



NOVA SCHOOL OF
SCIENCE & TECHNOLOGY

Human-Computer Interaction

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BookMeal

Stage 5: Heuristic Evaluation



BOOKMEAL

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Heuristic Evaluation

Doing an overall heuristic evaluation, in terms of visibility of system status, you always know where you are, and it's very easy to go to wherever you want to go. The application was made very intuitively, and even though it is just a prototype, the response times are also very fast, and there is no problem in terms of loading or rendering pages. All the language used matches the real world, there are no problematic or underlying terms everything is above the surface which makes the usability of the application very easy.

Talking about user control, the user always keeps control allowing himself to travel between pages anytime he wants without any restriction. Some functionalities that might create a problem in this area are not implemented (like the ability to add a place to favourites) but by the look of the application right now, this would not be a problem.

Consistency and standards were in our opinion well applied, with maybe one minor error described on the problems but nothing that would be significant to compromise the consistency of the application.

Regarding error prevention when adding a new marker, some fields could be filtered or altered to avoid errors from the user in the insertion of the values, this is probably one of the main faults of the application. Because it allows the user to write everything they want in every field, presenting the result of the new creation on the map.

The application is very flexible and efficient the user can navigate through the application very easily. However, might be missing the history of searches.

Graphically there are no major problems it has a good and consistent graphic design using concise language.

Problems

Problem 1

By default, every category is selected

- **Heuristic**

7 – flexibility and efficiency of use

- **Description**

When the user enters the map through the region all types of markers are selected. So, if a user wants to search for something specific, he has to deselect everyone one by one and leave only the one he wants to look for.

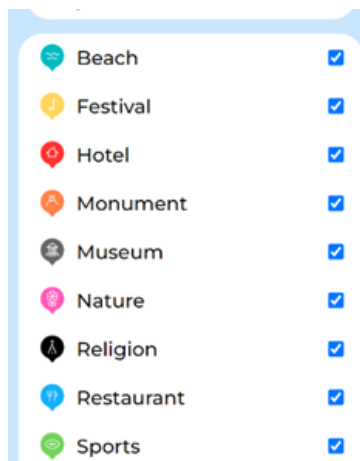
- **Severity**

- **Scale:** Minor

- **Solution**

The goal of having all selected when entering the map was for the user to see everything available, we could make it so that the first time every marker of the maps is showing, none of the options was selected, so that by the time the user selects something automatically only shows what he wants. Another solution is to add a button that can select or deselect every box.

- **Screenshot**



Problem 2

Lack of user history.

- **Heuristic**

Flexibility and efficiency of use.

- **Description**

The aim of this app is to search for places to visit, so it would be good to have the option to see places that had already been visited by the user, or just to see some places that he previously searched for.

- **Severity**

- **Scale:** Major.

- **Solution**

Add a history of previous searches.

Problem 3

In the map, when clicking on a marker, the description of the marker has the same text.

- **Heuristic**

Aesthetic and Minimalist Design.

- **Description**

The map has a lot of different markers, and if you hover over a marker, you can see a little description of the marker organized by its characteristics, each line is one characteristic but visually there is no distinction between the subtitle and the description.

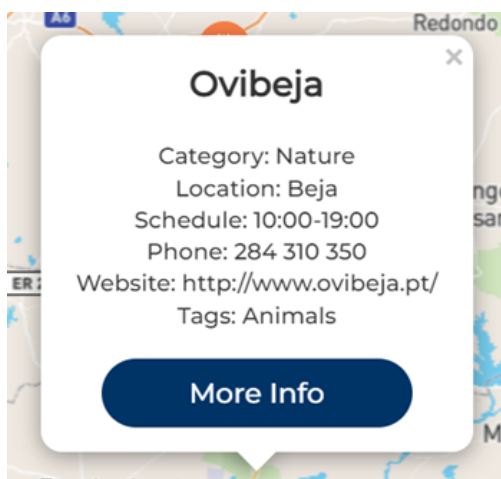
- **Severity**

- **Scale:** Cosmetic

- **Solution**

Make the subtitle of each characteristic bold or at least italic.

- **Screenshot**



Problem 4

“Error alert”.

- **Heuristic**

Error reporting, diagnosis, and recovery.

- **Description**

When the user is adding a new marker and has a problem with the insertion of the characteristics to add a new marker, it just won't add a marker and doesn't inform the user that he has an error in one of the characteristics.

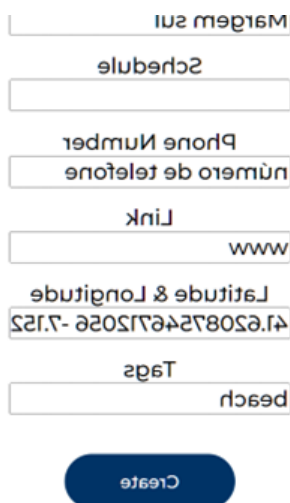
- **Severity**

Scale: Major.

- **Solution**

For example, add a pop-up which could inform the user that he has an error in one of the elements, to be perfect it should inform specifically which field has the problem.

- **Screenshot**



The screenshot shows a vertical form with the following fields from top to bottom: a text input with 'Marek sui', a text input with 'Schedule', a text input with 'Phone Number', a text input with 'Número de telefone', a text input with 'Link', a text input with 'www', a text input with 'Latitude & Longitude', a text input with '41.6208254672026 -7.125', a text input with 'Tags', and a text input with 'Peach'. Below these fields is a blue button with the text 'Create'.

Problem 5

“Learn More”.

- **Heuristic**

Consistency and Standards.

- **Description**

When the user is searching for a tour, there is a button under each tour that says learn more, when you click it takes you directly to the website of the tour.

- **Severity**

- **Scale:** Minor.

Solution

We think that before going directly to the website there should be a page of the app that has all the information relevant with more detail, and there should be a link redirecting us to the actual tour.

Problem 6

When adding a marker, a user can input all kinds of text on the boxes.

- **Heuristic**

Error prevention.

- **Description**

When a user is adding a new marker, the user can input all kinds of text in every box, this could be a problem, for example in the phone number the input should only accept numbers, if we wanted to be accurate, and this is a site to search for Portuguese spots it only should accept nine numbers.

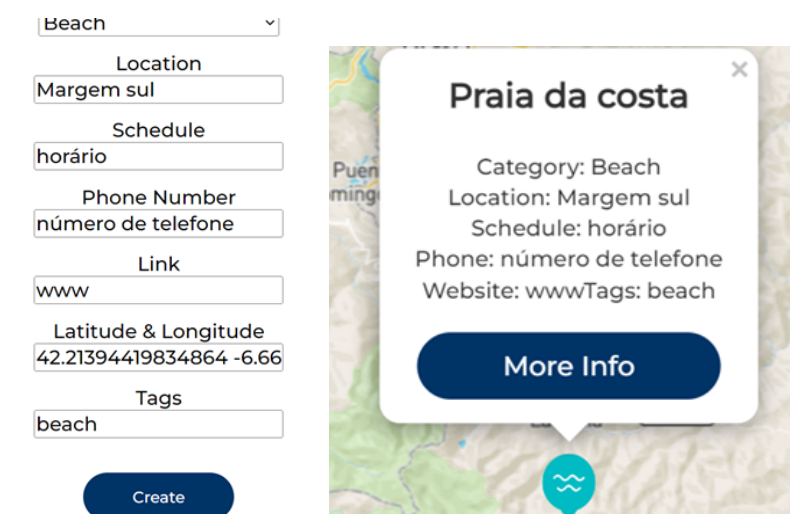
- **Severity**

- **Scale:** Major.

- **Solution**

Add a text filter to the boxes that might need specific sorts or create some kind of dropdowns so that the user can only insert correct values (this is for schedule).

- **Screenshot**



The screenshot displays a form on the left and a map popup on the right. The form contains the following fields:

- Beach (dropdown menu)
- Location (text input: Margem sul)
- Schedule (text input: horário)
- Phone Number (text input: número de telefone)
- Link (text input: www)
- Latitude & Longitude (text input: 42.21394419834864 -6.66)
- Tags (text input: beach)
- Create (button)

The map popup on the right shows a location titled "Praia da costa" with the following details:

- Category: Beach
- Location: Margem sul
- Schedule: horário
- Phone: número de telefone
- Website: wwwTags: beach
- More Info (button)