

UX Heuristic Evaluation Worksheet

Heuristics listed are the “classic” 10 usability heuristics developed by the Nielsen Norman group.

<u>Heuristic</u>	<u>Difficulties</u>	<u>Opportunities</u>
Visibility of system status <i>The system should always keep users informed about what is going on, through appropriate feedback within reasonable time.</i>	No status, on each page, just the page information was there	Use the heading of the page in such a way that , it serves as status, at the same position on each page. ➤ <i>Done</i>
Match between system and the real world <i>The system should speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms. Follow real-world conventions, making information appear in a natural and logical order.</i>	Service size is one phrase which might be confusing.	Prepare a meal for? How many dishes? ➤ <i>Quantity included to add to cart.</i>
User control and freedom <i>Users often choose system functions by mistake and will need a clearly marked "emergency exit" to leave the unwanted state without having to go through an extended dialogue. Support undo and redo.</i>	No indication if a user wants to place multiple order, from the same chef. No mention of ingredient and equipment provided By chef or user	User wants to choose either a chef or dish, or even search the dish cuisine or chef it can be done ➤ <i>Navigate to chef or dish and proceed</i>
Consistency and standards <i>Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.</i>	Chef rating and reviews	Food and chef rating should be given in stars, the widely used convention. Bestsellers and recommended dishes ➤ <i>Bestsellers added for each chef</i> ➤ <i>Chef and food rating given in stars</i>
Error prevention <i>Even better than good error messages is a careful design which prevents a problem from occurring in the first place. Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action.</i>	For email and phone number	If wrong otp and phone number display an appropriate message. ➤ <i>Done, appropriate message displayed.</i>

Recognition rather than recall <i>Minimize the user's memory load by making objects, actions, and options visible. The user should not have to remember information from one part of the dialogue to another. Instructions for use of the system should be visible or easily retrievable whenever appropriate.</i>	Stars rating and chat box symbol . Chef pictures	Show stars for ratings in common colors. Chef pictures should be professional and not in any filters. <ul style="list-style-type: none"> ➤ <i>Black color used with the number written below to avoid confusion</i> ➤ <i>Yes, professional pictures included</i>
Flexibility and efficiency of use <i>Accelerators -- unseen by the novice user -- may often speed up the interaction for the expert user such that the system can cater to both inexperienced and experienced users. Allow users to tailor frequent actions.</i>	Number email Show an icon , to choose, For list view or icon view Hamburger menu	Pop up of qwerty pad for email, for number : numpad The user shouldn't change, it should be automatic Hamburger menu should be provided to look at account details and help <ul style="list-style-type: none"> ➤ <i>Qwerty used and showed for search</i> ➤ <i>Hamburger menu used</i>
Aesthetic and minimalist design <i>Dialogues should not contain information which is irrelevant or rarely needed. Every extra unit of information in a dialogue competes with the relevant units of Information and diminishes their relative visibility.</i>	Chef page, and dishes page	Include enough dishes in one page, should not be a lot in one page. Only provide necessary details <ul style="list-style-type: none"> ➤ <i>Necessary details provided with 4 chef options and 4 dishes.</i>
Help users recognize, diagnose, and recover from errors <i>Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution.</i>	Server, internet issues	If internet issues a message to check internet If page not found, give a suggestion for home page of link to previous page. <ul style="list-style-type: none"> ➤ <i>Internet issue page included</i>
Help and documentation <i>Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation. Any such information should be easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large.</i>	Hamburger menu on left top corner	My account details FAQs Chat Contact <ul style="list-style-type: none"> ➤ <i>All included</i>

Notes: The above observations are with respect to Lo-Fi to Hi-Fi model presented in the project.

Team Details:

- PES1201700428 Kotha Eswarya
- PES1201700461 Mohina Ahmadi
- PES1201701162 Tarang Moolchandani
- PES1201701128 Abhinandan Singla