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Stage 5: Heuristic evaluation

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Introduction

In this stage of Phase 2 we are going to do an heuristic evaluation of the computational prototype of group 33, an application about reservations for restaurants.

Heuristic Evaluation

The Visibility of system status is pretty good since throughout the user scenarios we never felt “lost” in the application and we got feedback each time we made a reservation. The events to choose something were also responsive which allowed us to comprehend what was selected during our selections in each scenario.

The app is done in English and uses key words like “choose”, “cancel”, “done”, “invalid”, etc. following real-world conventions giving the user a more easy and pleasant experience.

Regarding user control and freedom, we have some things to point out which will be listed in our table where problems are described. Apart from that, the rest of the application has interactions of going back and forth in an intuitive way giving the user a certain desire to explore through the app.

When it comes to consistency and standards, we think that some of the principles are respected but others are violated. For this reason, we are leaving the ones which are not respected in the table.

The error messages that we detect were done in a clear and smooth manner. When choosing a date for the reservation a red text saying “invalid date” appears at the bottom until a valid date is selected.

This app is very good when it comes to memorability, you do not have to remember the things you need to do as the buttons lead you everywhere you need. In addition, when making a review it already leads you to your bookings and you only need to click on the booking you have done and want to make the review (after attending the restaurant).

The flexibility and efficiency of use in the app is not very noticeable. However, we found out that when making a review we can go directly to the bookings and choose the booking to make the review instead of going to the review page and click on the add review button.

We think that the app has some examples of good aesthetics and minimalist design considering the amount of time to develop the project, it's an example of this the date pick screen for a reservation. With more time and prototypes to refine some concepts most of the design would be very good.

Number	Problems	Heuristic	Description	Seriousness	Solution	Image
1	Going back on reservation	User control & Freedom	After choosing the number of people of a reservation a user cannot go back to change any reservation info	4.5	Do the same of other reservation steps of having an arrow for the backwards screen	Fig.1
2	App colors	Aesthetic & Minimalist Design	The app has a nocturne style with darker colors which is satisfactory but has some colors which are not so optimal/appropriate	1	Adjust colors which reveal some inconsistencies. Ex: Black heart icon over dark gray background becomes a white heart. Red colors for error should be less dark and more vivid	Fig. 2
3	Position of going back arrow relative to the screen	Consistency & Standards	Going back arrows are sometimes in the top left and sometimes in the back left	3	Move all the “going back arrows” to the top left corner of the screens	Fig.3
4	Position of book a table button after choosing the restaurant not so easy to find	Consistency & Standards	After choosing the restaurant it’s required to scroll the page down to find the button to book a table in the restaurant	3.5	The book a table should be designed to be the first or one of the firsts when the user opens a restaurant in the app	Fig. 4 e Fig. 5
5	There is more than 1 way of choosing the number of people on a reservation	Error prevention	When choosing the number of people if we need to reserve a table for more than 8, we need to fill in the box on the bottom of the screen, but the pre-set options above can still be selected, this can induce error	3.5	We could simplify this screen using something like the one in fig.6, turning it more aesthetic pleasing and removing the ambiguity	Fig. 3

Images

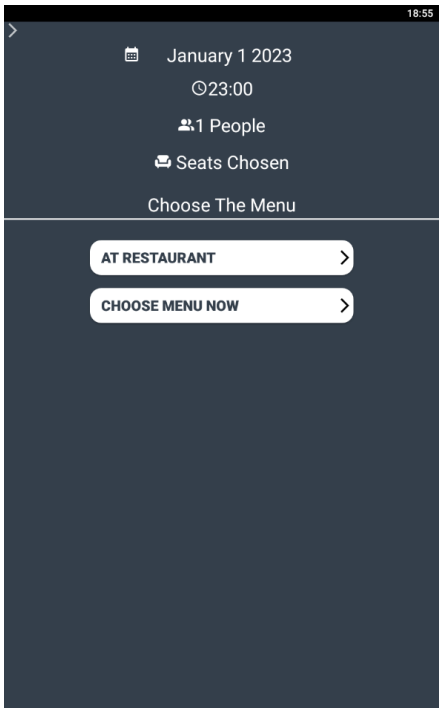

Figura 1

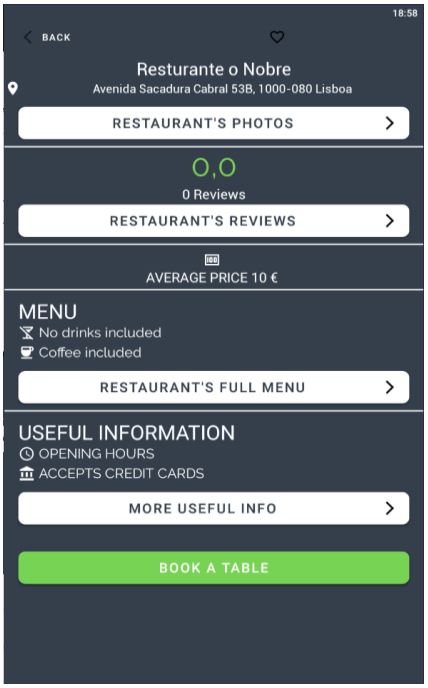

Figura 2

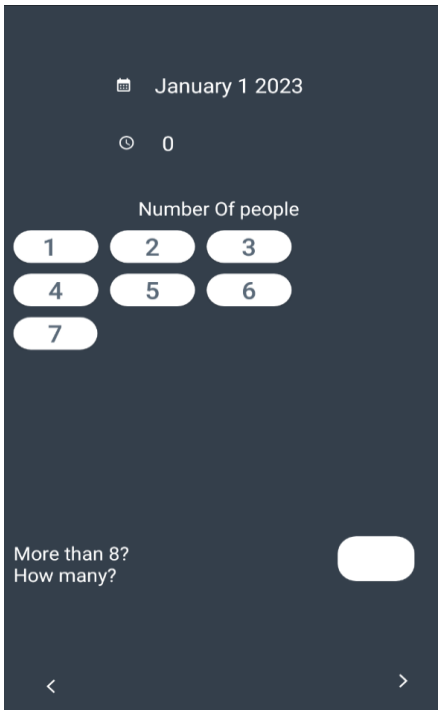

Figura 3

Figura 4

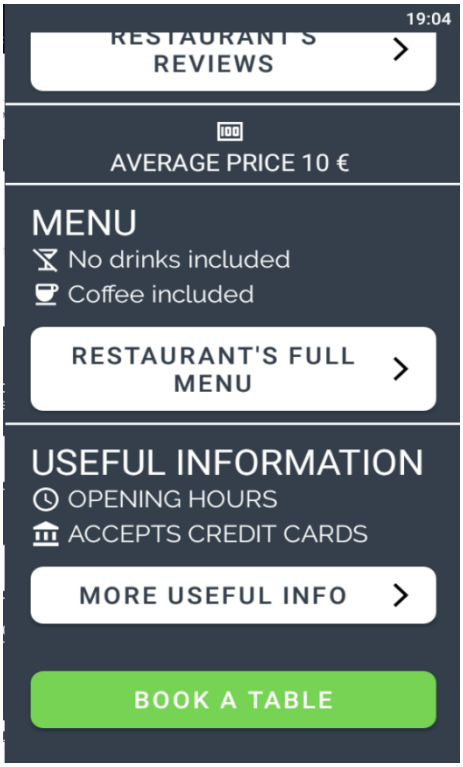

Figura 5

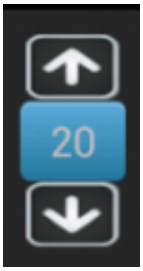

Figura 6