Heuristic Evaluation of SeeFood

1. Problem

This is a prototype of an app that combines restaurant-seeking with social network, while letting users personalize the searching and finding process.

2. Violations Found

1. H3 User Control & Freedom [Severity 4] / Found by: C
點擊了 sign in 才發現沒註冊過帳號，無法回到 sign up 頁面。
Fix: 新增一個連到 sign up 的按鈕，並提示「沒有帳號嗎？那就創建一個吧！」

2. H4 Consistency & Standards [Severity 1] / Found by: C
篩選只有 Distant 是形容詞，與其他不一致。
Fix: 把 Distant 改為 Distance。

3. H6 Recognition not Recall [Severity 0] / Found by: C
篩選選項無吃過好評或收藏的餐廳，導致每一次都要重搜有點可惜。
Fix: 新增我的最愛記錄功能（個人和群組都有），並將其列為篩選選項之一。

4. H4 Consistency & Standards [Severity 3] / Found by: A, C
點了餐廳才出現 search bar 不是很直觀。
Fix: search bar 常駐在上方。

5. H1 Visibility of System Status [Severity 1] / Found by: C
主畫面出現 search bar 之後，如果再點 Price，search bar 就會消失。
Fix: search bar 依然存在，只是底下的某些餐廳自動被過濾掉。

6. H1 Visibility of System Status [Severity 4] / Found by: C
找不到進去餐廳詳細資訊的方法。
Fix: 點擊畫面中的餐廳，就導向該餐廳的詳細資訊。

7. H2 Match Between System & Real World [Severity 1] / Found by: B
When going through task 1, I found that there is a typo about the word "transportation." You guys misspelled it with "transprotation."
Fix: type the right word.

8. H10 Help & Documentation [Severity 3] / Found by: A, B, C
Search bar下的checkbox 跟左上角的checkbox並沒有明確的標示來解釋功能，容易造成誤會。
Fix: 使用不同的layout或明確標示功能。

9. H2: Match Between System & Real World [Severity 4] / Found by: A, B, C
群組的組成意義跟一般社群概念上的群組有點不一樣，app裡是取大家filter結果的交集。
（所以有素食者加入我的群組，大家就都不會出現肉類了嗎？）

Fix: 更改群組的方式與意義，Ex. 餐廳如果被部分人的filter刪掉，可以改為依照特定權重比例來顯示，而不是直接不顯示餐廳。

10. H8 Aesthetic & Minimalist Design [Severity 3] / Found by: B, C
群組頁面左上角仍有餐廳顯示資訊選項，但明顯地這一頁並不需要這個功能。
Fix: 把群組頁面左上角的功能去除。

11. H1 Visibility of System Status [Severity 3] / Found by: C
填完 create 群組資訊後，就沒有下一步了，不知道是否創建成功。
 Fix: 應設計一確認頁面，讓使用者知道群組已經創建完成。

12. H2 Match b/w System & World [Severity 2] / Found by: C
 Join 之後的群組頁面（目前猜測就是在群組主頁點群組後會進去的詳細頁面），沒有再編輯名稱、成員等功能。
Fix: 在該頁新增編輯的設計。

13. H3 User control and freedom [Severity 3] / Found by: B
During task 2 & 3, you provide a way to join groups by QR code with camera, but where the hell do I get the QR code? Shall I use another mobile phone with the app and show the group QR code to myself? In this case, where do I display the QR code of my group?
Fix: Maybe you shall provide a more direct instruction to show users how to display the QR code.

14. H8 Aesthetic and minimalist design [Severity 1] / Found by: A
在群組篩選的時候，主畫面被群組成員和成立時間佔去了不少。
Fix: 不用顯示不必要的資訊。

15. H4 Consistency & Standards [Severity 3] / Found by: B, C
右下角扳手 icon 讓我直覺想到 setting 而非 profile。
Fix:更改圖示（一個圓裡面一個半身人像那種，可 google "profile icon"）。

16. H2 Match b/w System & World [Severity 2] / Found by: C
Profile 頁面沒有編輯功能，無法修改。
Fix: 在該頁新增編輯的設計。

17. H2. Match between system and the real world [Severity 3] / Found by: A
個人設定頁面中，Personal的打勾選項，不清楚勾選是可以吃還是不可吃(正常應是不吃的才要另外選擇，但是這邊文字只有寫Personal)。
Fix: 標示清楚打勾代表的意思。

18. H10 Help and documentation [Severity 3] / Found by: B
Actually, you didn't show any clues or hints to the help section nor the app settings. It is the shortage of time I guess that limit your work. However, as a friendly and hardworking classmate, I still have to put that on the table.
Fix: You should implement some settings part or documentation for some user-friendly functions.

3. Summary of Violations

Category	# Viol. (sev 0)	# Viol. (sev 1)	# Viol. (sev 2)	# Viol. (sev 3)	# Viol. (sev 4)	# Viol. (total)
H1: Visibility of Status		1		1	1	**3**
H2: Match Sys & World		1	2	1	1	**5**
H3: User Control				1	1	**2**
H4: Consistency		1		2		**3**
H5: Error Prevention						**0**
H6: Recognition not Recall	1					**1**
H7: Efficiency of Use						**0**
H8: Minimalist Design		1		1		**2**
H9: Help Users with Errors						**0**
H10: Documentation				2		**2**
Total Violations by Severity	**1**	**4**	**2**	**8**	**3**	**18**

4. Evaluation Statistics

Severity / Evaluator	Evaluator A	Evaluator B	Evaluator C
Severity 0			1
Severity 1	1	1	2
Severity 2			2
Severity 3	3	4	5
Severity 4	1	1	3
% identified (Severity 3 & 4)	36%	45%	73%
% identified (All severity levels)	27%	33%	72%

Note that the bottom 2 rows are not calculated by adding the numbers above it. They are calculated by the # of violations identified by each evaluator divided by the total # of violations.

5. Summary Recommendations

　　整體的 task 除了點不進餐廳有點困惑之外，還算順利，疏忽的都是一些細節（雖然有些細節 我覺得滿重要的）。我個人很喜歡左上角能決定顯示項目的巧思，畢竟目前我使用過的相關 app，顯示項目都是不能調的。我們相信，在某些細節上花費更多時間，Seefood可以做得更好。 然而，team08確實做得很好，因為應用程序的價值和主要功能是清晰和完整的。 以下是我們想提出的一些建議：

1. 字體的使用似乎是任意的。 在謹慎考慮字體後，才能更好地利用佈局的空間和功能。
2. 目前似乎沒有App的Icon，這是必須的。
3. 主要功能相當完善，正如上面所提到的，注意細節。
4. 帳號登入的部分，如果能和現有的社群軟體綁定，支援快速登入的話，可以增加便利性
5. 因為有帳號，所以可能會需要登出和切換帳號的頁面。
6. 建議餐廳資訊可以顯示營業時間，這也是一項重要的資訊。

Severity Ratings

　　0 - don't agree that this is a usability problem
　　1 - cosmetic problem
　　2 - minor usability problem
　　3 - major usability problem; iportant to fix
　　4 - usability catastrophe; imperative to fix

Heuristics

H1: Visibility of System Status
- Keep users informed about what is going on

H2: Match Between System & Real World
- Speak the users' language
- Follow real world conventions

H3: User Control & Freedom
- "Exits" for mistaken choices, undo, redo
- Don't force down fixed paths

H4: Consistency & Standards

H5: Error Prevention

H6: Recognition Rather Than Recall
- Make objects, actions, options, & directions visible or easily retrievable

H7: Flexibility & Efficiency of Use
- Accelerators for experts (e.g., gestures, kb shortcuts)
- Allow users to tailor frequent actions (e.g., macros)

H8: Aesthetic & Minimalist Design
- No irrelevant information in dialogues

H9: Help Users Recognize, Diagnose, & Recover from Errors
- Error messages in plain language
- Precisely indicate the problem
- Constructively suggest a solution

H10: Help & Documentation
- Easy to search
- Focused on the user's task
- List concrete steps to carry out
- Not too large