

Heuristic Evaluation

Part I: Your Name

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Part II: Project Description

The project has been developed in order to help students of Politecnico di Torino to help them to reserve a time slot for lunch/dinner time, making an online payment and handling the balance.

Part III: Evaluation Execution

I performed the evaluation in-person using the list of heuristic provided during the lesson.

The tasks present in the README are described in a proper way and a general description of the system is present, which is useful.

In general, provided information is enough to understand the context of use of the system.

Part IV: List of Violations

1. H3 User control and freedom

Where: in the main page of the system

What: the app shows the order only after the reservation.

Why: after closing the application or returning to the main page, it may be useful to see the order and eventually show the order to the canteen staff. Essentially there is no possibility to retrieve the already done order.

Severity: 3

2. H3 User control and freedom

Where: in the simple task page after reserving a time slot

What: after selecting a time slot, a page with an order is shown with no sense.

Why: after the selection of a time slot, it may be useful to show a confirmation page with the selected time slot to be sure of the selection.

Severity: 1

3. H3 User control and freedom

Where: in the moderate task page during the selection of the meal

What: by default there is a meal selected without the possibility to not use a part of the entire meal. Moreover the user doesn't have the possibility to modify a dish.

Why: someone might want only part of the total meal (first dish, second or third).

Severity: 1

4. HN Non-heuristic issue

Where: in the moderate task page, in the summary

What: after buying the meal

Why: for some reason the user has the possibility to select the selected meal. What is the meaning of this possibility? What does the user have to do? This system condition might be confusing for the user which doesn't understand what to do.

Severity: 2

5. H4 Consistency and standards

Where: in the complex task page

What: the button "Pay" is not coherent with other reference in the app

Why: the button name must be "top-up" to be coherent with the other reference to this functionality in the app. The usage of a different word could confuse the user experience and possibly lead him to make mistakes during the usage of the system.

Severity: 2

6. H4 Consistency and standards

Where: in last transaction page

What: there isn't the back button

Why: the only way to return to the previous page is to tap in one of the possible icons in the bottom navbar.

Severity: 0

7. H4 Consistency and standards

Where: in the whole system

What: there are no labels under the icons in the navbar

Why: icons without a label explaining the actual function of the icon are not good, they could lead to incorrect understanding of the system functionalities confusing the user. Moreover a new user would need to interpret and think about what each symbol means.

Severity: 2

8. H4 Consistency and standards

Where: Navbar

What: clock symbol in the navbar have no meaning and actually lead to error.

Why: What is the use of the clock symbol in the navbar?

Severity: 2

9. H3 User control and freedom

Where: at the end of the complex task page

What: the navbar doesn't work

Why: the navbar doesn't work, so there is no possibility to return to the main page or in general to do any action.

Severity: 1

10. H4 Consistency and standards

Where: at the end of the payment of the order task page

What: the button color is not in relevance

Why: This kind of buttons must have a different contrast in order to bring out the importance of the important functionality

Severity: 2

11. H2 Match between system and real world

Where: page to select a dinner time slot

What: time slots for dinner are not present

Why: there are no reservation times compatible with the dinner time

Severity: 2

12. HN Non-heuristic issue

Where: before the ending of the reserve meal task

What: price of the order is not present, so the user doesn't know how much will pay both before and after the transaction.

Why: the user must know how much he pays.

Severity: 2

13. H3 User control and freedom

Where: top up wallet page

What: there is no the possibility of selecting a different amount to be paid into the account

Why: the user might want to top up its own wallet with different amounts with respect to the proposed by default.

Severity: 1

Part V: Summary and Recommendations

Report in the table below the total number of identified violations.

Heuristic	# violations
H1: Visibility of system status	0
H2: Match between system and the real world	1
H3: User control and freedom	5
H4: Consistency and standards	5
H5: Error prevention	0
H6: Recognition rather than recall	0
H7: Flexibility and efficiency of use	0
H8: Aesthetic and minimalist design	0
H9: Help users recognize, diagnose, and recover from errors	0
H10: Help and documentation	0
HN: Non-heuristic issue	2

The app is well made, it aims to solve a real problem so it will be useful for sure. The main functionalities of the app are good and there are no real problems which could ruin the usability.

I don't find any human-ai interaction functionality, so next versions of the app could implement sort of suggestions to place in relevance this absence.

Other deficient points are very simple to correct because sometimes are probably related to figma functionalities.