Heuristic Evaluation: Death by Hypothermia

Overall, this project does a good job keeping the user interface simple. It is not difficult to go from one place to another within the application, but navigation could be made simpler. Some of the violations we list, we presume to be due to the prototype not having full functionality yet, but if they are not, we think it is important that they are addressed. These are mostly the severity 0 violations.

Severity Definitions:
0. Don't think this is a usability problem.
1. Cosmetic problem
2. Minor usability problem
3. Major usability problem; important to fix
4. Usability catastrophe; imperative to fix

Violated Heuristic	Description	Severity	Number of Reporters
H3: User Control and Freedom	Typically, a user can escape dropdown menus by clicking off the menu.	2	1
H1: Visibility of system status	Email button has no feedback, so we couldn't see what happens when it's pressed.	3	1
H5: Error Prevention	When adding the ingredients from a recipe, there's no indication of whether "back" will save or cancel.	3	2
H4: Consistency and Standards	There is no way to add a picture for a recipe, but each recipe has a picture.	3	1
H4: Consistency and Standards	When making a new recipe, directions go in a field called "Notes". When viewing a recipe, that field is	2	1

	called "Directions".		
H3: User Control and Freedom	Top menu bar is not always accessible	0	1
H6: Recognition Rather than Recall	Should be able to mass-delete ingredients for a specific recipe	2	1
H3: User control and freedom	Way to add items back onto shopping list if they are deleted by accident	2	1
H4: Consistency and Standards	It is unclear whether checking an item off on the ingredients list means that the user owns it or wants to buy it.	3	3
H3: User control and freedom	Easily select all items from a recipe	3	1
H6: Recognition Rather than Recall	User does not always remember what page came directly prior to the page they are on, so if they need to go to the menu in order to go one page back, then they might not remember which page that is. So a back button is very useful.	2	1
H1. Visibility of system status	The cookbook has a 'sort by favorites' option, but there is no indication of how the app decides what a favorite recipe is.	1	1

H1. Visibility of system status	"Checkout" just shows the coupons. It feels like this is a bit mislabeled.	1	1
H8: Aesthetic and minimalist design	When adding more than one item to the shopping list, the items overlap. There is no checkbox next to the added items to remove them. All the added items are automatically removed if I try to remove any other items.	0	1
H2. Match between system and the real world	It's unclear what should be entered for serving size. Does it have to be "Serves x people" or can you enter "3 loaves"	2	1
H3: User control and freedom	No way to edit an ingredient under "add a recipe" once it's been added	2	1
H2. Match between system and the real world	Preparation times can be in either minutes or hours, but some recipes can take days.	2	1
H3: User control and freedom	"Add item" button in shopping list does nothing	0	1
H7: Flexibility and efficiency of use	If the "Shopping" and "Cookbook" tabs are the main features of the app, they should be more easily accessible, perhaps with a top navbar.	1	1

Totals:

Severities:

Severity 0:   3
Severity 1:   3
Severity 2:   8
Severity 3:   5

Heuristics:

1.	Visibility of system status:	3
2.	Match between system and the real world:	2
3.	User control and freedom:	6
4.	Consistency and standards:	3
5.	Error prevention:	1
6.	Recognition rather than recall:	2
7.	Flexibility and efficiency of use:	0
8.	Aesthetic and minimalist design:	1
9.	Help users recognize, diagnose, and recover from errors:	0
10.	Help and documentation:	0

There were no severity 4 violations, meaning there were no usability catastrophes. The app design is usable and its purpose is clear. Although some of the changes we pointed out are important, none of them impeded use of the app. Throughout the app there are several ambiguous screens and pages that could potentially confuse a new user. Their purpose is sometimes not clear. For example on the "ingredients" page, it is not clear whether a user should check off ingredients they already have, or check off ingredients they want to buy. Navigation could be made simpler by having tabs at the top for "Cookbook" and "Shopping List" and also having a back button.

Appendix A: Individual Evaluations

Evaluation:

1. [H1 Visibility of system status] (severity 0)
   The cookbook has a 'sort by favorites' option, but there is no indication of how the app decides what a favorite recipe is. If it's auto-generated based off which recipes are added to the shopping list more frequently, 'favorites' may not be the best name.
2. [H4 Consistency and Standards] (severity 2)
   On the page for adding ingredients from a recipe to the list, there's no indication of whether checking off an ingredient means you already have it or that you want to buy it.
3. [H5 Error prevention] (severity 3)
   If you check off an ingredient to add to the list, then hit 'back' to return to the cookbook screen, is that item added to the list or is the operation cancelled? It could go either way, and if the user makes the wrong assumption they could inadvertently add or forget items when they get to the store.
4. [H4 Consistency and Standards] (severity 1)
   On the shopping list page, 'checkout' just shows the coupons for your list. Does it do anything else, like clear your shopping list (since you just bought those items)? I'm on the fence as to whether 'checkout' is misleading.
5. [H4 Consistency and Standards] (severity 2)
   When making a new recipe, you add ingredient info, etc, then put the cooking directions in a field called "Notes". When viewing a recipe, that field is called "Directions".
6. [H2 Match between system and the real world] (severity 2)
   When adding a new recipe, the serving size is a little unclear. Does this have to be a number indicating how many people it can serve, or can you specify the units, such as 1.5 dozen or 2 loaves?
7. [H2 Match between system and the real world] (severity 1)
   Preparation times can be in either minutes or hours, but some recipes can take days. A lot of crock pot recipes are like that.

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Death by Hypothermia: Mealz 4 Dealz

1. [H3: User Control and Freedom] (Severity 2)
Once I click the dropdown I want to be able to click off of it to get back to the screen I was just on. For example if I am on the "Shopping List" screen and I click the dropdown menu, I don't want to have to select "Shopping List" from the menu in order to close it if I am already on that page.

2. [H1: Visibility of system status] (Severity 3)
What does the email button do? There is no feedback when I press it. Does it email me the recipe? Does it let me email the recipe to a friend? Where does it get the email address?

3. [H5: Error Prevention] (Severity 3)
If I go to the "Ingredients" page and check off several ingredients, and then go "back" to look at another recipe to add more to my shopping list, will the ingredients I checked be added to my shopping list, or do I need to visit my shopping list after every time I add ingredients?

4. [H2: Match between system and the real world] (Severity 3)
Each recipe on the "Cookbook" screen is shown with a picture, but when I add a recipe, there is no way for me to add a picture. How does the picture get there?

5. [H3: User Control and Freedom] (Severity 2)
Should the top dropdown menu always be available? It is currently not available when I go to read the details of a recipe. A user might want to use it for navigation at any point in the app. I think it should always be available.

6. [H6: Recognition Rather than Recall] (Severity 2)
Would I ever want to delete all of the ingredients for a certain recipe from my shopping list instead of one by one? Like if I decided I didn't want to make lasagna for dinner, could there be a filter so I could sort the ingredients on the shopping list and filter out the ingredients for the lasagna recipe, and then delete them all at one click instead of deleting one by one the ingredients I remember are for the lasagna.

Evaluation:

1. [H8: Aesthetic and Minimalist Design] (Severity 0)
   When adding an item to shopping list, they cookies and chips ahoy both overlap. When I click remove checked items after adding chips ahoy it removes chips ahoy even though I have not checked chips ahoy

2. [H3: User Control and Freedom] (Severity 2)
   When I check off items on the shopping list and then add an item, the items that were checked turn grey and I am not sure what that indicates.

3. [H3: User Control and Freedom] (Severity 2)
   I cannot add in items back into the shopping list once it has been deleted.

4. [H4: Consistency and Standards] (Severity 3)
   It is not clear to me what the ingredients list is for. Does the ingredients list mean ingredients that I already have or ingredients that I do not have and want to buy at the store?

5. [H1: Visibility of system status] (Severity 2)
   I do not always recognize where I am inside the interface, so I have anxiety about where I am going and coming from. By knowing where I am in the interface, I can become a better judge of what needs to be done on the present screen vs. what will be covered on future screens. This could be done by having 3 icons at the top of the page indicating which page has come one page before mine and which will come next if I hit done.

6. [H6: Recognition Rather than Recall] (Severity 2)
   There are times when I want to go one screen back, but I do not necessarily remember the title of the previous page, so trying to use the drop down menu is not efficient. It is much easier to have a back button.

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Individual Heuristic Evaluation: Death by Hypothermia
11/11/2014

1.   [H4: Consistency and Standards] (Severity 3)
It is unclear whether checking an item off on the ingredients list means that the user owns it or wants to buy it.
2.   [H3: User control and freedom] (Severity 3)
Easily select all items from a recipe
3.   [H8: Aesthetic and minimalist design] (Severity 0)
When adding more than one item to the shopping list, the items overlap. There is no checkbox next to the added items to remove them. All the added items are automatically removed if I try to remove any other items.
4.   [H3: User control and freedom] (Severity 2)
No way to edit an ingredient under "add a recipe" once it's been added
5.   [H3: User control and freedom] (Severity 0)
"Add item" button in shopping list does nothing
6.   [H7: Flexibility and efficiency of use:] (Severity 1)
If the "Shopping" and "Cookbook" tabs are the main features of the app, they should be more easily accessible, perhaps through a top navbar.