NOVA SCHOOL OF SCIENCE & TECHNOLOGY

Interação Pessoa-Máquina

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Stage 5: Heuristic Evaluation

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No.	Problem	Heuristic	Description	Severity	Solution	Screenshot
1	Account button opens sidebar	Consistency & Standards	In the "Maps" section, on the top-right corner, what looks like an "Account" or "Profile" icon surprisingly opens up a side-bar.	20%	Change the icon to a more standard one, like the broadly adopted triple-line menu icon.	Figure 1
2	Content of the sidebar in the "Maps" section	Aesthetic and Minimalist Design	The options on the sidebar in the "Maps" section are exactly the same as in the main menu, which is easily accessible in one click (the "back" button on the top-left corner).	15%	Remove the side-bar feature.	Figure 1, Figure 2
3	Icons for the same features are different in different areas of the application	Consistency & Standards	The icons in the sidebar for the "Events" and "Login" buttons are different from the ones in the main menu.	15%	Use the same icons for the same buttons.	Figure 1, Figure 2
4	Unnecessary "Login" option in the	Visibility of System Status	The last option of the sidebar is to login, which is	35%	Instead of a "Login" option, display a "Logout"	Figure 1

	sidebar		unexpected and can lead the user to think they're not logged in.		button.	
5	Unclear search filter	Consistency & Standards	In the "Maps" section, there's a slider filter called "Distance" where the user can choose the desired distance for the locations. However, it is unclear whether it defines the maximum or the minimum distance	10%	Explicitly define what the filter controls, or make it a "two handle" slide where the user can control both the minimum and the maximum distance.	Figure 3
6	Inconsistent search filters	Consistency & Standards	The "Price Range" filter uses different currencies in different areas of the application. It uses Euro on the "Maps" section and Dollar on the "Events" section.	35%	Pick a currency and use it throughout the whole application, or offer the user the option to choose what currency to be displayed.	Figure 3, Figure 4
7	Functionality inconsistency	Consistency & Standards	The same button that opens a side-bar in the "Maps"	25%	Make the button open up a side-bar or remove	Figure 5

			section, does nothing in the "Events" section.		that feature completely.	
8	Unclear button purpose	Consistency & Standards	When seeing the information about a location, there's a button at the top-right corner whose purpose is unclear. It appears as if there's no outcome from clicking the button, and there's no label or help text to guide the user.	15%	Remove the button if it really doesn't do anything or make its purpose clear.	Figure 6

9	Inappropriate icon	Match the real world	The button for the events in the sidebar has an icon that usually represents a microphone.	5%	Change the events icon in the sidebar to the same events icon in menu	figure 1
10	Poor feedback on adding a place/event to a collection	Visibility of system status	After adding an event or a location to a collection we are returned to the page we were in.	20%	Add a notification stating that the place or event was added to collection X or a pop up mentioning that a place or event was added to collection X with a prompt to go back	Figure 7

| 11 | Lack of noticeability in shifting between locations and events in a collection | Flexibility & Efficiency of use | When viewing a collection, the user needs to select between locations and events. The selection bar is positioned on the bottom of the screen away from the "action", therefore it becomes less noticeable and causes the user to look for what to do when he checks a collection that is apparently empty but shouldn't. | 40% | When selecting a collection show all that is stored there(events and locations) and have the ability to filter between events or locations. | Figure 7, Figure 8 |

12	Poor feedback on adding a review	Visibility of system status	After adding a review we are returned to the page we were on. Giving no feedback on if our review was actually added or not	20%	Add a notification stating that review was added to about location or event X or a pop up mentioning that a review was added to location or event X with a prompt to go back	figure 6
13	Confusing on filter application	Visibility of system status	It's no immediately clear on the filter page if the filters applied are active or if they will be applied once the user has finished making selections	20%	Add a completion button	Figure 3

14	Layout application	Consistency and standards	The design and layout of the filters and tags should be consistent across different pages.	10%	Comply with a standart layout	All of the figures
15	Not clear what the "Write review" process looks like	Recognition rather than recall	Its is not clear what the "Write review" process looks like or if the user can view previous reviews without clicking into the process, which could force them to recall information instead of recognizing it	40%	add a view previous reviews button	Figure 6

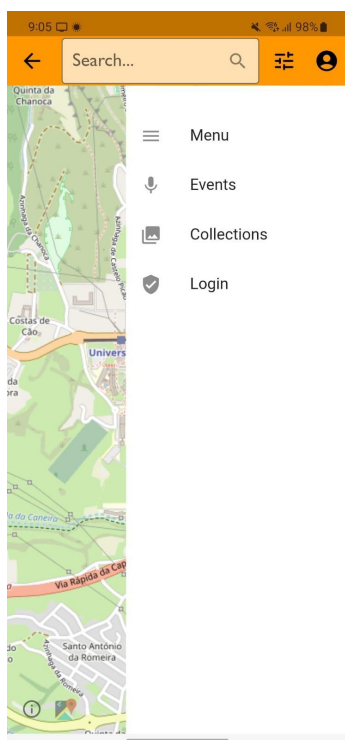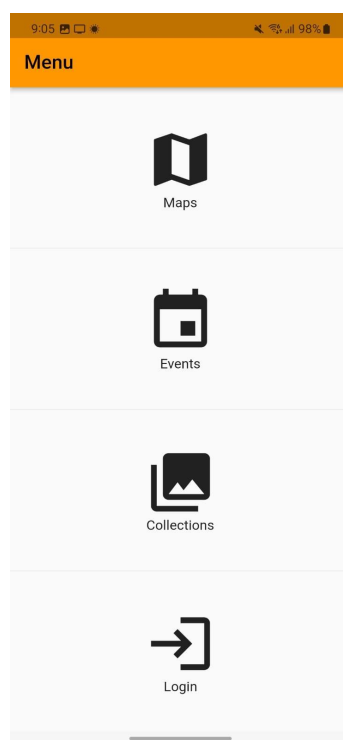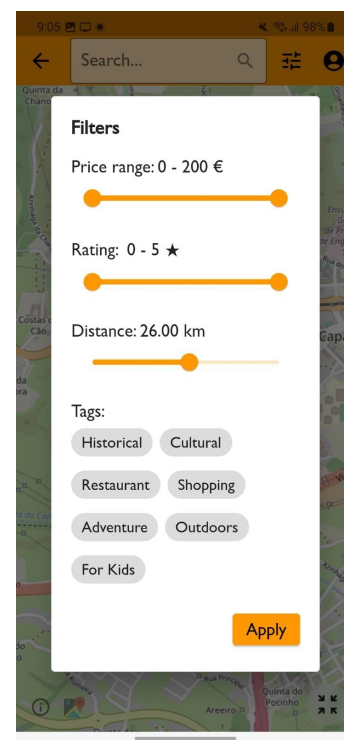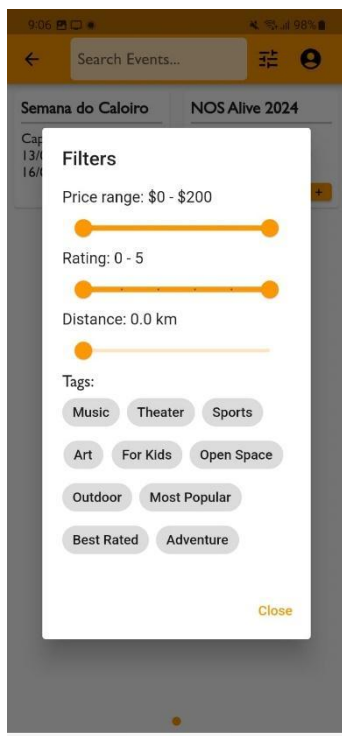| 16	Unnecessary information	Aesthetic and minimalist design	Figure 6 has a section labeled "What is happening here?" followed by a "There are no events". This could be seen as unnecessary information and therefore omitted	50%	Add a label where a user can see if there are or not events (in this case take out the non existing event)	Figure 6
17	Interacting system for possible doubts	Help users recognize, diagnose, and recover from errors	In the initial menu there should be a page for help, documentation or settings for users who may not be familiar with how to use this type of apps	70%	Add a page with settings and help	Figure 2

Figure 1

Figure 2

Figure 3

Figure 4

Filters

Price range: $0 - $200

Rating: 0 - 5

Distance: 0.0 km

Tags:

Music   Theater   Sports

Art   For Kids   Open Space

Outdoor   Most Popular

Best Rated   Adventure

Close

Figure 4

Figure 5

Search Events...

Semana do Caloiro

Caparica
13/09/2023 -
16/09/2023

View +

NOS Alive 2024

Lisbon
11/07/2024 -
14/07/2024

View +

Figure 5

Figure 6

Centro Cultural de ...

Centro Cultural de Belém

Tags: [Cultural]
• City: Lisbon
• Address: Praça do Império,
1449-003 Lisboa

☆ 0.0 (0)

• Ticket price: Free

Write Review

• Website: www.ccb.pt/Default/
pt/Inicio

O Centro Cultural de Belém (CCB)
localiza-se na praça do Império, freguesia de
Belém, na cidade e no município de Lisboa,
no distrito de Lisboa, em Portugal. Foi
concebido originalmente para acolher a
sede da presidência portuguesa da União
Europeia e posteriormente para
desenvolver atividade cultural. Atualmente
alberga o Museu de Arte Contemporânea -
Centro Cultural de Belém, entre outros
equipamentos culturais.

What is happening here ?

There are no events here at the moment.

Photos

Figure 6

16:06

Collections

Music in Portugal
Location: 0

16:41

Music in Portugal

Semana do Caloiro