

As2. Heuristic Evaluation

is211 Interaction Design and Prototyping

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Heuristics and Severity Ratings

Usability Problems

Login page missing

Ambiguous “home” button

Prevent user to press AR-button wrongly

Cannot add more items if user has last minutes choice

Pop up window will cut down efficiency

Not clearly defined “low quality”

Ambiguous use of “purchase history” icon

The “purchase history” is not necessary for every page

Heuristics and Severity Ratings

These heuristics and severity ratings are provided as a convenience and may be removed.

Heuristics	Severity Ratings
0. Not related to any heuristic	0 = Not a real usability problem
1. Visibility of system status	1 = Cosmetic problem only
2. Match between system and the real world	2 = Minor usability problem
3. User control and freedom	3 = Major usability problem
4. Consistency and standards	4 = Usability catastrophe
5. Error prevention	
6. Recognition rather than recall	
7. Flexibility and efficiency of use	

8. Aesthetic and minimalist design	
9. Help users recognize, diagnose, and recover from errors	
10. Help and documentation	

Usability Problems

<If you copy of the template below for each problem, then the usability problem numbers will update automatically if you re-order them and the table of contents will point automatically to them.>

<Remember to sort usability problems in order of decreasing severity.>

1. Login page missing

Heuristic: 0. Not related to any heuristic

Severity: 3

Description: People need to login first to keep track on their purchase history

Fix: adding a login function

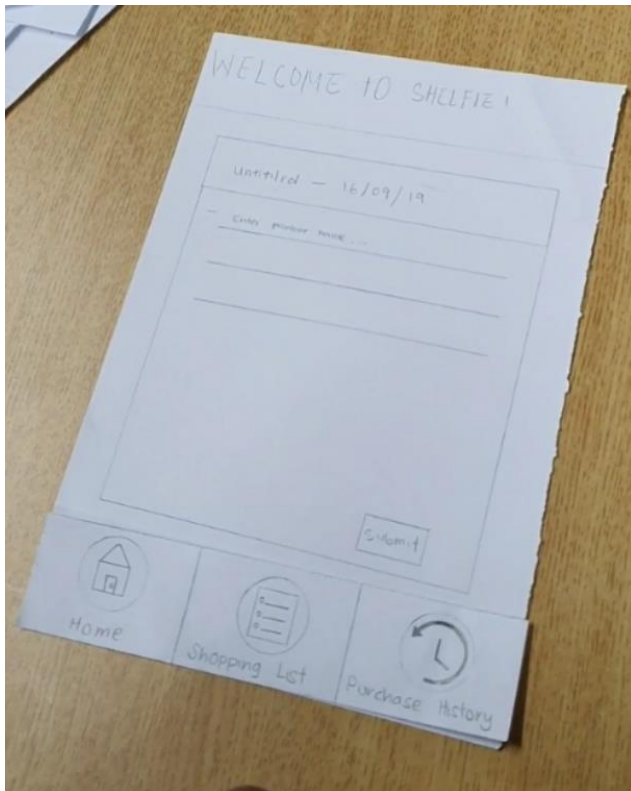
2. Ambiguous “home” button

Heuristic: 2. Match between system and the real world

Severity: 3

Description: The content of home is a bank list waiting users to fill. But usually the home is for profile, settings and other basic information. It is very confusing to put purchase form under the “home”

Fix: re-organising pages.



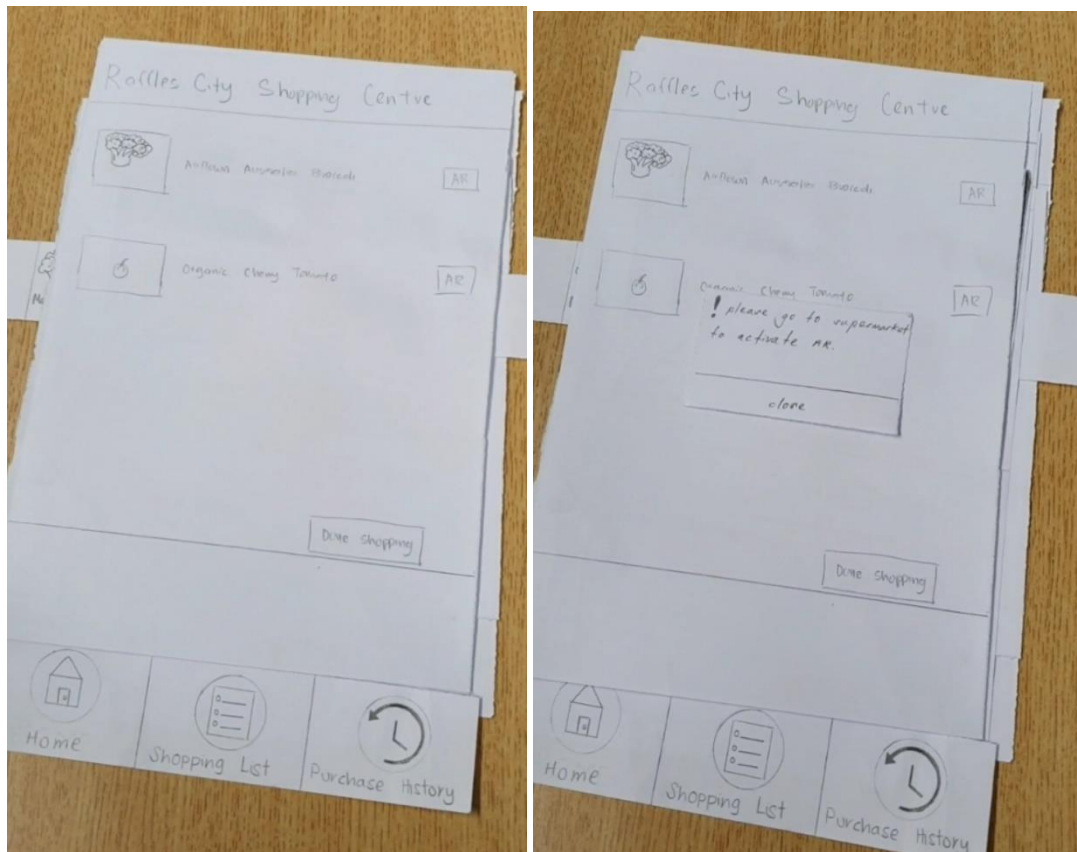
3. Prevent user to press AR-button wrongly

Heuristic: 5. Error prevention

Severity: 3

Description: for the new users who have not reached the supermarket will likely to press the AR-button but the error will pop up.

Fix: It would be better if the AR button is grey so that the user would know this button is not going to work



4. **Cannot add more items if user has last minute choice**

Heuristic: 7 Flexibility and efficiency of use;

Severity: 2

Description: what if users have the last minute choices, the item will not be recorded in history for next time usage

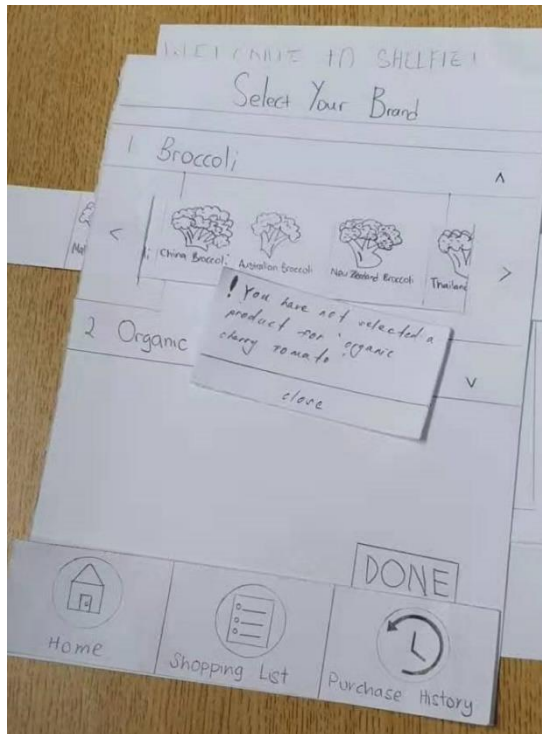
Fix: suggesting add one function that can edit the checklist even users are inside the supermarket.

5. **Pop up window will cut down efficiency**

Heuristic: 7. Flexibility and efficiency of use; 3. User control and freedom

Severity: 2

Description: the function in this page will pop up a window and stop until the user selects a specific kind of veg, let's say, Japanese tomatoes. So what if the user do not mind which specific tomatoes he want but just tomatoes. So this will cut down the efficiency and cut down people's choices.



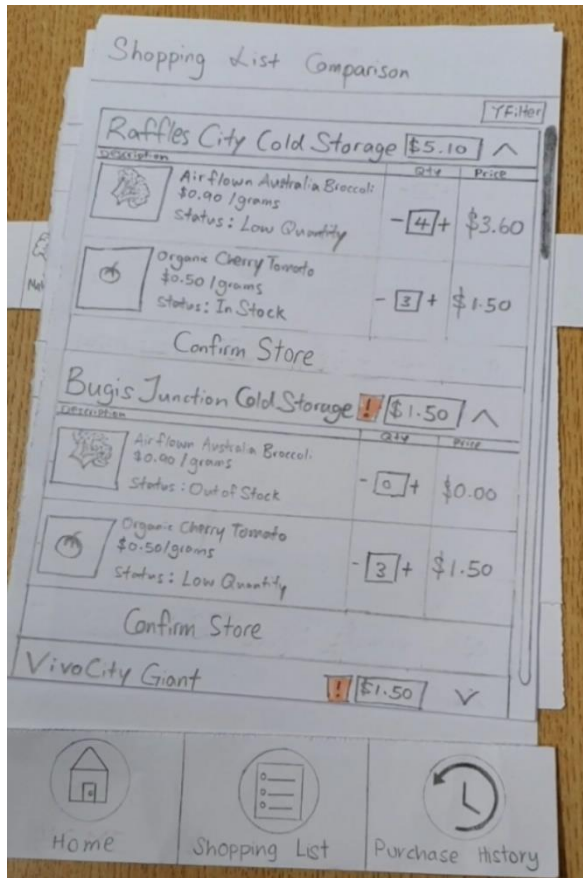
Fix: do not use the pop up window, or add another button: "keep going" in the pop up window

6. Not clearly defined "low quantity"

Heuristic: 7. Flexibility and efficiency of use

Severity: 2

Description: Because the user only decided how many items they want to buy until this page and the "low quantity" is defined by the supermarket, if the user wants 10 tomatoes but the supermarket sets the "low quantity" as 5, the selection will be cut down.



Fix: It is better to let user has the option to fill the quantity each items they want to buy

7. Ambiguous use of “purchase history” icon

Heuristic: 2. Match between system and the real world

Severity: 2

Description: the history icon looks like a refresh icon

Fix: None

8. The “purchase history” is not necessary for every pages

Heuristic: 8. Aesthetic and minimalist design

Severity: 2

Description: People usually view purchase history before doing purchase list in next purchase, so it is not necessary to put history in every page.

Fix: the purchase history function can be simplified as a button beside the purchase list page