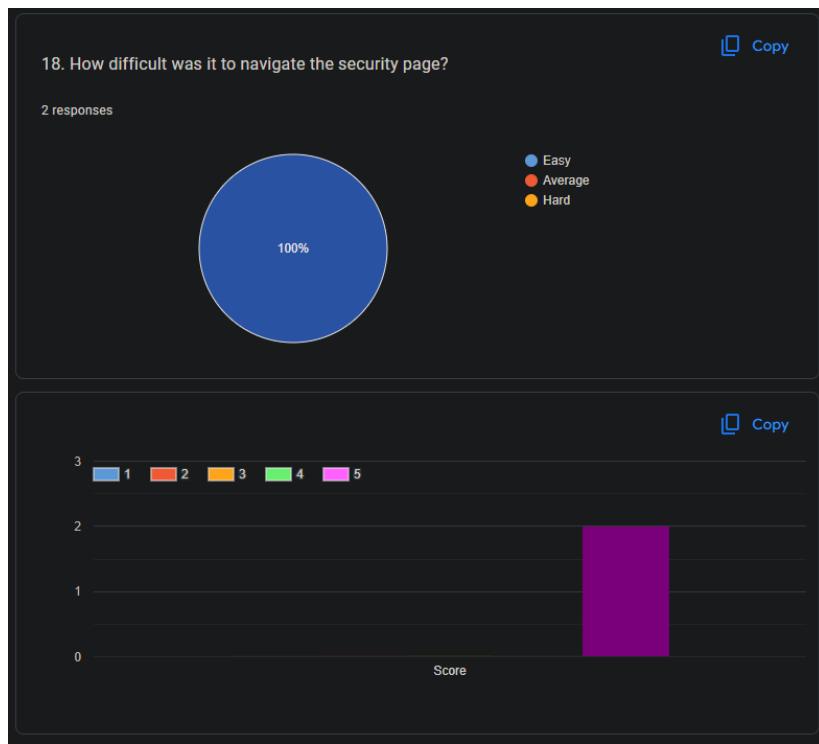


Figure 52. Safety Center (Survey Response 1)

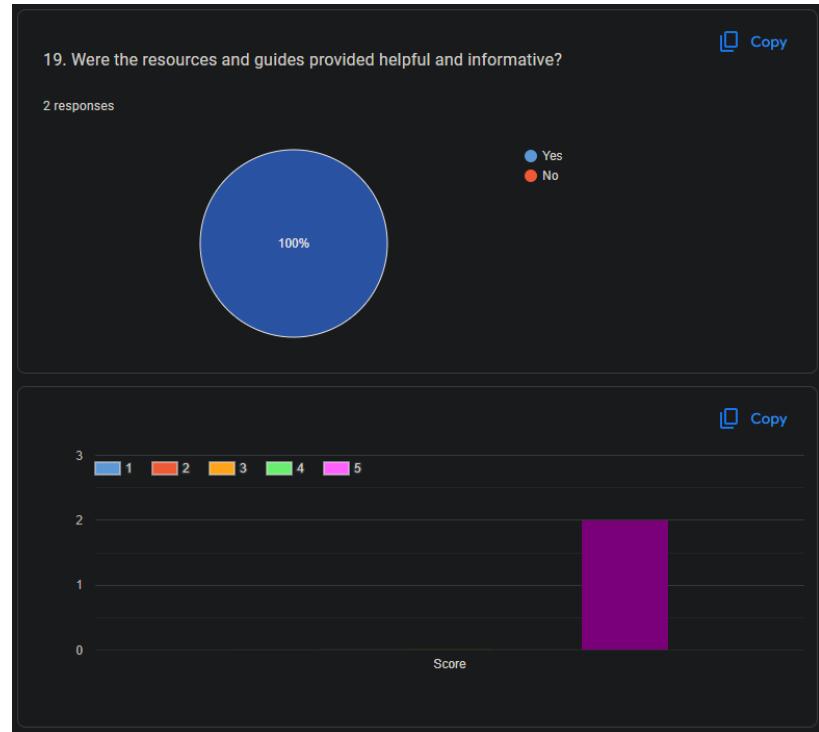


Figure 53. Safety Center (Survey Response 2)

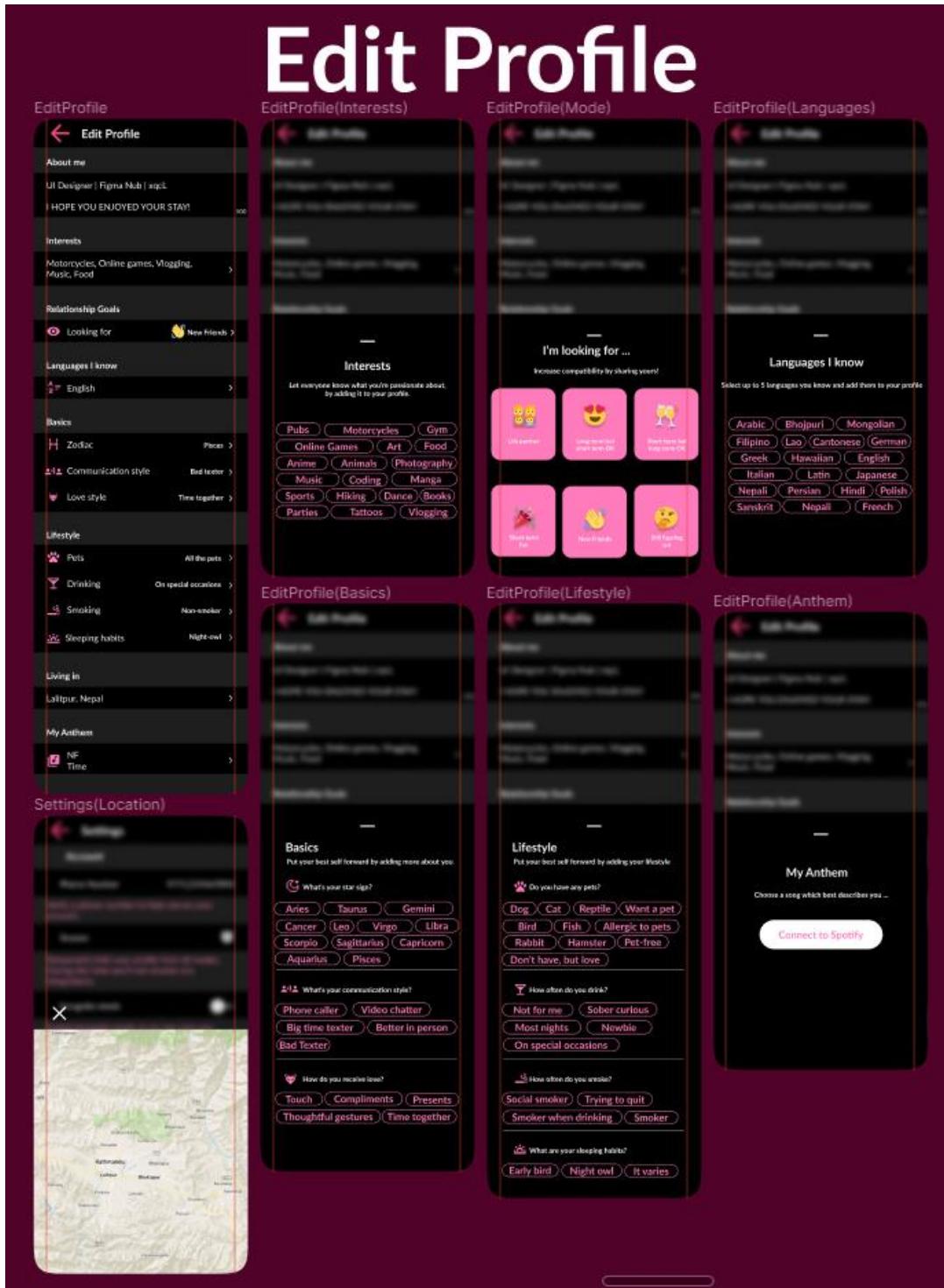


Figure 54. Edit Profile (Design)

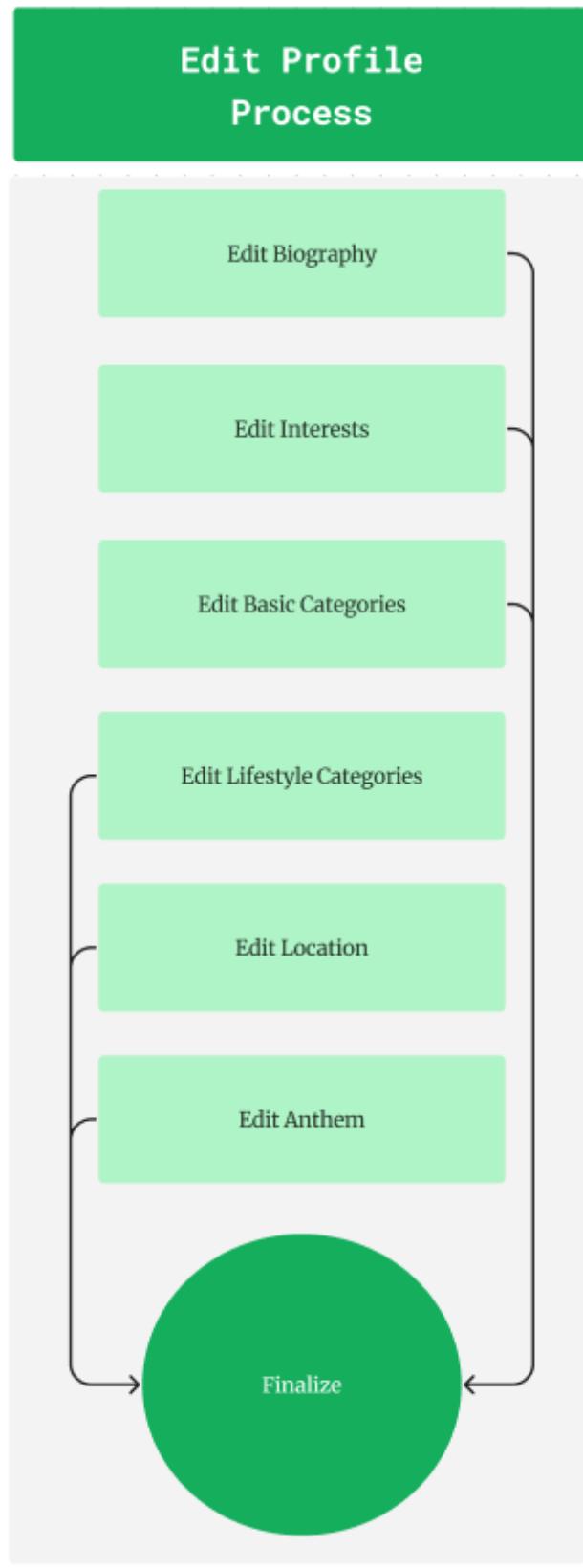


Figure 55. Edit Profile (Task Flow)

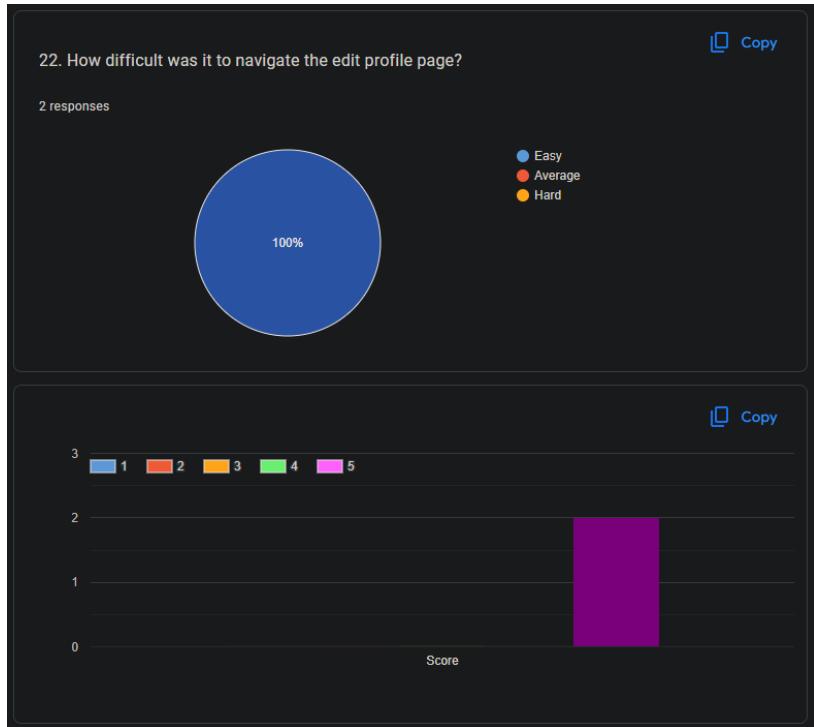


Figure 56. Edit Profile (Survey Response 1)

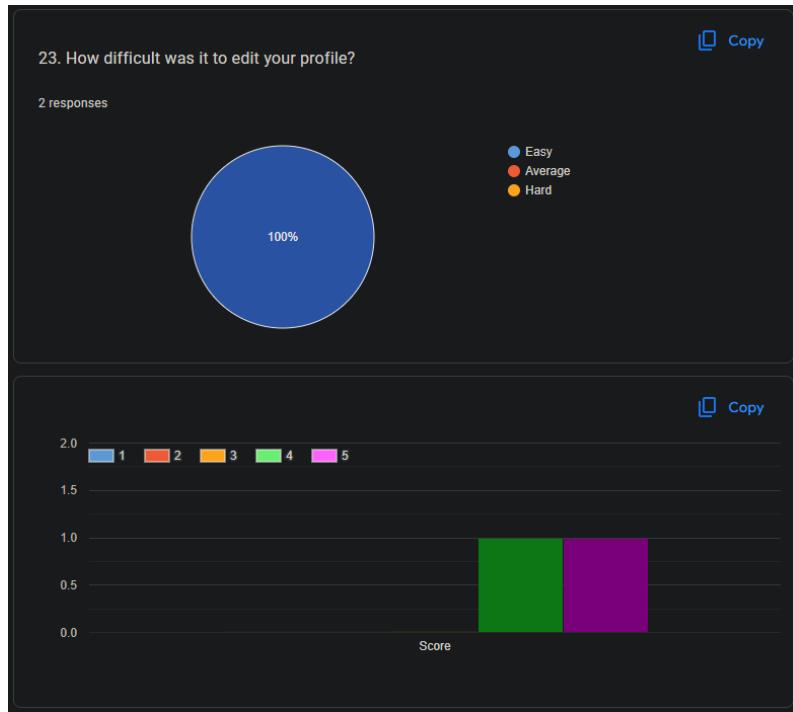


Figure 57. Edit Profile (Survey Response 2)

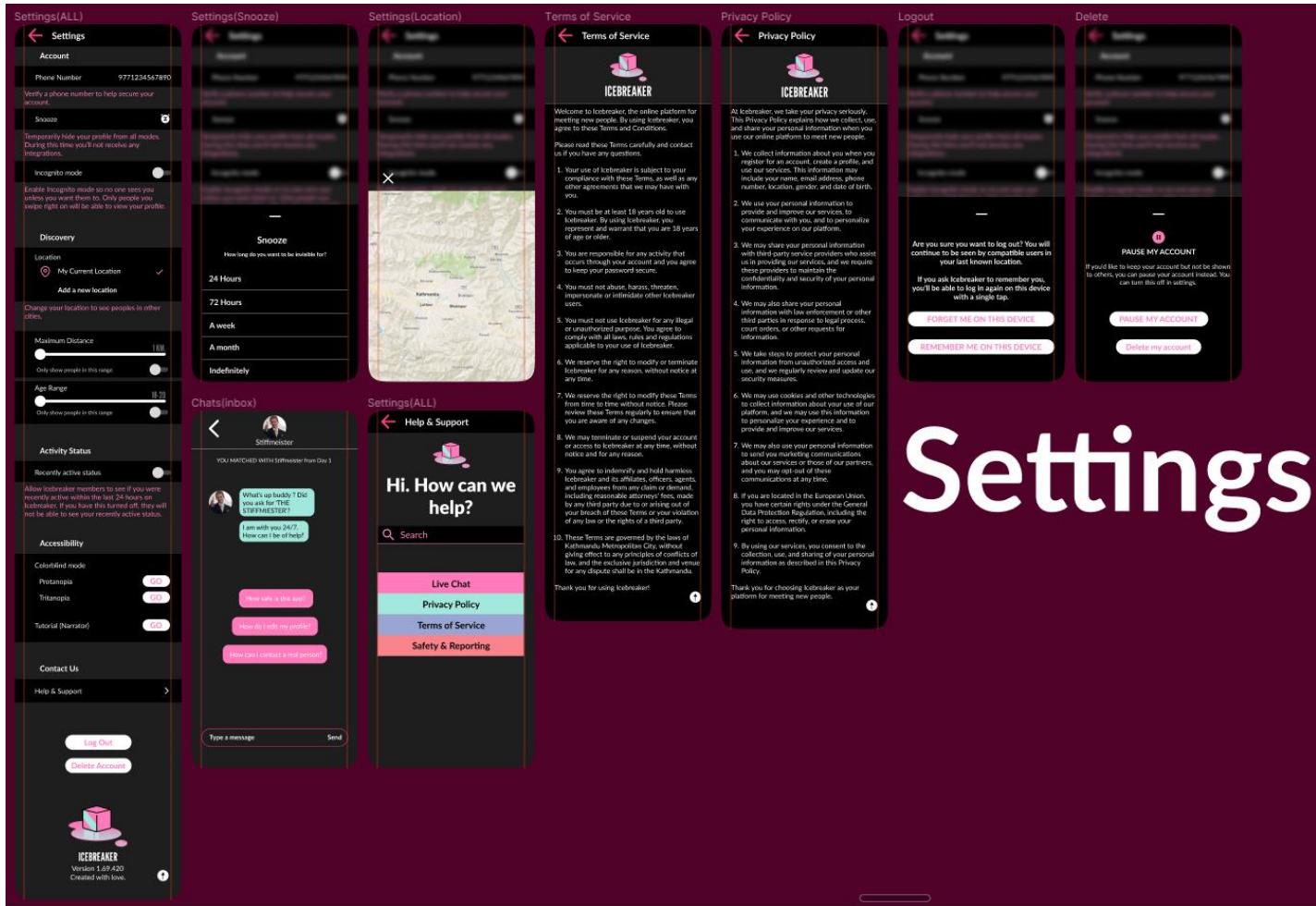


Figure 58. Settings (Design)

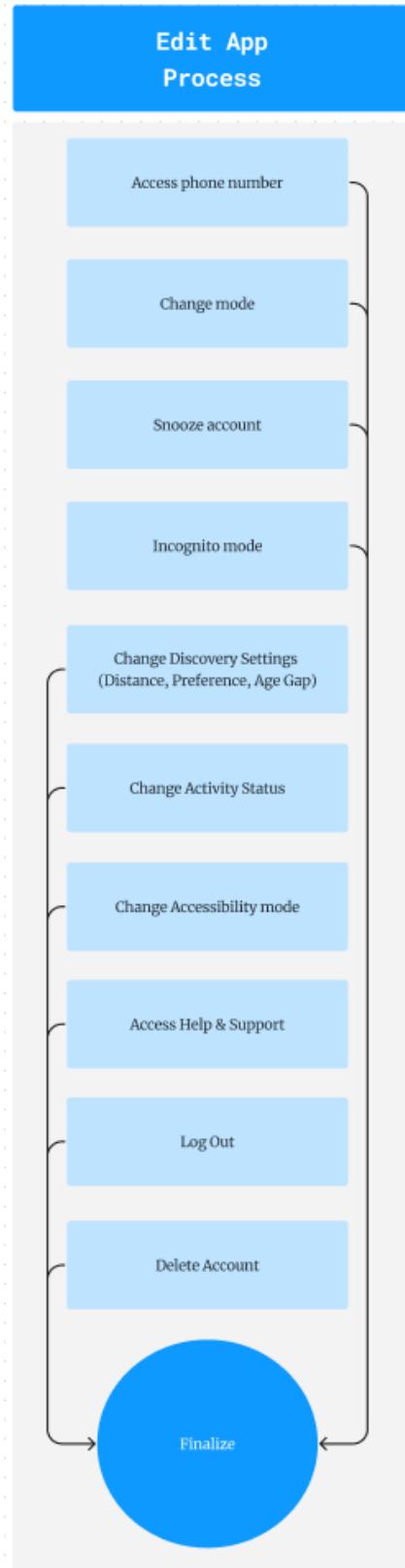


Figure 59. Settings (Task Flow)



Figure 60. Settings (Survey Response 1)

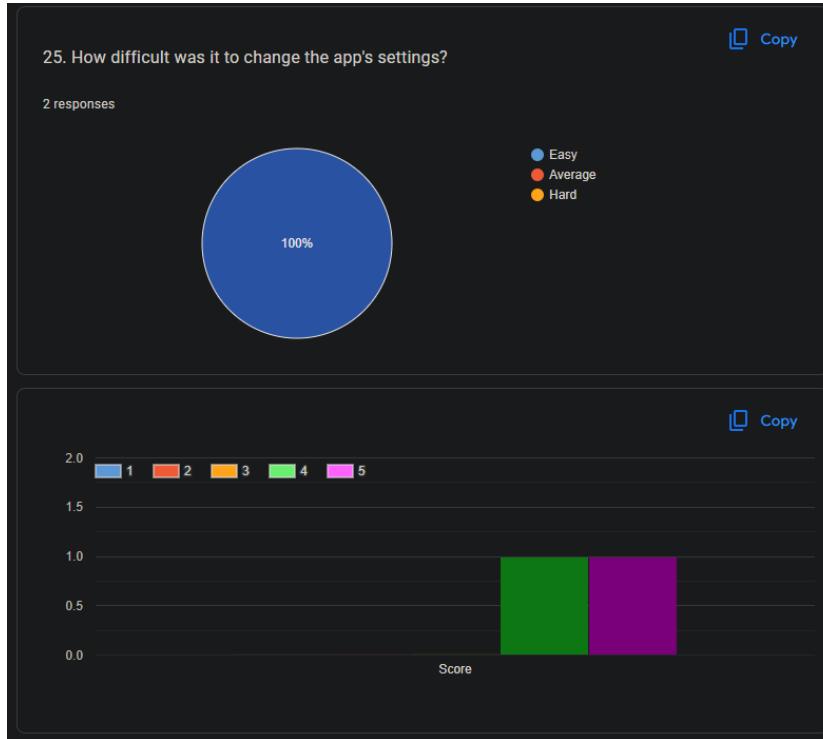


Figure 61. Settings (Survey Response 2)

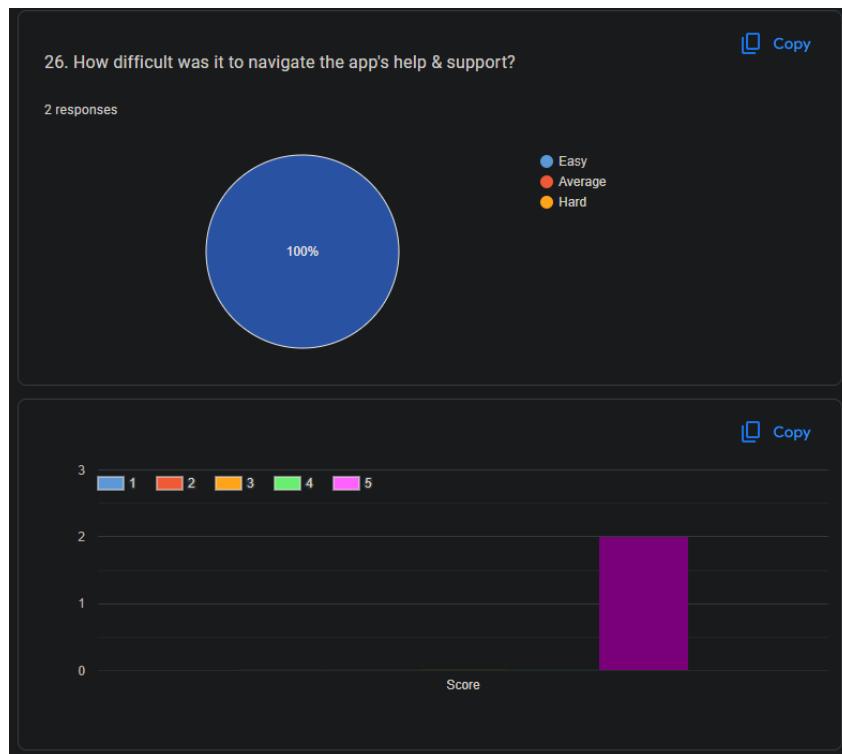


Figure 62. Settings (Survey Response 3)

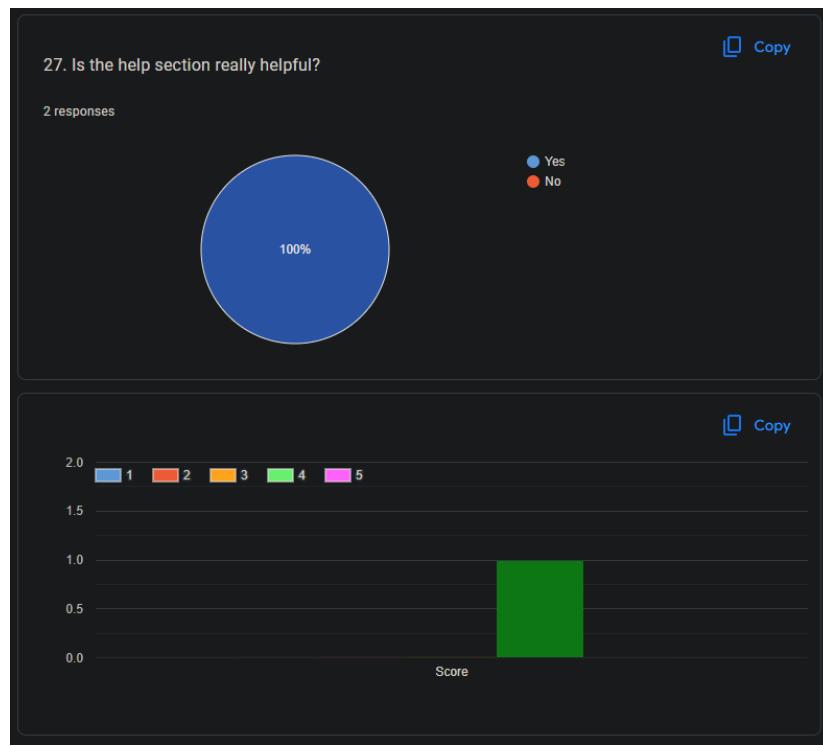


Figure 63. Settings (Survey Response 4)

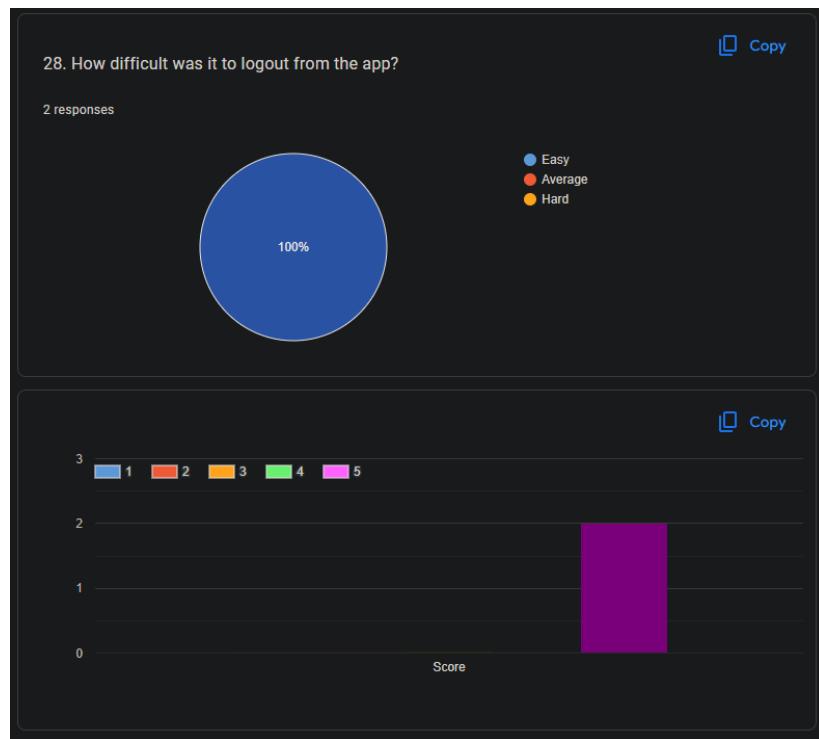


Figure 64. Settings (Survey Response 5)

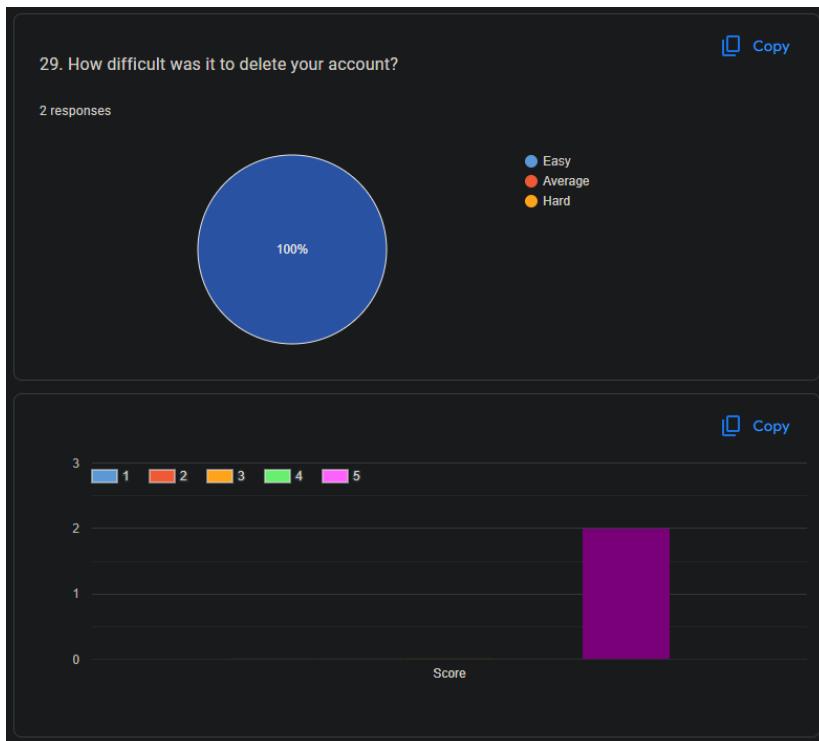


Figure 65. Settings (Survey Response 6)

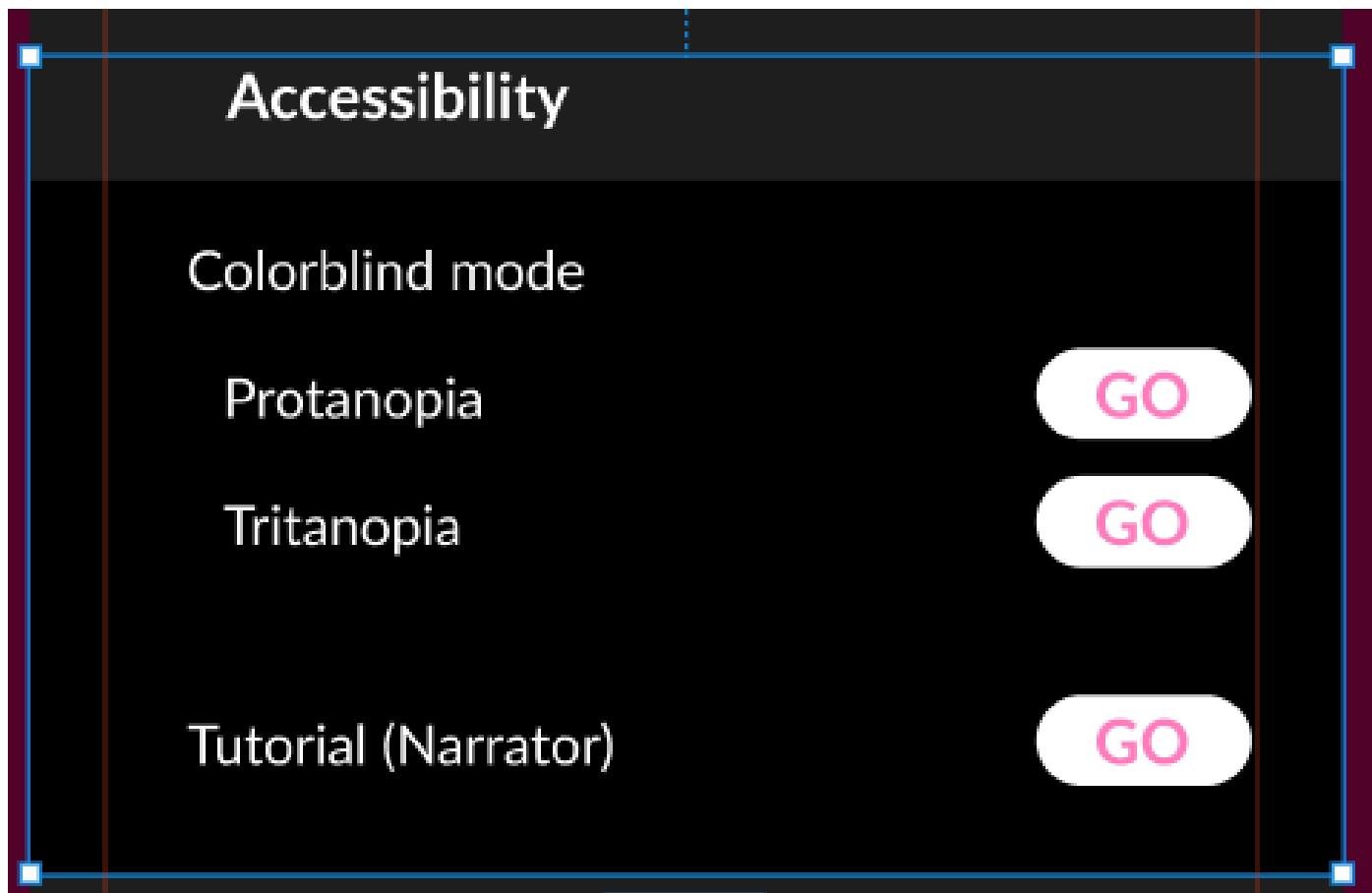


Figure 66. Accessibility Features

Protanopia

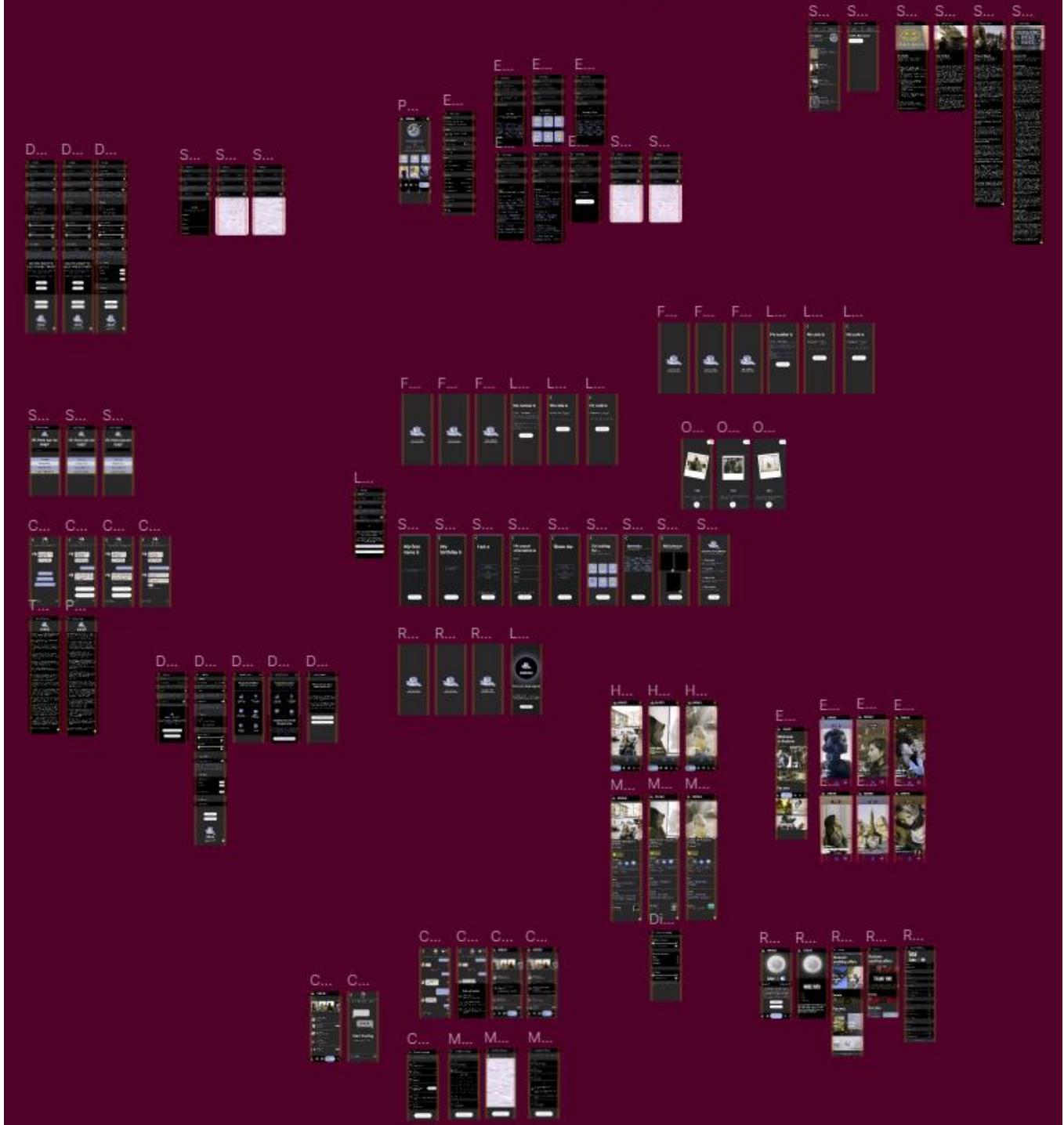


Figure 67. Protanopia Design

Tritanopia

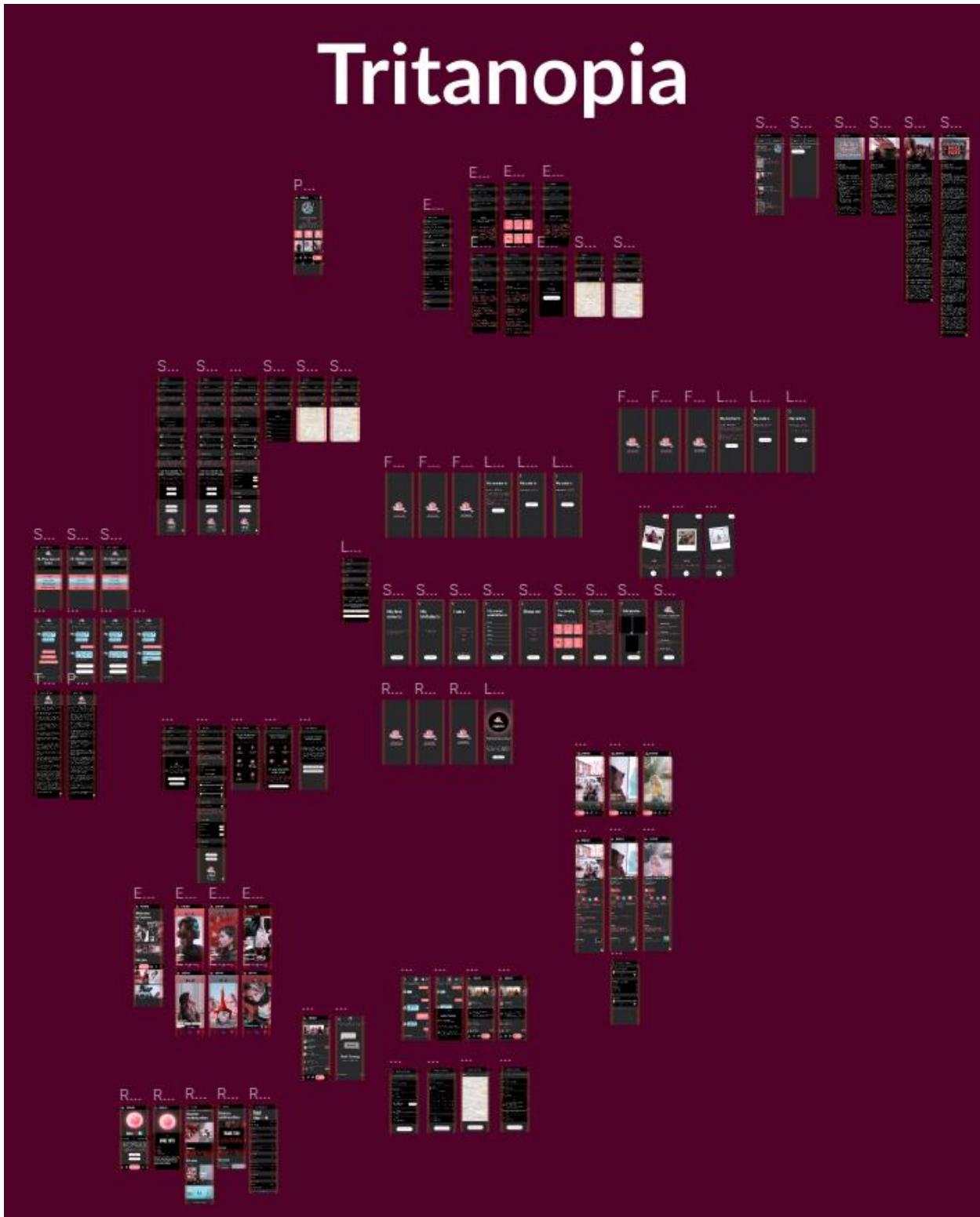


Figure 68. Tritanopia Design

Narrator

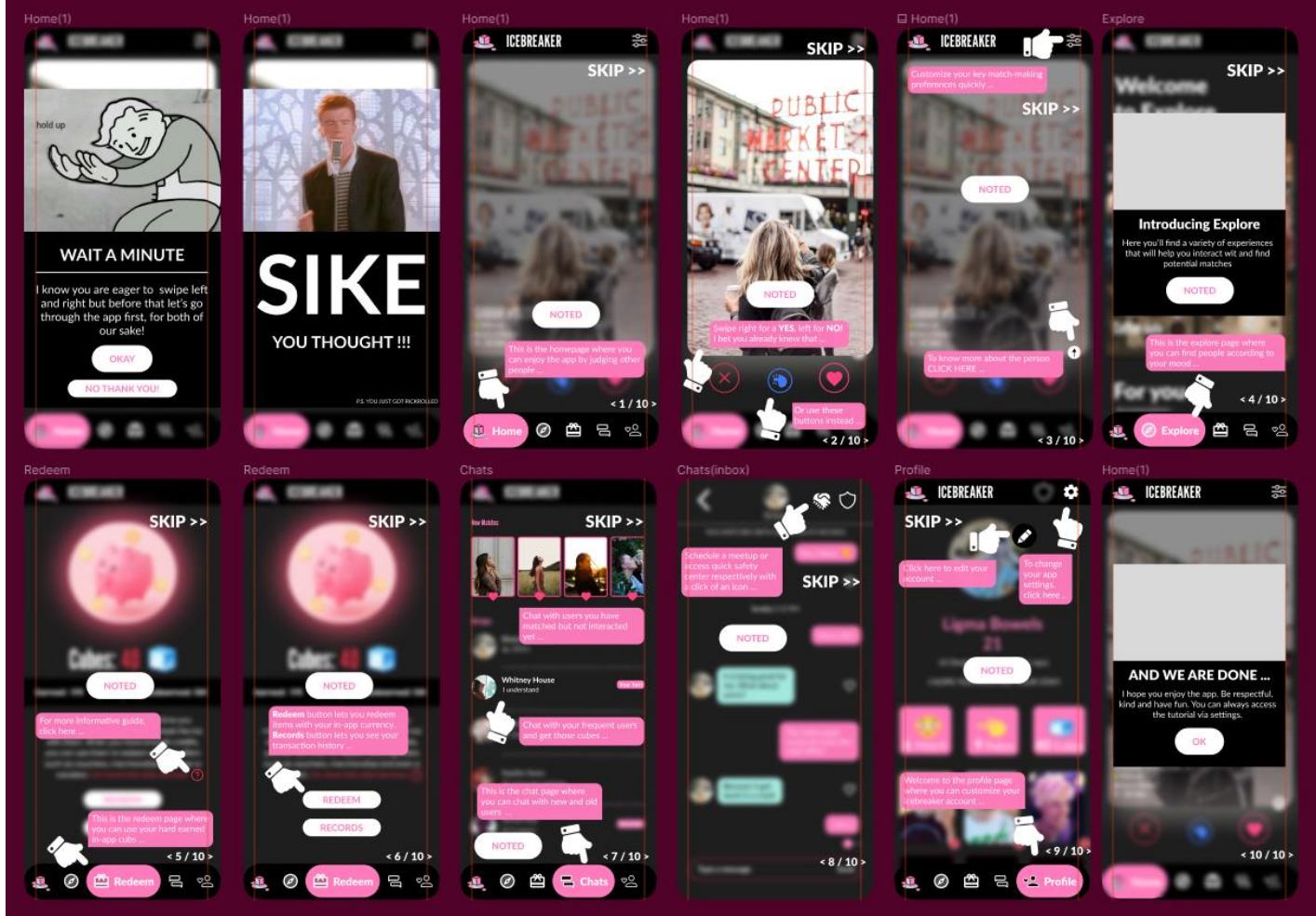


Figure 69. Narrator

Protanopia

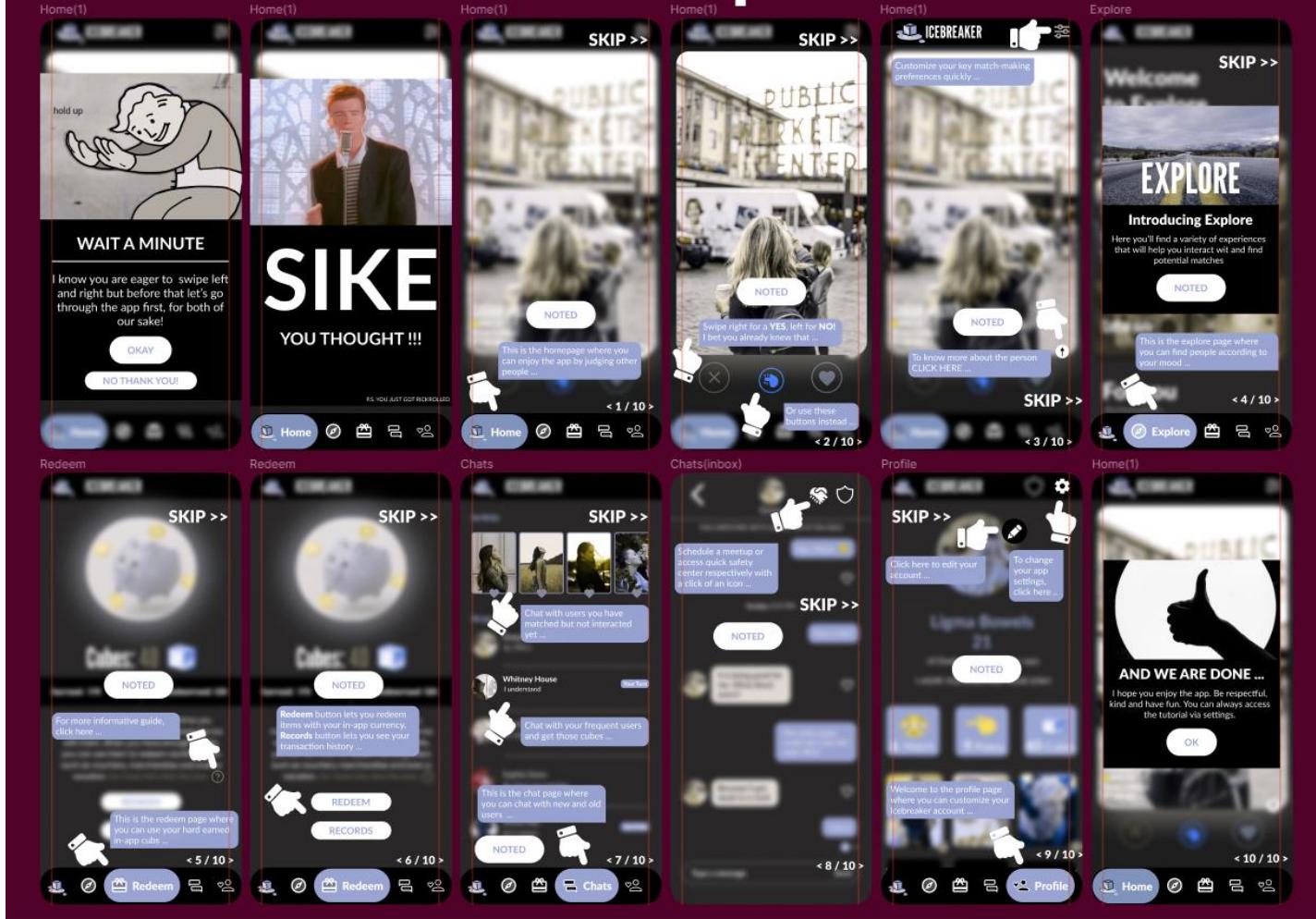


Figure 70. Narrator (Protanopia)

Tritanopia

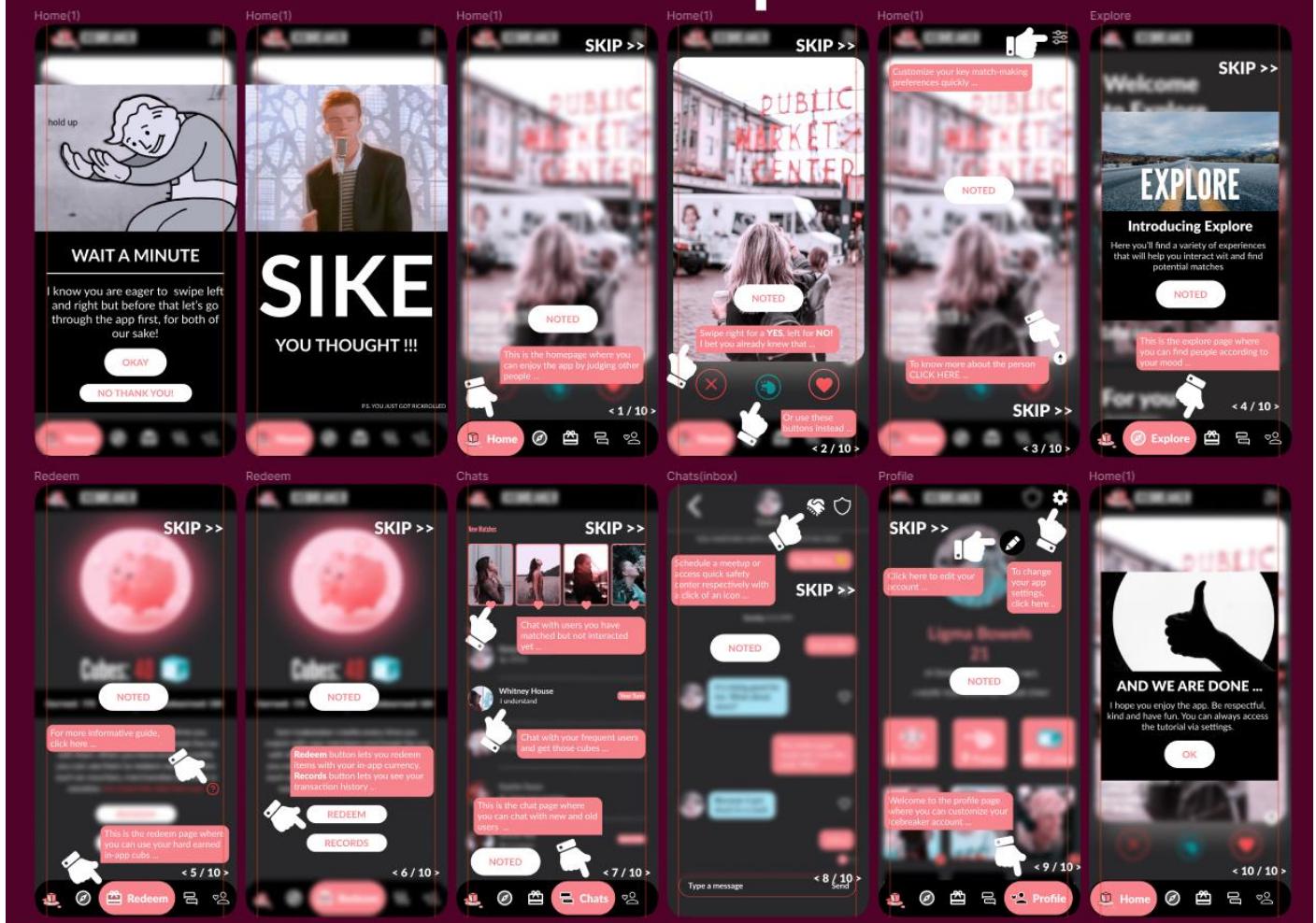


Figure 71. Narrator (Tritanopia)

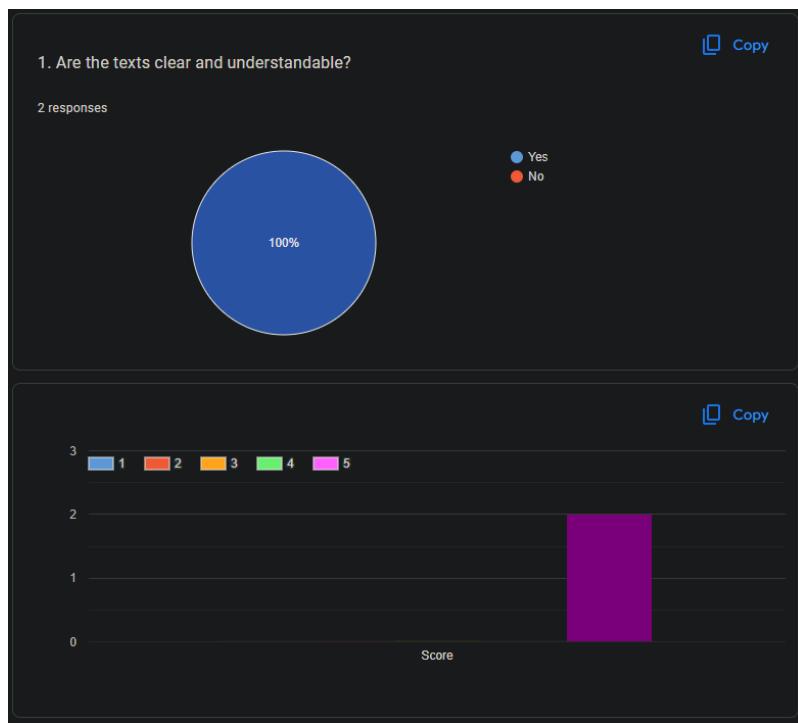


Figure 72. Accessibility (Survey Response 1)

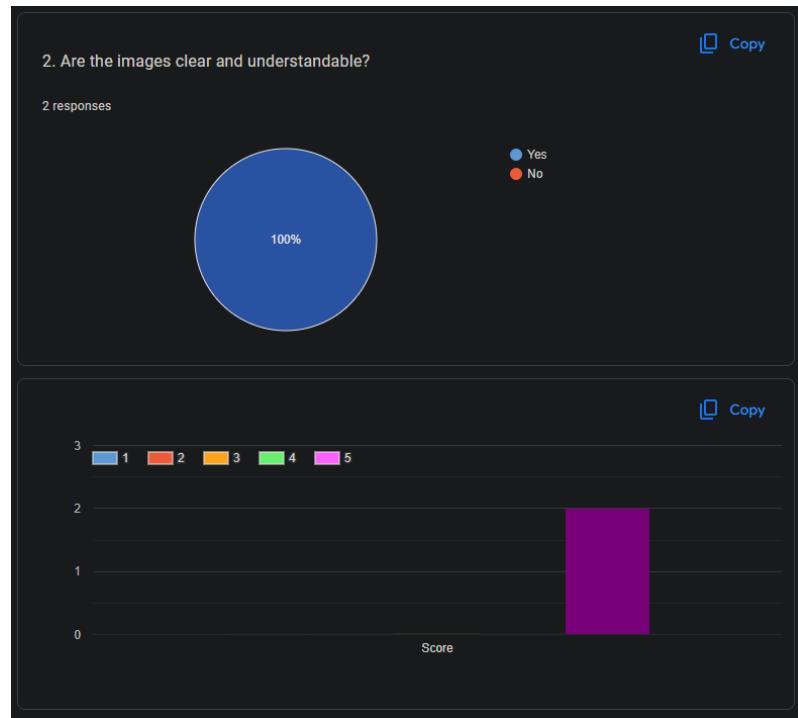


Figure 73. Accessibility (Survey Response 2)



Figure 74. Accessibility (Survey Response 3)



Figure 75. Accessibility (Survey Response 4)

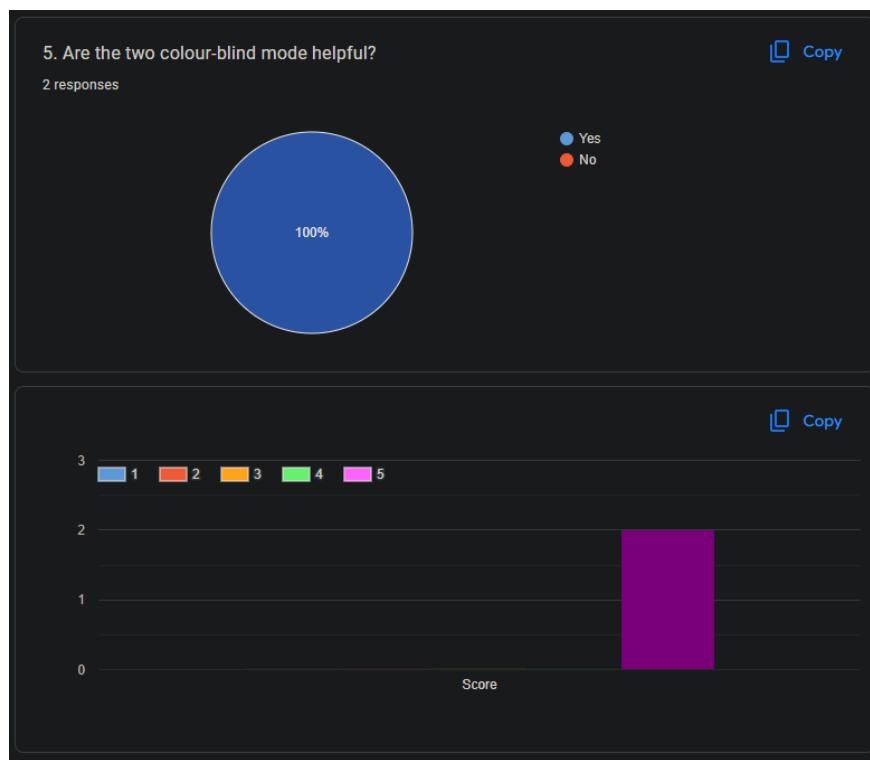


Figure 76. Accessibility (Survey Response 5)

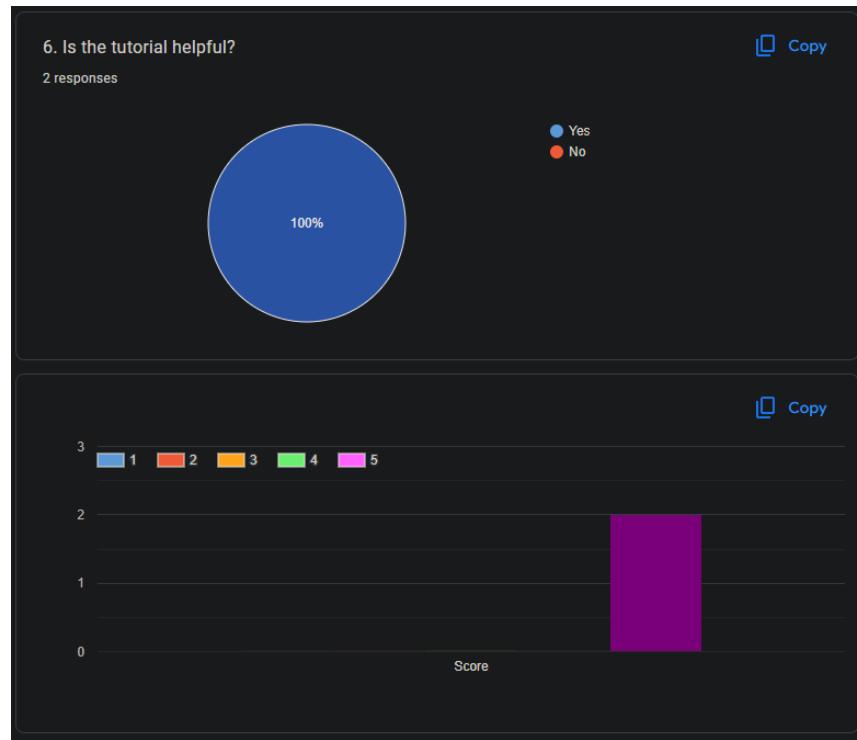


Figure 77. Accessibility (Survey Response 6)

	1	2	3	4	5	NA
1. Visibility of system status	bad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	good <input type="radio"/>
2. Match between system and the real world	bad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>	good <input type="radio"/>
3. User control and freedom	bad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>	good <input type="radio"/>
4. Consistency	bad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>	good <input type="radio"/>
5. Prevent Errors	bad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>	good <input type="radio"/>
6. Recognition rather than recall	bad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>	good <input type="radio"/>
7. Flexibility and efficiency of use	bad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>	good <input type="radio"/>
8. Aesthetic and minimalist design	bad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>	good <input type="radio"/>
9. Help users recognize, diagnose, and recover from errors	bad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>	good <input type="radio"/>
10. Help and Documentation	bad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>	good <input type="radio"/>
	1	2	3	4	5	NA

Figure 78. Heuristic Evaluation Checklist 1

	1	2	3	4	5	NA
1. Visibility of system status	bad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>	good <input type="radio"/>
2. Match between system and the real world	bad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>	good <input type="radio"/>
3. User control and freedom	bad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>	good <input type="radio"/>
4. Consistency	bad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>	good <input type="radio"/>
5. Prevent Errors	bad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>	good <input type="radio"/>
6. Recognition rather than recall	bad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>	good <input type="radio"/>
7. Flexibility and efficiency of use	bad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>	good <input type="radio"/>
8. Aesthetic and minimalist design	bad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>	good <input type="radio"/>
9. Help users recognize, diagnose, and recover from errors	bad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>	good <input type="radio"/>
10. Help and Documentation	bad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>	good <input type="radio"/>
	1	2	3	4	5	NA

Figure 79. Heuristic Evaluation Checklist 2

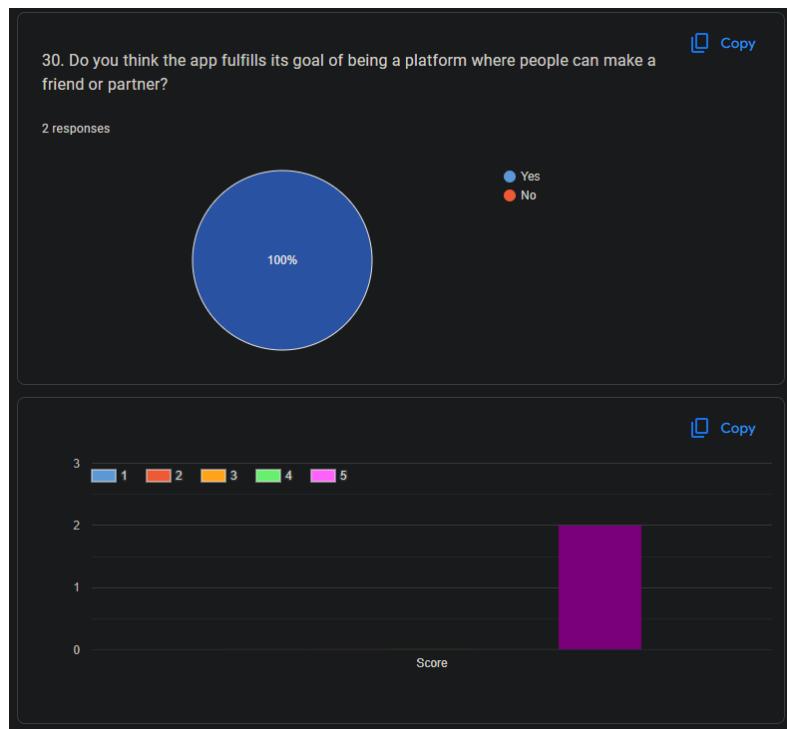


Figure 80. Overall Response 1

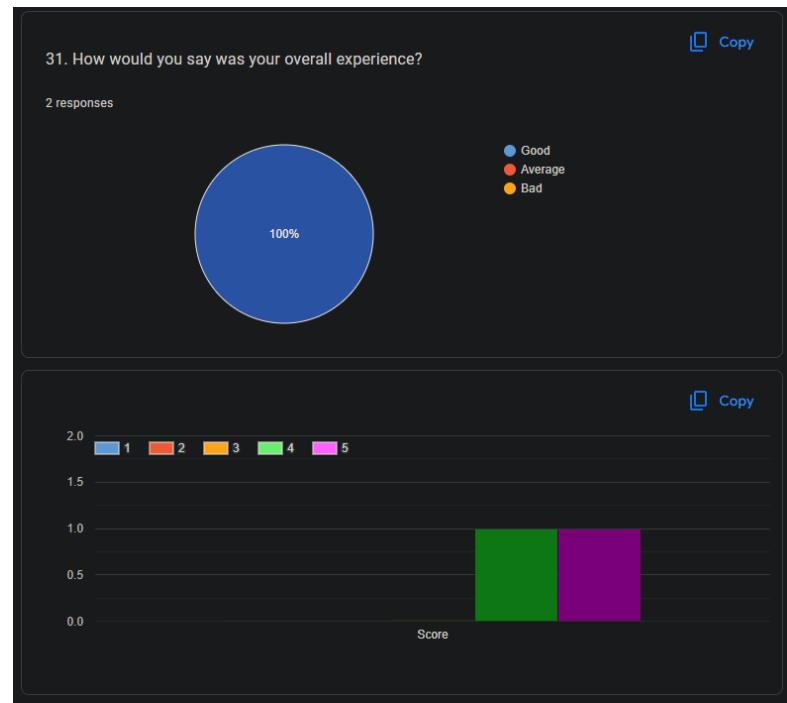


Figure 81. Overall Response 2

32. What features would you add or remove from this app?

2 responses

The features were awesome and all those information were helpful to navigate my way throughout the app so the only thing that bothered me abit was about the deleting account section it is understandable to show 2 warnings and 2 confirmations but in my opinion one confirmation would be better, Thank you!

everything is ok.

Figure 82. Overall Response 3