



HEURISTIC EVALUATION

For "Tiffiny", a Human-Computer
Interaction project presented by:

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Visibility of System Status

The user should be made aware of the system status and receive feedback on interaction with it. Our UI aims to provide this feedback with a set of visual and auditory elements.


For example: when the system is searching for a nearby home cook, a timer on the screen would start as an indication to not close the tab. Similar timers will be kept for payment processes and transactions as well.

Upon confirmation of the order, an animated icon or message will appear on the screen and the user as well as cook can track his/her order via a live tracking system which will display the location of the delivery executive and the estimated time of arrival.

Match Between System & Real World

To make the interaction between the user and the system as seamless as possible, we aim to use images, forms and text that the user must have already encountered or is familiar with.

For example, all the icons used to navigate to different sections of the UI are standard, including the “location” symbol used for setting the user’s address, the “home” icon to return to the main page and the “human” icon meant to view one’s personal profile. All these icons have a standard application , which the users are already familiar with.

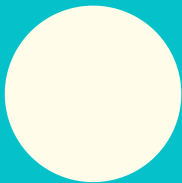
A decorative yellow wave shape at the bottom of the page, consisting of several rounded, overlapping humps.

User Control & Freedom

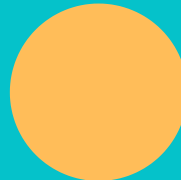
The user has to have control over the system; user freedom also involves the ability to undo accidental actions. In our UI, the user/home cook will be able to change their profile details whenever they deem necessary. The home cook also has the flexibility to change his/her meal plans, cuisine, timings etc. The user also has the freedom to cancel his/her subscriptions at any time.

Consistency & Standard

Throughout the UI a consistent design is followed, with the same font and colour palette, providing uniformity. Our colour palette is strictly maintained throughout for easy navigation and visual interpretation: off-white as the background, black text, yellow for outlining and teal for accents.



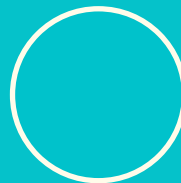
#FFFCEA



#FFBD59



#FFDE59




#00C2CB

Error Prevention

Some of the implementations in our system involve password protection features such as the specification to include at least one capital letter, small letter, number and symbol to make sure the password is strong.

Other implementations involve correcting the user if an invalid username/email ID is filled in the sign in/sign up page, error message if the user's pincode is not found, correcting the user's address to the nearest valid address and an error message if the user's internet connection is not stable enough to use the application and so on.



Recognition Rather Than Recall

If the user is ordering the meal he/she will be able to view their upcoming meal as well as their meal plan for the rest of their subscription term—this way, the user doesn't need to recall what they have ordered. There will also be an option where the user can view past orders, including the dish and the home cook who made it.


Home cooks will be able to view their past meal plans, orders they've fulfilled, profit they've earned and so on.

Flexibility & Efficiency of Use

We cater to two user types: people wanting homemade food and home cooks who want to earn from the food they cook. In the very beginning, the navigations for both these users are presented as two separate options: "Are you - 1) searching for a meal plan , 2) a home cook"; the actions are sequential and simple to follow after this, with the page layout designed in a way that lets the user know what has been done so far & what needs to be done now. Arrows will also be used to navigate to the "next page".

Aesthetic & Minimalistic Design

Each page of our UI is kept simple with clean text and colours being used for the purpose of distinction. All the information and icons used are relevant to what needs to be conveyed to the user. Unnecessary data is removed so that the user isn't confused or overwhelmed. Since it's a food-related application, the colours used have to be appetising. This includes warm and light colours such as pale yellows and oranges which induce a feeling of warmth and homeliness. Bright and flashy colours were avoided as they don't go well with the "food" theme. A pop of colour was brought to the interface by using a shade of blue which has been used for highlights and accents and is used in very less quantities in our wireframes, but it stands out by inducing a sense of freshness and coolness while contrasting with the yellows and oranges. As for the backgrounds, a slightly off white shade was chosen so that it's not as bright as pure white, but yet, the other three colours stand out well against this colour.



Help Users Recognize, Diagnose & Recover From Errors

A “helping hand” is provided by the system to the user in the form of error messages and alerts. The user will be shown what username, password and profile specifications are to be met at the time of signing up.

Help & Documentation

The help section would include an FAQ section where most frequent problems and their solutions can be viewed by the user. If the user still has pending enquiries then there will be an option to chat or get on call with our customer care centre.
