

UX report

Individual project

Nur Nechushtan | December 2022

Contents

[Versioning Table 3](#_Toc124431402)

[10 Heuristic Principles 4](#_Toc124431403)

[1 Visibility of system status 4](#_Toc124431404)

[Explanation 4](#_Toc124431405)

[2 Match between systems and real world 4](#_Toc124431406)

[Explanation 4](#_Toc124431407)

[3 User control and freedom 4](#_Toc124431408)

[Explanation 4](#_Toc124431409)

[4 Error Prevention 4](#_Toc124431410)

[Explanation 4](#_Toc124431411)

[5 Help users recognize, diagnose, and recover from errors. 5](#_Toc124431412)

[Explanation 5](#_Toc124431413)

[6 Consistency and standards. 5](#_Toc124431414)

[Explanation 5](#_Toc124431415)

[7 Recognition rather than recall 5](#_Toc124431416)

[Explanation 5](#_Toc124431417)

[8 Flexibility and efficiency of use 5](#_Toc124431418)

[Explanation 5](#_Toc124431419)

[9 Aesthetic and Minimalist design 5](#_Toc124431420)

[Explanation 5](#_Toc124431421)

[10 Help and documentation 5](#_Toc124431422)

[Explanation 5](#_Toc124431423)

[Feedback Reports 6](#_Toc124431424)

[Report 1: Student, Junior Software Engineer 6](#_Toc124431425)

[Report 2: Young Professional, Business Traveler 6](#_Toc124431426)

# Versioning Table

|  |  |
| --- | --- |
| Date | Content |
| 20/12/2022 | * Document initialization |
| 12/01/2023 | * Feedback report |

# 10 Heuristic Principles

A [heuristic evaluation](https://www.interaction-design.org/literature/topics/heuristic-evaluation?ep=uxness) is a usability inspection method for computer software that helps to identify usability problems in the user interface (UI) design. It specifically involves evaluators examining the interface and judging its compliance with recognized [usability principles](https://www.interaction-design.org/literature/topics/design-principles?ep=uxness) (the "heuristics").

## 1 Visibility of system status

### Explanation

Users should always be kept up to date on the system's status and operations through suitable visual signals and timely feedback.

In my application when the user type wrong information in an input field or forgets to fill in some information the system will notify the user with a toast notification to let him know exactly what is missing or is in correct.

## 2 Match between systems and real world

### Explanation

Instead of using terms exclusive to the system, the system should employ words, expressions, and ideas that are recognizable to the users. Ensure that information appears in a logical and natural arrangement by adhering to real-world conventions.

An example from my application is the way the flights are displayed, the user can easily differentiate between flights, he can see exactly when the flight will departure and when he will arrive to the destination with accurate duration of the flight.

## 3 User control and freedom

### Explanation

Users often choose system functions by mistake and will need a clearly marked "emergency exit" to leave the unwanted state without having to go through an extended dialogue. Support undo and redo.

When a user entered his search criteria a list off flight will appear, the user can always change the dates of the flight or the type of the flight without having to go back and feel in all the information again.

## 4 Error Prevention

### Explanation

Good error messages are important, but a thoughtful design that stops an issue from happening in the first place is much better. Eliminate error-prone situations, or check for them and provide consumers the chance to affirm before committing to an activity.

In my application the first principle covers this as well.

## 5 Help users recognize, diagnose, and recover from errors.

### Explanation

Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution.

## 6 Consistency and standards.

### Explanation

Users shouldn't have to guess whether certain expressions, or actions are equal.

The theme in the application is consistent and follows the same colors, shapes, and fonts.

## 7 Recognition rather than recall

### Explanation

Reduce the amount of memory required from the user by making objects, actions, and options visible. It shouldn't be necessary for the user to remember details from one section of the dialogue to the next. When necessary, instructions for using the system should be readily visible or accessible.

## 8 Flexibility and efficiency of use

### Explanation

Unseen by the beginner user, accelerators frequently speed up the interaction for the expert user so that both novice and experienced users can use the system. Permit users to customize routine tasks.

From the Navbar a user can access every page with only one click.

## 9 Aesthetic and Minimalist design

### Explanation

Information that is unnecessary or rarely used shouldn't be included in dialogues. Each additional piece of information in a conversation competes with the pertinent pieces and reduces their relative exposure.

## 10 Help and documentation

### Explanation

Although it is preferable if users can operate the system without assistance, assistance and documentation may still be required. Any such material ought to be concise, focused on the user's task, easy to search, and describe specific actions that need to be taken.

As of now, my application does not provide any documentation to the user.

# Feedback Reports

## Report 1: Student, Junior Software Engineer

**Method**: Observation

**Observations:**

* The user felt that dates in the past should not be visible in a date picker.
* The user didn’t like the position of the button under the search input and asked to move it inside the input field.
* The user advised to make some buttons take more attention and change their color or size.
* The user was impressed with the overall appearance if the website.

Comments from user:

* "I don't think it makes sense to show dates in the past on the date picker, it's just unnecessary."
* "I think it would be more user-friendly if the button was inside the search input field, instead of under it."
* "Some of the buttons are hard to notice, maybe making them stand out more with different colors or size would help."
* "The website looks really nice, I like the overall design."

Points of improvement:

* Remove the ability to select past dates in the date picker.
* Move the button to be inside the search input field.
* Make certain buttons more prominent and noticeable by adjusting their color or size.
* Keep up the good work on the overall appearance and design of the website.

## Report 2: Young Professional, Business Traveler

**Method:** Observation

**Observations**:

* The user struggled to find the search bar on the homepage
* The user found the booking process confusing, with multiple forms before completing a booking.
* The user also found the mobile version of the website hard to navigate and use.

Comments from user:

* "Where is the search bar? I can't find it anywhere."
* "This booking process is so confusing, I'm not sure if I'm doing it right."
* "I'm not sure what the difference is between these flight options, it's not clear at all."
* "The mobile version of this website is really hard to use."

Points of improvement:

* Make the search bar more visible on the homepage.
* Simplify the booking process and make it more user-friendly.
* Improve the mobile version of the website to make it more user-friendly.