



Human Computer Interaction
Assignment 1

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Introduction

This project presents a heuristic evaluation of the website <https://ntantades.gov.gr/>, a platform designed to connect guardians with babysitters, based on Nielsen's 10 usability principles, persona creation, and a hierarchical analysis of tasks to guide our redesign of the evaluated site. The project's requirements are addressed in the following pages. Unfortunately, we couldn't navigate the entire website, so access was limited. Specifically, in the babysitter application process, we could only reach step two, involving personal information updates. In the guardian application for a babysitter, we reached a page with "Submit Application" and "Edit Application" options, but neither was accessible. In the guardian application for a voucher, we arrived at a page directing us to the agreement environment, which was also inaccessible. Overall, the site was difficult to use, lacking adequate user guidance.

Heuristic Evaluation

1. Visibility of system status

Complies (1) or fails (-1)	Description	Severity rating	Suggestion for improvement
-1	In login page, when username or password is incorrect the error message is not very informative, because it does not specify the reason of the problem. See figure 6	2	Instead of "User Authentication Failed! Your connection was not successful." the message should be "Incorrect username or password."
-1	There is no breadcrumb navigation on the website pages.	3	Adding a breadcrumb trail would improve navigation and help users track their location.
-1	On the login page where it asks for a username and password, it displays the message "User Authentication with additional one-time code," even though no additional code is requested on this page, leaving the user unsure where to find the code. See figure 7	1	Update the message to: "User Authentication - a one-time code will be requested after you log in." This clarifies that the code isn't needed on this page.
-1	When logging in as a babysitter, there is no loading indicator, only a message that says "please wait." See figure 5	1	Add a visible loading spinner or progress bar alongside the "please wait" message to indicate progress.

-1	When the user requests an OTP resend, they are not notified that a new message has arrived.	1	Display a confirmation message indicating that a new OTP has been sent.
1	When the OTP entry time expires, the confirmation button correctly fades out, leaving only the options to resend or cancel. See figure 9	-	It's a good practice that we could consider adopting.
1	When on the Login page and entering the username or password, the respective field is outlined in blue, indicating to the user that they are typing. See figure 4	-	We would certainly adopt this practice.
-1	When logging in as a babysitter, a message appears saying, "There was a problem. No data found," but it doesn't specify which data is missing. See figure 12	2	Make the error message specific by identifying which data is missing and provide clear instructions for resolving the issue.
1	When logging in as a babysitter without proper data, the error message appears in red, clearly indicating there is a problem. See figure 12	-	It's a good practice that we could consider adopting.
1	When the OTP is sent, there is a timer showing how much time remains to enter the code (it also changes color based on the remaining time) along with a helpful message displayed above. See figure 8	-	It's a good practice that we could consider adopting.
-1	When logging in as guardians and attempting to edit the application, the page redirects to a new one where errors briefly appear in the top right corner before disappearing. The new page has no guidance at all. See figure 2	3	Display a clear, persistent error message on the new page and include guidance or tooltips to help users understand how to proceed with the application edit.

-1	When an incorrect OTP is entered, an error message appears, but it's not positioned correctly. See figure 11	1	Place the error message in a better position and centered to ensure it's clearly associated with the incorrect entry. This will make it more noticeable and improve user experience.
-1	After applying as a guardian for a voucher, there is no immediate and clear guidance on the next steps. The page directs us to view an agreement without any specific instructions. It does not provide an option to apply for the voucher or adequately inform us why we cannot do so. It displays a message saying "No active agreement found," which fails to clarify the reason for our inability to proceed with the application. See figure 10	3	Provide a clear step-by-step guide on the page, including specific instructions for accessing the agreement, along with an explanation of any issues preventing the voucher application.
1	In the guardian application, it shows the status of each request. See figure 3	-	We would certainly adopt this practice.
1	In the voucher page, colored frames are used to convey the meaning of the text inside (e.g., mandatory actions are highlighted in red). See figure 10	-	We don't currently have plans to adopt this feature.
-1	The agreement environment page, accessed from the guardian voucher application, lacks any indication that the user is on this specific page. See figure 1	3	Add a clear label or header, such as "Agreement Environment," at the top of the page to confirm the current page for users.
-1	On the agreements page accessed from the guardian voucher application, there is no information or guidance provided in case there are no active agreement requests. See figure 1	3	Include a message on the agreements page informing users of the lack of active requests and guiding them on how to initiate a new agreement or seek help.

1	When logged in as a babysitter, the page displays a progress tracker that shows the user's current step, the steps completed, and how many remain. See figure 13	-	It's a good practice that we could consider adopting.
-1	Although there's a progress tracker in the babysitter application, it doesn't indicate the action required at each step. See figure 13	2	Enhance the progress tracker to include brief labels or icons that clarify the action needed at each step, guiding users through the process more intuitively.
1	When logged in as a babysitter, if a required field is left empty in the form, an error message appears in red. Upon pressing submit, it navigates directly to the empty field for easy completion. See figure 15	-	We would certainly adopt this practice.
-1	In 2nd step of the babysitter application, there is insufficient information provided for submitting an education certificate, aside from the title "Education/Certification 1st." See figure 14	1	Add guidance or examples in Step B to clarify the type of education certificate required, ensuring users know what information or documents to submit.

Δείτε τους όρους της πρόσκλησης

● Υποβεβλημένες Αιτήσεις παιδιών «χωρίς» σύμβαση.
● Υποβεβλημένες Αιτήσεις παιδιών «σε στάδιο» σύμβασης.

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Υλοποίηση από το [ΕΑΥΤΕ](#)

ΕΛΛΗΝΙΚΗ ΔΗΜΟΚΡΑΤΙΑ
Κυβέρνηση

Figure 1

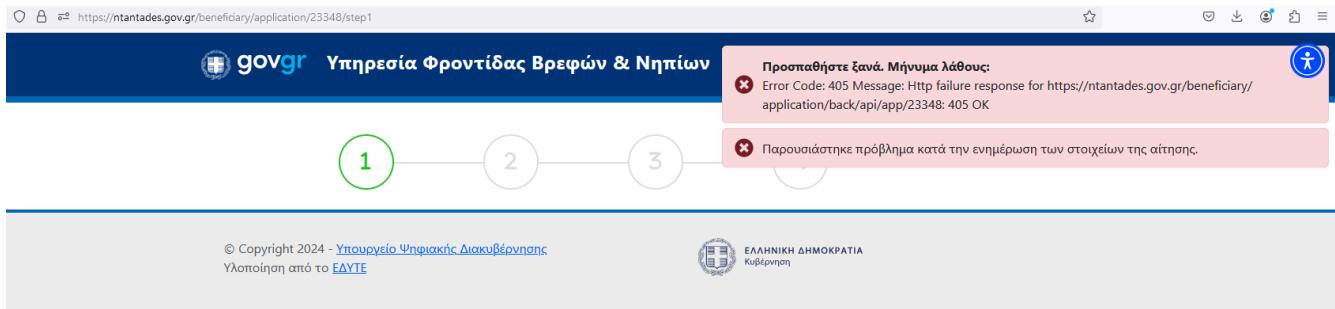


Figure 2

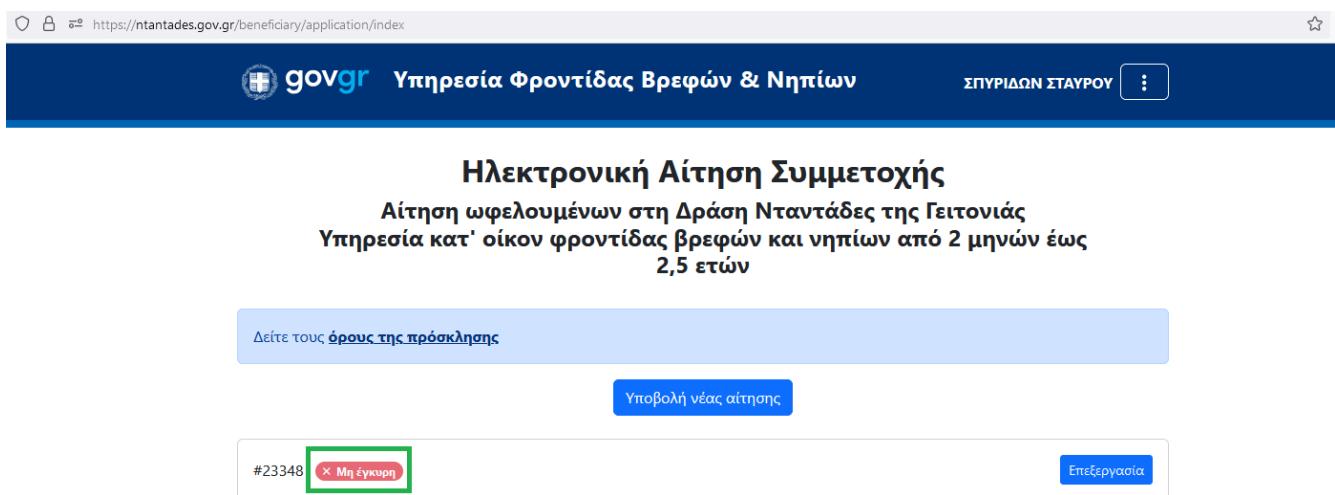


Figure 3

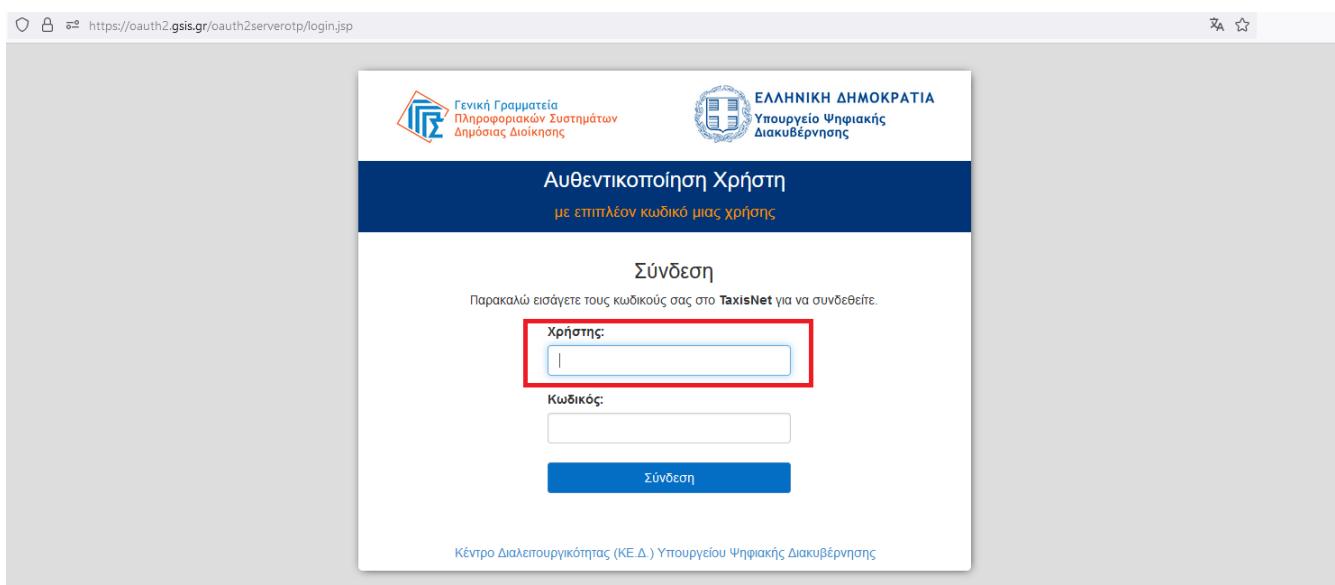


Figure 4

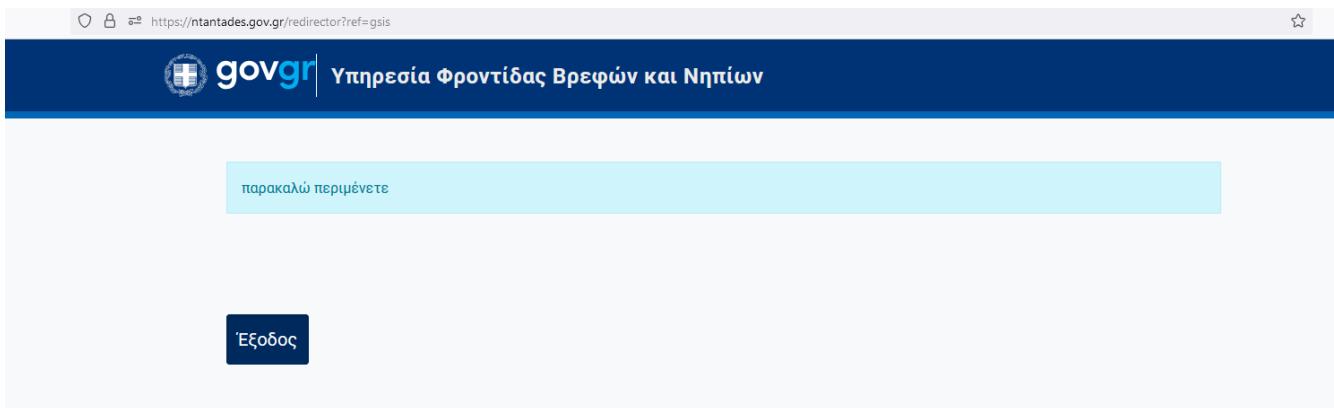


Figure 5

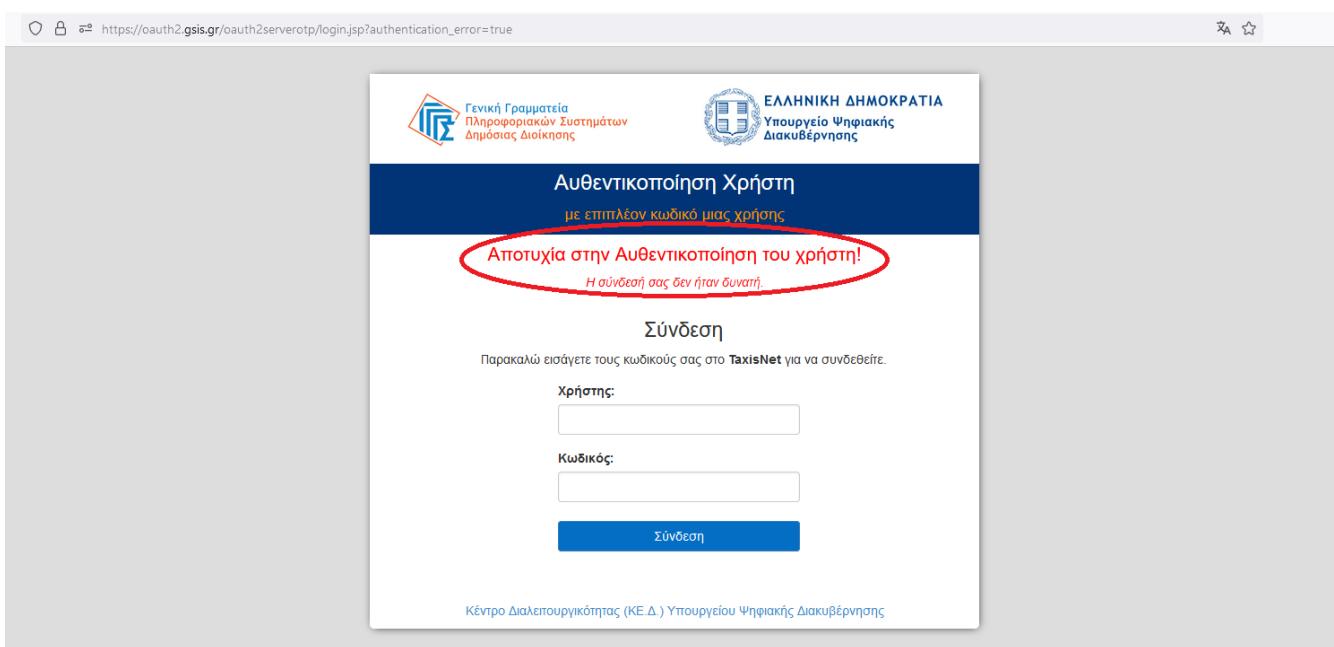


Figure 6

https://oauth2.gsis.gr/oauth2serverotp/login.jsp

ΕΛΛΗΝΙΚΗ ΔΗΜΟΚΡΑΤΙΑ
Υπουργείο Ψηφιακής Διακυβέρνησης

Αυθεντικοποίηση Χρήστη
με επιπλέον κωδικό μιας χρήσης

Σύνδεση

Παρακαλώ εισάγετε τους κωδικούς σας στο **TaxisNet** για να συνδεθείτε.

Χρήστης:

Κωδικός:

Σύνδεση

Kέντρο Διαλειπουργικότητας (ΚΕ Δ.) Υπουργείου Ψηφιακής Διακυβέρνησης

Figure 7

https://oauth2.gsis.gr/oauth2serverotp/otp/resendOtp

ΕΛΛΗΝΙΚΗ ΔΗΜΟΚΡΑΤΙΑ
Υπουργείο Ψηφιακής Διακυβέρνησης

Αυθεντικοποίηση Χρήστη
με επιπλέον κωδικό μιας χρήσης

Επαλήθευση κωδικού

Εισάγετε τον εξαψήφιο κωδικό μιας χρήσης που λάβατε και πατήστε «Επιβεβαίωση». Αν δεν λάβετε τον κωδικό εντός δύο λεπτών, μπορείτε να ζητήσετε νέο πατώντας «Επαναποστολή κωδικού».

Κωδικός:

0:09

Επιβεβαίωση Επαναποστολή κωδικού

Ακύρωση

Kέντρο Διαλειπουργικότητας (ΚΕ Δ.) Υπουργείου Ψηφιακής Διακυβέρνησης

Figure 8

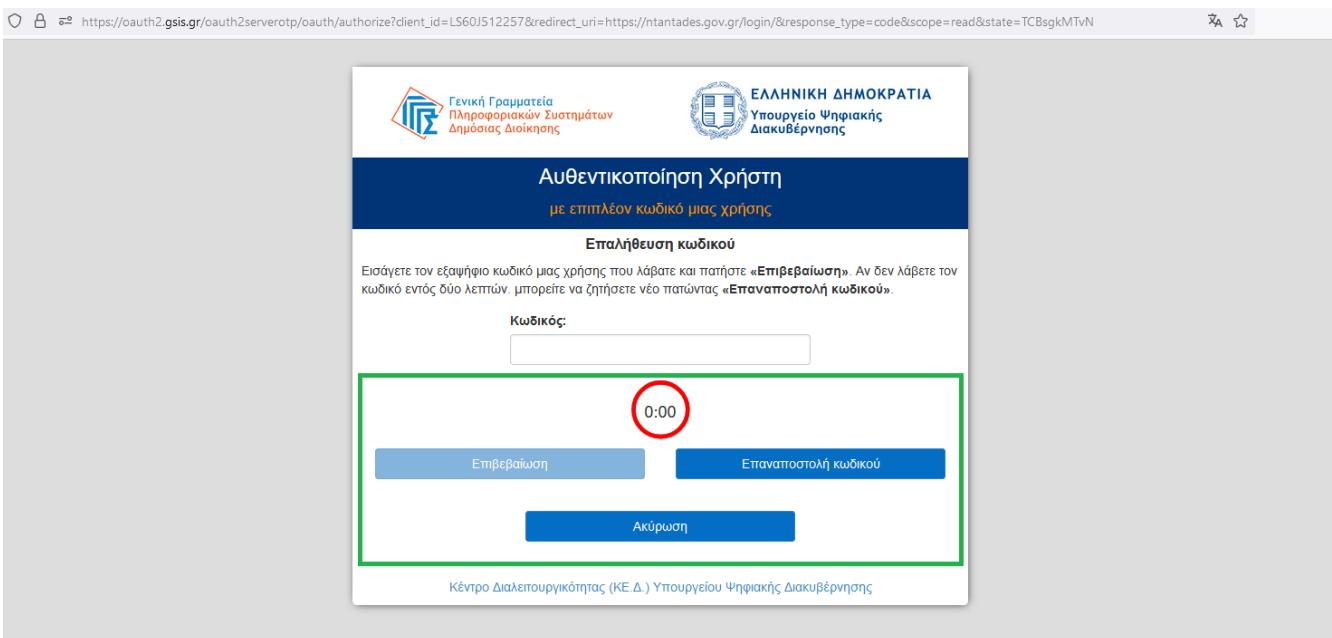


Figure 9

Figure 10

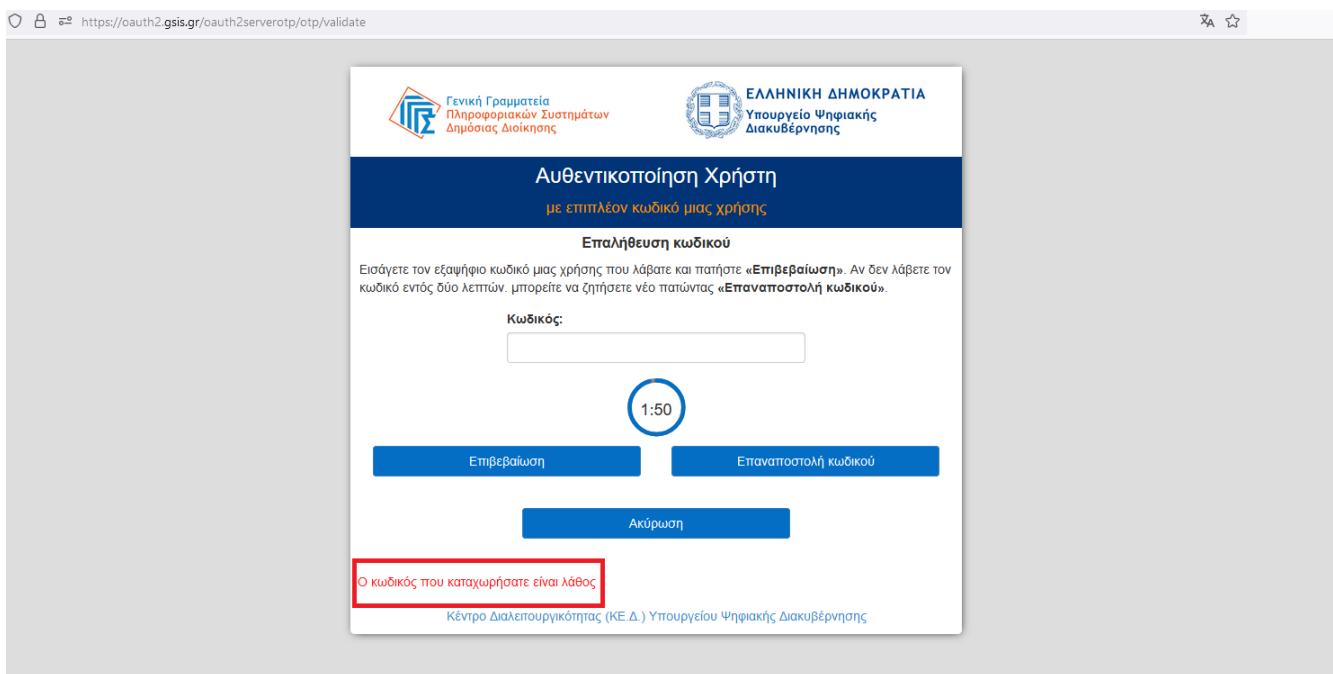


Figure 11

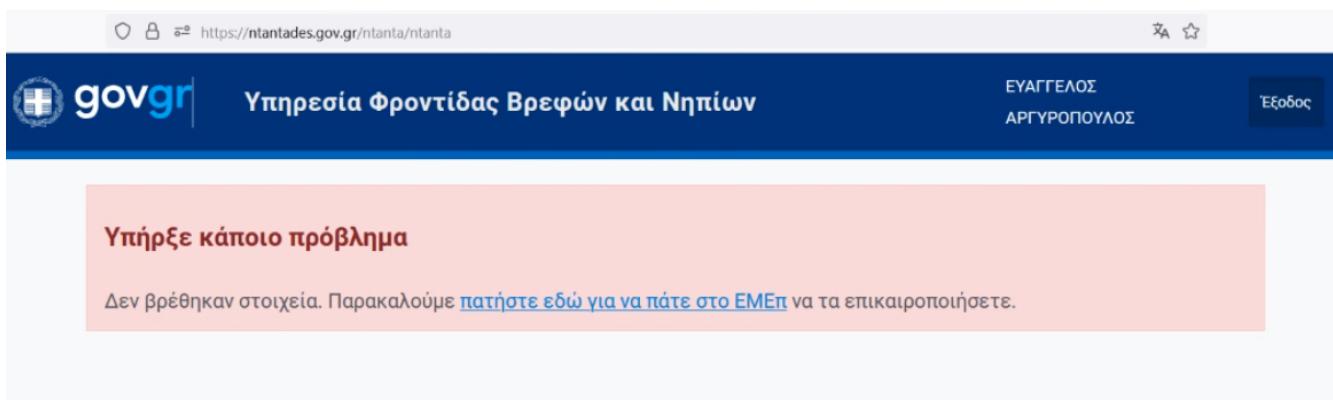


Figure 12

Καλώς ορίσατε στην εφαρμογή για το Μητρώο Επιμελητών.
Παρακαλούμε ελέγξτε με προσοχή τα παρακάτω στοιχεία. Εάν δεν είναι σωστά [πατήστε εδώ για να πάτε στο ΕΜΕΠ](#) να τα επικαιροποιήσετε και επιστρέψτε για τη συνέχεια. Εάν είναι σωστά πατήστε [Συνέχεια](#).

Ενότητα Α -ΒΑΣΙΚΑ ΣΤΟΙΧΕΙΑ

Προσωπικά Στοιχεία

Όνομα
ΣΠΥΡΙΔΩΝ

Επώνυμο
ΣΤΑΥΡΟΥ

Figure 13

Αν δεν ανήκετε στις παραπάνω ειδικότητες και επιθυμείτε την εγγραφή σας στο μητρώο επιμελητών, μπορείτε να παρακολουθήσετε το διαδικτυακό μάθημα για την εκπαίδευση επιμελητών στο <https://howto.gov.gr/login/?wantsurl=/course/view.php?id=59> και αφού το ολοκληρώσετε με επιτυχία να επιστρέψτε στην εφαρμογή και στην Ειδικότητα να επιλέξετε «Διαδικτυακή εκπαίδευση».

Εκπαίδευση/Δικαιολογητικό 1o
Περιήγηση... Δεν επιλέχθηκε αρχείο.

Figure 14

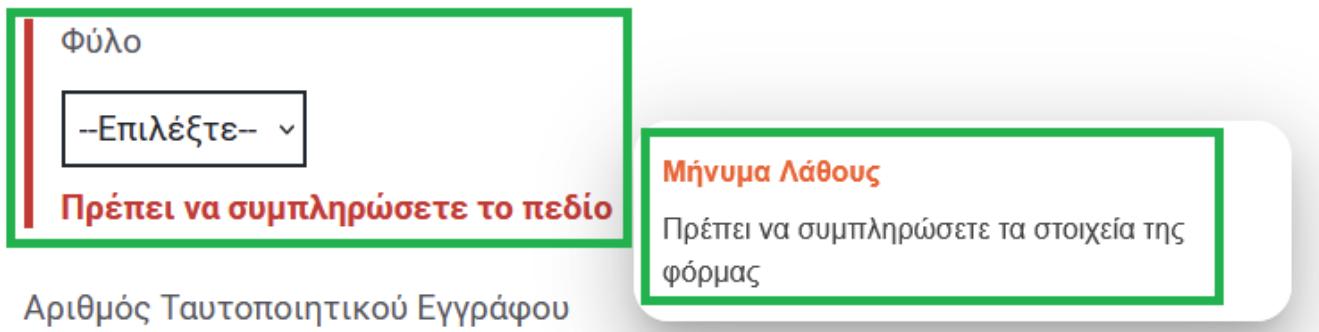


Figure 15

2. Match between system and the real world

Complies (1) or fails (-1)	Description	Severity rating	Suggestion for improvement
-1	The terminology is not user-friendly. See figure 19	3	Use simple, familiar terms throughout the site, such as replacing "caretaker" with "babysitter" and "beneficiary" with "guardian," to improve clarity for users.
-1	In the OTP text, a period has been omitted. See figure 21	1	Review the OTP message text and redesign it.
-1	The homepage text is unclear and lacks sufficient detail, using complex vocabulary and vague content that doesn't effectively indicate which options and functions (e.g., the green buttons below) are intended for each user group. See figure 19	2	Simplify the language and make the content more specific to help users easily understand which options and functions apply to them. Consider adding brief descriptions next to each button to clarify their purpose for different user groups.
-1	The voucher button is available on the homepage and can be clicked before the parent submits an application, which leads to an incorrect sequence of steps. See figure 20	1	Ensure the parent application is submitted first by making the voucher button clickable only after the application step is completed.
-1	After entering the OTP, a message about accessing user data appears, along with a "Send" button and options to "Continue" or "Return." However, the "Send" message is unclear about its function or what will be sent, and it remains the same for both choices. See figure 16	1	Remove the "Send" button and use two buttons: "Continue" and "Back."
-1	In the parent's section, a blue box appears that refers to the terms of the invitation, but its meaning is unclear and does not provide any benefit. See figure 17	1	Provide a clear explanation of the terms in the blue box, including their purpose and relevance, to enhance understanding and usefulness for users.

-1	In the guardian application for the voucher, the instructions are unclear and in the wrong order, as the most important information needs to be prioritized, along with problematic syntax. See figure 22	2	Revise the instructions to clarify the steps, prioritize the most important ones, and ensure proper syntax and clear language throughout.
1	The OTP page text includes clear, bold instructions for entering or resending the code. See figure 18	-	We would certainly adopt this practice.
1	In the guardian application, options are presented for submitting a new application and for editing an existing one in a straightforward manner. See figure 23	-	It's a good practice that we could consider adopting.
1	The form we are asked to fill out when logging in as a babysitter is presented simply, with fields in a logical order: general information like name, surname, and father's name first, followed by additional details like ID number and tax ID, then contact information, and finally availability.	-	We would certainly adopt this practice.
-1	In the babysitter application, at the second step, after uploading a document, the option says "Change" instead of "Clear" to discard it. See figure 24	1	Change the "Change" option to "Clear" to accurately reflect the option's function of removing the uploaded document.

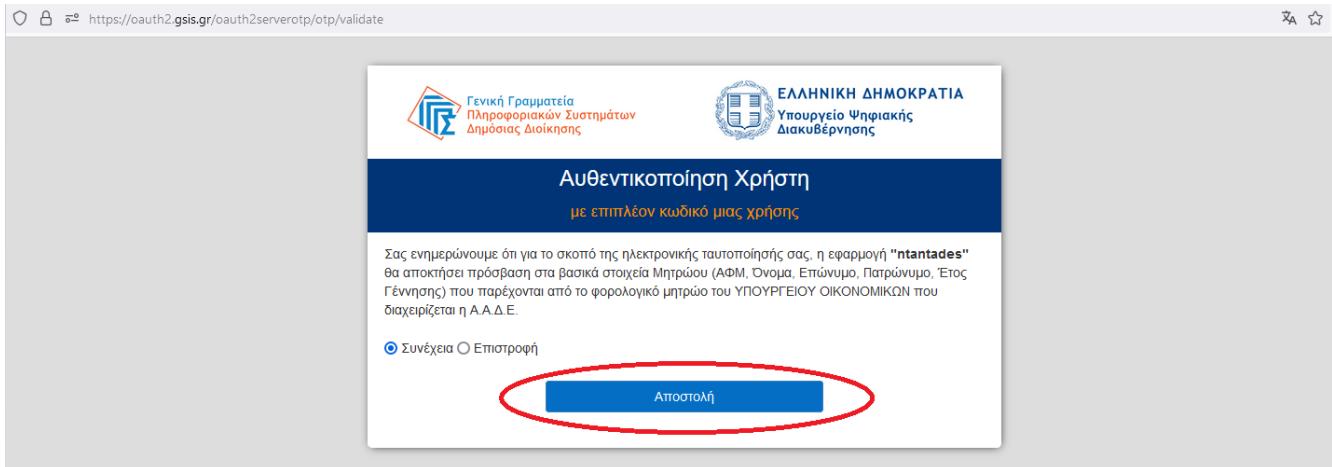


Figure 16

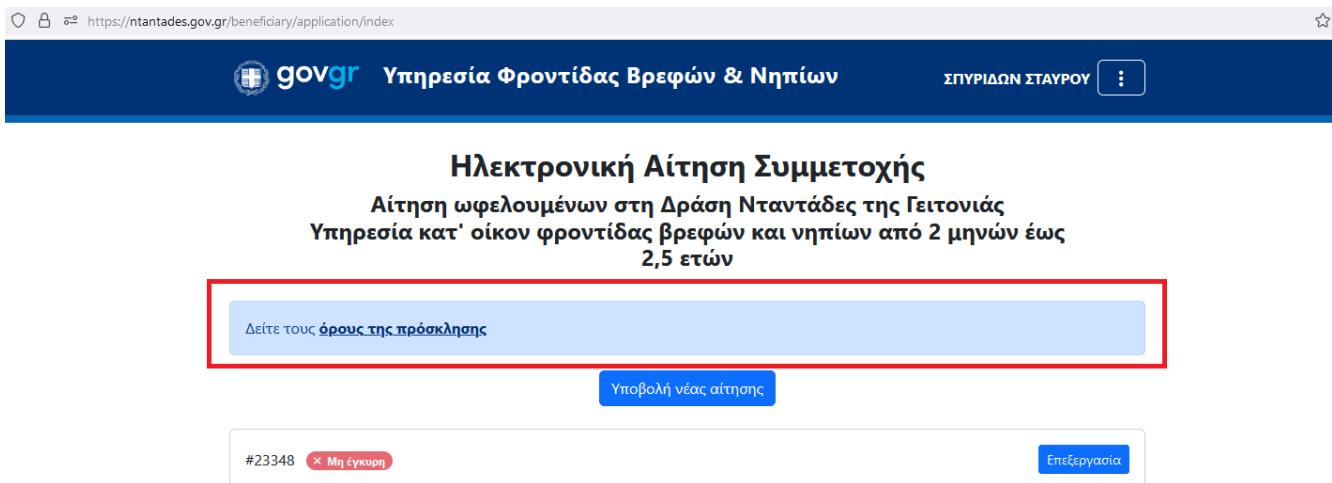


Figure 17

The screenshot shows a digital service portal for the Greek government. At the top, there are logos for the General Directorate of Citizen Services and the Ministry of Education and Religious Affairs. The main title is "Αυθεντικοποίηση Χρήστη με επιπλέον κωδικό μιας χρήσης" (Authenticating a user with an additional code from a previous session). Below this, a message says: "Εισάγετε τον εξαφήφιο κωδικό μιας χρήσης που λάβατε και πατήστε «Επιβεβαίωση». Αν δεν λάβετε τον κωδικό εντός δύο λεπτών, μπορείτε να ζητήσετε νέο πατώντας «Επαναποστολή κωδικού»." (Enter the exaphyphio code from your previous session and click 'Confirm'. If you did not receive the code within two minutes, you can request a new one by clicking 'Resend code'). There is a text input field for the code, a timer showing 1:54, and three buttons: 'Επιβεβαίωση' (Confirm), 'Επαναποστολή κωδικού' (Resend code), and 'Ακύρωση' (Cancel). At the bottom, it says "Κέντρο Διαλειτουργικότητας (ΚΕ Δ.) Υπουργείου Ψηφιακής Διακυβέρνησης".

Figure 18

The screenshot shows a service page titled "Δράση 'Νταντάδες της γειτονιάς'" (Ntantades of the neighborhood). The main heading is "Υπηρεσία κατ' οίκον φροντίδας βρεφών και νηπίων από 2 μηνών έως 2,5 ετών" (Service for home-based care of children from 2 months to 2.5 years). Below this, a paragraph of text discusses the service for children with disabilities, mentioning "Εγγραφή στο μητρώο επιμελητών (επιμελητής/τρια)" (Registration at the maternity office (maternal care provider)), "Αίτηση για την παροχή της υπηρεσίας φύλαξης και την επιλογή επιμελητή /τριας (ωφελούμενο πρόσωπο)" (Application for the provision of the service and the choice of maternal care provider (beneficiary)), and "Αίτηση χορήγησης «Αξίας τοποθέτησης» Voucher (ωφελούμενο πρόσωπο)" (Application for the issuance of a "Location Placement Value" Voucher (beneficiary)).

Figure 19

https://ntantades.gov.gr

Δράση "Νταντάδες της γειτονιάς"

Υπηρεσία κατ' οίκον φροντίδας βρεφών και νηπίων από 2 μηνών έως 2,5 ετών

Πρόσβαση έχουν οι γονείς και τα πρόσωπα που έχουν την επιμέλεια βρεφών και νηπίων, καθώς και τα φυσικά πρόσωπα που επιμέμονον να εγγραφούν στο Μητρώο Επιμελητών. Δικαιώματα αίτησης χρηματοδότησης από τη Δράση «Νταντάδες της Γειτονιάς» για κάλυψη μέρους της αμοιβής της υπηρεσίας του/της Επιμελητή/τριας, έχουν τα ωφελούμενα πρόσωπα που πληρούν τις προϋποθέσεις.

Παρακαλούμε πριν ξεκινήσετε διαβάστε προσεκτικά τις οδηγίες [εδώ](#) για να διευκολυνθείτε στη διαδικασία υποβολής της αίτησής σας.

Μπορείτε να επιλέξετε μια από τις ακόλουθες υπηρεσίες (Θα χρειαστείτε τους προσωπικούς σας κωδικούς πρόσβασης στο Taxisnet).

[Εγγραφή στο μητρώο επιμελητών \(επιμελητή/τρια\)](#)

[Αίτηση για την παροχή της υπηρεσίας φύλαξης και την επιλογή επιμελητή /τριας \(ωφελούμενο πρόσωπο\)](#)

[Αίτηση χορήγησης «Αξιας τοποθέτησης» Voucher \(ωφελούμενο πρόσωπο\)](#)

Figure 20

https://oauth2.gsis.gr/oauth2serverotp/oauth/authorize?client_id=LS60J512257&redirect_uri=https://ntantades.gov.gr/login/&response_type=code&scope=read&state=jB1XJu3qMV

Figure 21

https://ntantades.gov.gr/payment/application/index

 govgr Υπηρεσία Φροντίδας Βρεφών & Νηπίων ΣΠΥΡΙΔΩΝ ΣΤΑΥΡΟΥ :

Ηλεκτρονικό Αίτημα Πληρωμής

Αίτηση ωφελουμένων στη Δράση Νταντάδες της Γειτονιάς
Υπηρεσία κατ' οίκον φροντίδας βρεφών και νηπίων από 2 μηνών έως 2,5 ετών

Δείτε τους όρους της πρόσκλησης

Σας γνωρίζουμε ότι, με την υποβολή όλων των δικαιολογητικών στην ηλεκτρονική πλατφόρμα, εικινεί η διαδικασία ελέγχου τους και η πληρωμή προς τους/τις ωφελούμενους/-ες γονείς θα πραγματοποιηθεί εντός εξήντα ημερών.

Σας γνωρίζουμε ότι, τα πεδία συμπληρώνονται αυτόματα επιλέγοντας τον μήνα πληρωμής βάσει της αναλυτικής που προβάλλεται στο [περιβάλλον συμφωνητικών](#) όπου επίσης μπορείτε να υπολογίσετε το ποσό του εργοσήμου.

Πριν την έναρξη υποβολής πληρωμών και για μόνο μια φορά, απαιτείται η υποβολή απογραφικού δελτίου για κάθε ωφελούμενο. Μεταβείτε στο [περιβάλλον συμφωνητικών](#) και κάντε προβολή του συμφωνητικού για να συνεχίσετε.

Δεν βρέθηκε ενεργό συμφωνητικό.

Figure 22

https://ntantades.gov.gr/beneficiary/application/index

 govgr Υπηρεσία Φροντίδας Βρεφών & Νηπίων ΣΠΥΡΙΔΩΝ ΣΤΑΥΡΟΥ :

Ηλεκτρονική Αίτηση Συμμετοχής

Αίτηση ωφελουμένων στη Δράση Νταντάδες της Γειτονιάς
Υπηρεσία κατ' οίκον φροντίδας βρεφών και νηπίων από 2 μηνών έως 2,5 ετών

Δείτε τους όρους της πρόσκλησης

Υποβολή νέας αίτησης

#23348 Μη έγκυρη

Επεξεργασία

Figure 23

Εκπαίδευση/Δικαιολογητικό 1ο

Το αρχείο [ΣταύρουΣπυρίδων1115202200172.pdf](#) ανέβηκε.

Αλλαγή

Figure 24

3. User control and freedom

Complies (1) or fails (-1)	Description	Severity rating	Suggestion for improvement
-1	After selecting one of the three options on the homepage and realizing it's incorrect, the website requires us to log in with Taxisnet codes again, without providing a way to return to the homepage and choose a different option.	3	Redesign the site to require Taxisnet login first, then display the three options for babysitters and guardians. This way, users won't have to log in repeatedly to choose a different option.
1	When logged in as a babysitter, each step provides the option to go to the previous or next step. See figure 27	-	We would certainly adopt this practice.
-1	After logging into the guardian-related services with Taxisnet codes, the logout option in the navbar doesn't function correctly. Instead of returning to the homepage, it redirects us back to the login page. If we log in again, we are taken to the same page, meaning we cannot go back or switch services. See figure 26	3	Update the logout function to redirect users to the homepage, allowing them to either log in again or select a different service. This will provide a smoother and more intuitive user experience.
1	When logged into the babysitter service with Taxisnet codes, the navbar includes an option to exit and return to the homepage. See figure 25	-	We would certainly adopt this practice.
1	In the second step of the babysitter application, after uploading a certified document, an option is provided to discard it.	-	We would certainly adopt this practice.
1	After verifying the OTP, the user is briefly informed about the access to their data that will be granted to the application and is given the option to continue or return.	-	It's a good practice that we could consider adopting.
1	During Taxisnet code verification with OTP, the user can choose to request a code resend or press cancel to return to the homepage.	-	We would certainly adopt this practice.

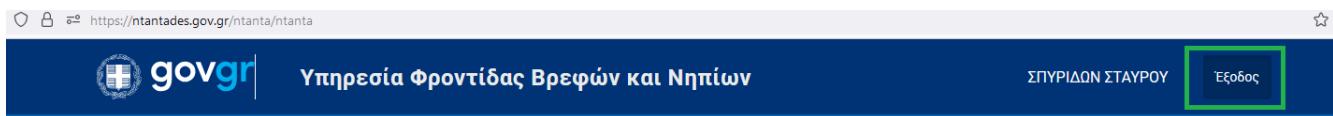


Figure 25



Figure 26



Figure 27

4. Consistency and standards

Complies (1) or fails (-1)	Description	Severity rating	Suggestion for improvement
-1	In the navbar, some pages display “Exit” while others show “Logout.” Additionally, the navbar links are inconsistent across different pages.	3	Standardize the navbar by using a consistent label like “Logout” across all pages and ensure that all relevant links are available on each page. This will create a smoother, more intuitive navigation experience for users.
-1	The placement of buttons on the OTP page doesn’t follow the usual format, which may cause confusion for users. See figure 28	1	Position the “Confirm” button on the right with a primary button background, and the “Cancel” button on the left with a secondary button background, according to standard design guidelines.
-1	The website requires users to log in or register to access services for babysitters or guardians, but this option only appears after selecting one of these service links, rather than in the top-right corner.	2	Place a login/register option in the top-right corner of the homepage to make it immediately visible, allowing users to sign in or create an account before selecting a specific service.
-1	The footer is not consistent across all pages.	1	Ensure the footer remains fixed and consistent on all pages across the site.
1	The links follow a standard format and have a consistent color throughout the website.	-	It’s a good practice that we could consider adopting, possibly with more visually appealing links.
-1	In the babysitter application, the user must manually enter the region, and there is no validation to check if the entry is correct.	2	Provide a dropdown menu for the region field to ensure valid entries and improve user experience.

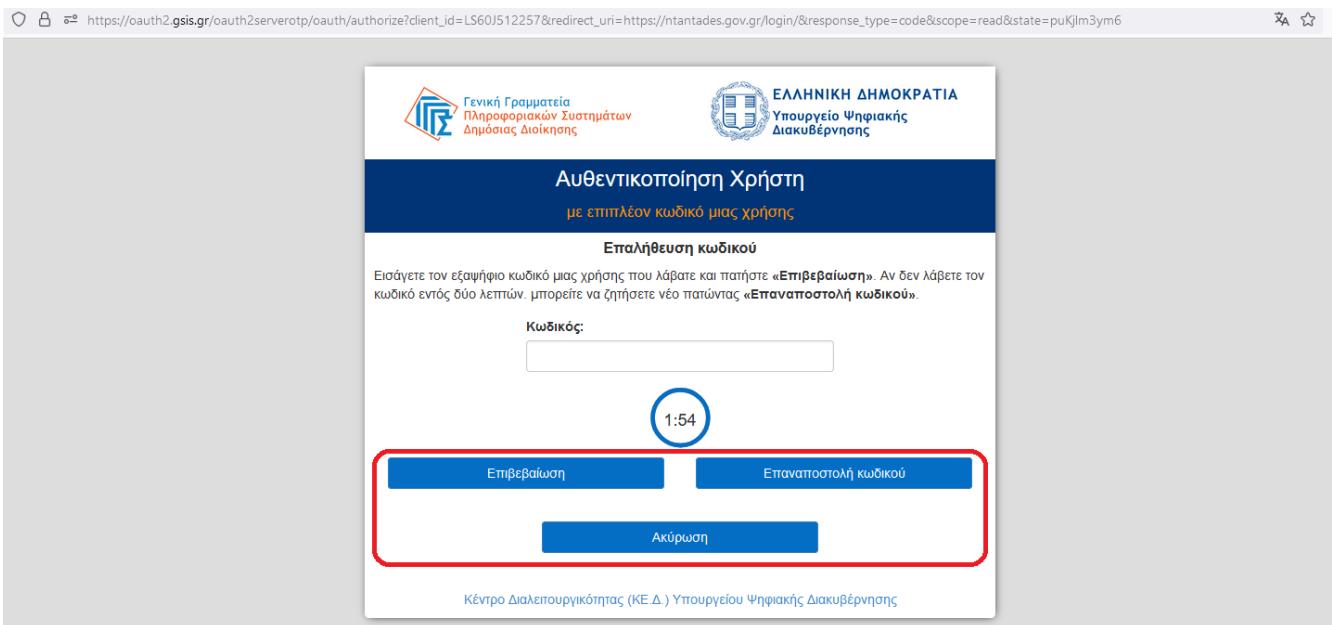


Figure 28

5. Error prevention

Complies (1) or fails (-1)	Description	Severity rating	Suggestion for improvement
-1	In Step B of the babysitter application, the text suggests selecting "Online Education" if none of the recommended training options apply. However, there is no direct "Online Education" option; it's a sub-option within each main choice, making it unclear where the user should select it. See figure 31	2	Update the informational message to say: "First, select 'Other,' then click on 'Online Training' to proceed.
-1	In the guardian application for the voucher, there is no clear description or guidance for the user to properly view the agreement and proceed with the process.	3	Provide clear instructions and steps for the user to view the agreement correctly and guide them on how to proceed with the process.
-1	In the babysitter application, at the first step, we can edit the region, and the website does not prevent us from submitting if we enter an incorrect region. See figure 30	3	Implement validation for the region field to ensure users can only submit the application with a correct and valid region.
1	When logging in as a babysitter, if a mandatory field is not filled out (or filled out incorrectly), there is immediate feedback indicating that the application cannot proceed.	-	We would certainly adopt this practice.
1	The login page has autofocus on the input field, preventing the user from mistakenly typing in the wrong field. See figure 29	-	We would certainly adopt this practice.

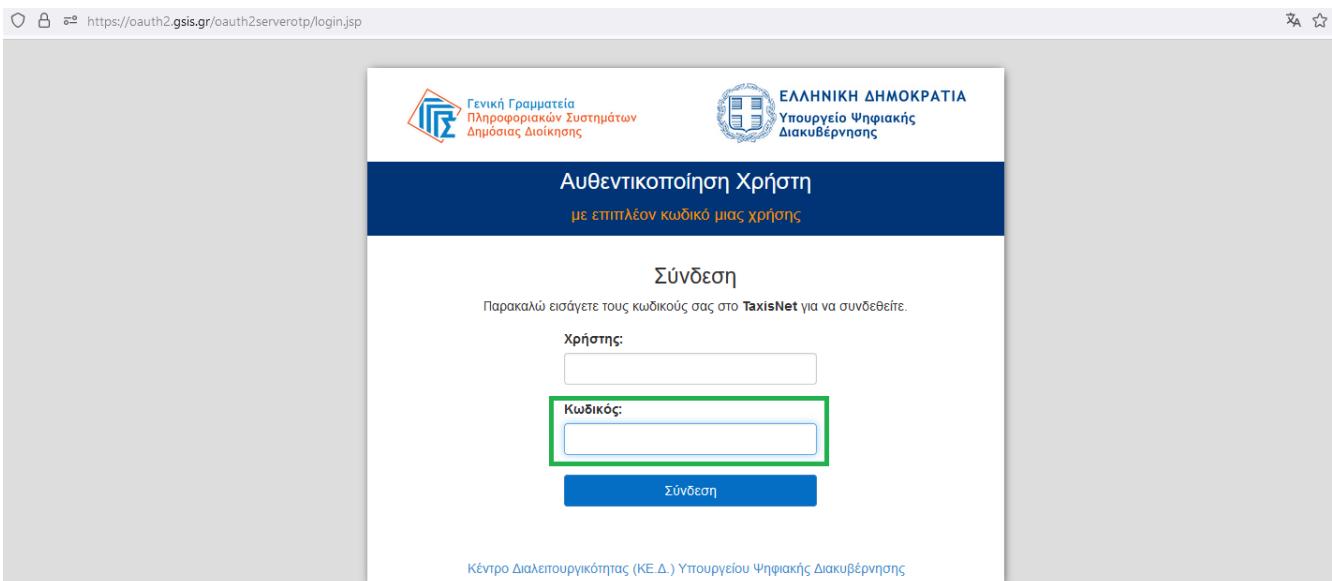


Figure 29

A screenshot of a digital document with a red rectangular redaction box. The visible text within the box is "Νομός" (Law) on the first line and "ΕΥΡΩΠΗ" (Europe) on the second line.

Figure 30

Αν δεν ανήκετε στις παραπάνω ειδικότητες και επιθυμείτε την εγγραφή σας στο μητρώο επιμελητών, μπορείτε να παρακολουθήσετε το διαδικτυακό μάθημα για την εκπαίδευση επιμελητών στο <https://howto.gov.gr/login/?wantsurl=/course/view.php?id=59> και αφού το ολοκληρώσετε με επιτυχία να επιστρέψετε στην εφαρμογή και στην Ειδικότητα να επιλέξετε «Διαδικτυακή εκπαίδευση».

Figure 31

6. Recognition rather than recall

Complies (1) or fails (-1)	Description	Severity rating	Suggestion for improvement
-1	The link labels, such as "here" and "click here to go to EMEP" are not user-friendly or practical. See figure 32	1	Use descriptive and meaningful link labels that clearly indicate the destination or action to enhance user understanding and navigation.
1	In the babysitter application, for options like gender or tax office, a list of choices is provided to prevent users from making incorrect entries. See figure 34	-	It's a good practice that we could consider adopting.
1	In the guardian services, the links for invitations and the agreements section are clear and user-friendly. See figure 33	-	We would certainly adopt this practice.

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- [Πρόσκληση Επιμελητών](#)
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- [Συχνές ερωτήσεις Επιμελητές](#)
- [Συχνές ερωτήσεις Οφελούμενοι](#)
- [Δήλωση Ιδιωτικότητας](#)
- [Εκδοση - εξαργύρωση εργοσήμου](#)
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- [ΦΕΚ δημοσίευση της KYA για αύξηση αξίας τοποθέτησης \(voucher\) - «Νταντάδες της Γειτονιάς».](#)
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- [Και ο Δήμος Αθηναίων στο πρόγραμμα «Νταντάδες της Γειτονιάς».](#)

Παρακαλούμε πριν ξεκινήσετε διαβάστε προσεκτικά τις οδηγίες εδώ για να διευκολυνθείτε στη διαδικασία υποβολής της αίτησής σας.

Μπορείτε να επιλέξετε μια από τις ακόλουθες υπηρεσίες (Θα χρειαστείτε τους προσωπικούς σας κωδικούς πρόσβασης στο Taxisnet).

Figure 32

Δείτε τους **όρους** της πρόσκλησης

Figure 33

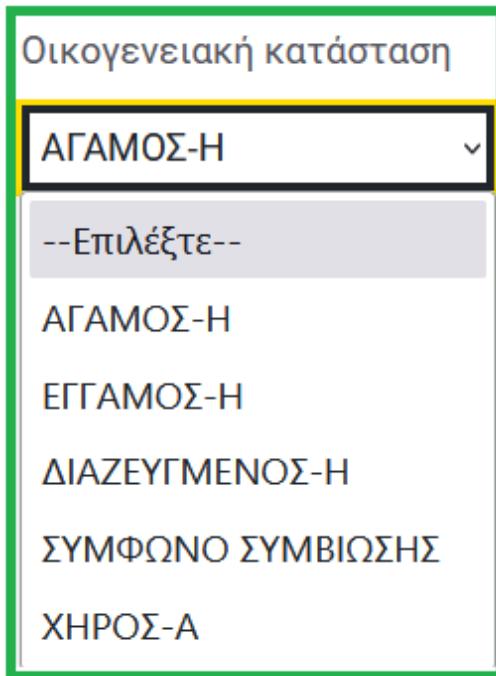


Figure 34

7. Flexibility and efficiency of use

Complies (1) or fails (-1)	Description	Severity rating	Suggestion for improvement
-1	Since all three options require logging in with Taxisnet credentials, the login should come first, followed by the options. This way, users can navigate to other pages without needing to log in again.	2	Implement a single sign-on process that allows users to log in once and access all related services without needing to log in again when switching between pages.
-1	Regardless of the chosen login option, the website asks for Taxisnet credentials and an OTP. However, if we switch to a different option afterward, it retains our credentials but repeatedly requests an OTP for each new section.	3	Allow users to enter the OTP only once per session, enabling access to different sections without repeated OTP requests while the session is active.
1	In the babysitter application, most fields provide specific options, effectively guiding users through the process. See figure 35	-	We would certainly adopt this practice.
1	There is a well-designed accessibility menu in the top right corner that provides clear guidance, making it easier for all users, including those with disabilities, to navigate the website effectively.	-	We would consider adopting this practice.

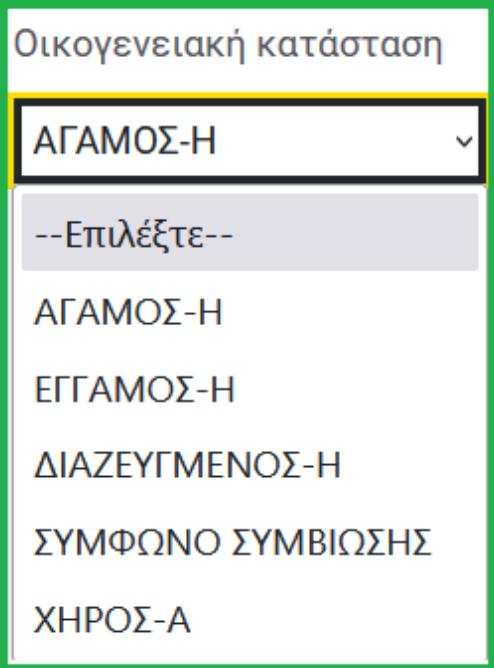


Figure 35

8. Aesthetic and minimalist design

Complies (1) or fails (-1)	Description	Severity rating	Suggestion for improvement
-1	On the homepage, the links do not adhere to a minimalist design approach. See figure 36	1	Introduce dropdown options for "Useful Links" and "Announcements" on the homepage. When users click these options, they would reveal a list of related links, making navigation easier and providing quick access to important information.
-1	In the voucher application, the use of contrasting colors is excessive, leading to poor separation between elements.	1	While maintaining the symbolic meaning of the colors, consider softening their intensity or using them in moderation. Incorporate clear borders or whitespace to create better separation.
1	The application for babysitter has a well-organized format with bold headings and no unnecessary information.	-	We would certainly adopt this practice.

Δράση "Νταντάδες της γειτονιάς"

Υπηρεσία κατ' οίκον φροντίδας βρεφών και νηπίων από 2 μηνών έως 2,5 ετών

Πρόσβαση έχουν οι γονείς και τα πρόσωπα που έχουν την επιμέλεια βρεφών και νηπίων, καθώς και τα φυσικά πρόσωπα που επιθυμούν να εγγραφούν στο Μητρώο Επιμελητών. Δικαίωμα αίτησης χρηματοδότησης από τη Δράση «Νταντάδες της Γειτονιάς» για κάλυψη μέρους της αμοιβής της υπηρεσίας του/της Επιμελητή/τριας, έχουν τα ωφελούμενα πρόσωπα που πληρούν τις προϋποθέσεις.

Παρακαλούμε πριν ξεκινήσετε διαβάστε προσεκτικά τις οδηγίες [εδώ](#) για να διευκολυνθείτε στη διαδικασία υποβολής της αίτησής σας.

Μπορείτε να επιλέξετε μια από τις ακόλουθες υπηρεσίες (Θα χρειαστείτε τους προσωπικούς σας κωδικούς πρόσβασης στο Taxisnet).

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[Δελτίο Τύπου : Ενεργοποίηση της διαδικτυακής εκπαίδευσης για τη δράση «Νταντάδες της Γειτονιάς»](#)

[Ανακοίνωση προς υποψήφιους/υποψήφιες Επιμελητές/τριες.](#)

Figure 36

9. Help users recognize, diagnose, and recover from errors

Complies (1) or fails (-1)	Description	Severity rating	Suggestion for improvement
-1	When logging in with Taxisnet codes, if the username or password is incorrect, the displayed message does not clearly indicate the issue or provide a solution. See figure 38	1	Update the error message to specify when the username or password is incorrect and include guidance on how to resolve it, such as "Incorrect username or password."
-1	When the user's access token is invalid, a 404 error message appears that is not readable or understandable for the user. See figure 40	2	Replace the 404 error with a clear, user-friendly page or a message, such as "Session expired or access denied. Please log in again to continue."
-1	When attempting to submit or edit an application as a guardian, two messages appear that provide no helpful information about the issue or its solution. See figure 37 See figure 41	2	Replace these messages with a single, clear notification that explains the problem and offers specific steps for resolving it. This will guide users more effectively through the submission or editing process.
-1	In the guardian application for a voucher, there is an issue for which no clear solution is provided. The option labeled "View" is a passive action that does not resolve the problem. See figure 42	2	Replace the "View" option with an actionable solution, such as "Resolve Issue" or "Provide Missing Information," guiding users directly to steps that address the problem. This will make the process clearer and more effective.
1	On the OTP registration page, an appropriate message is displayed when the code is incorrect, informing the user of the error. See figure 39	-	We would certainly adopt this practice.

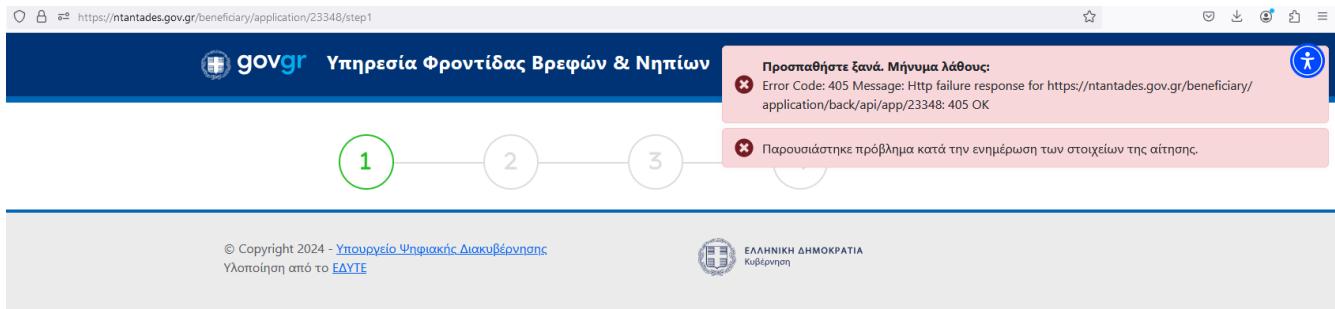


Figure 37

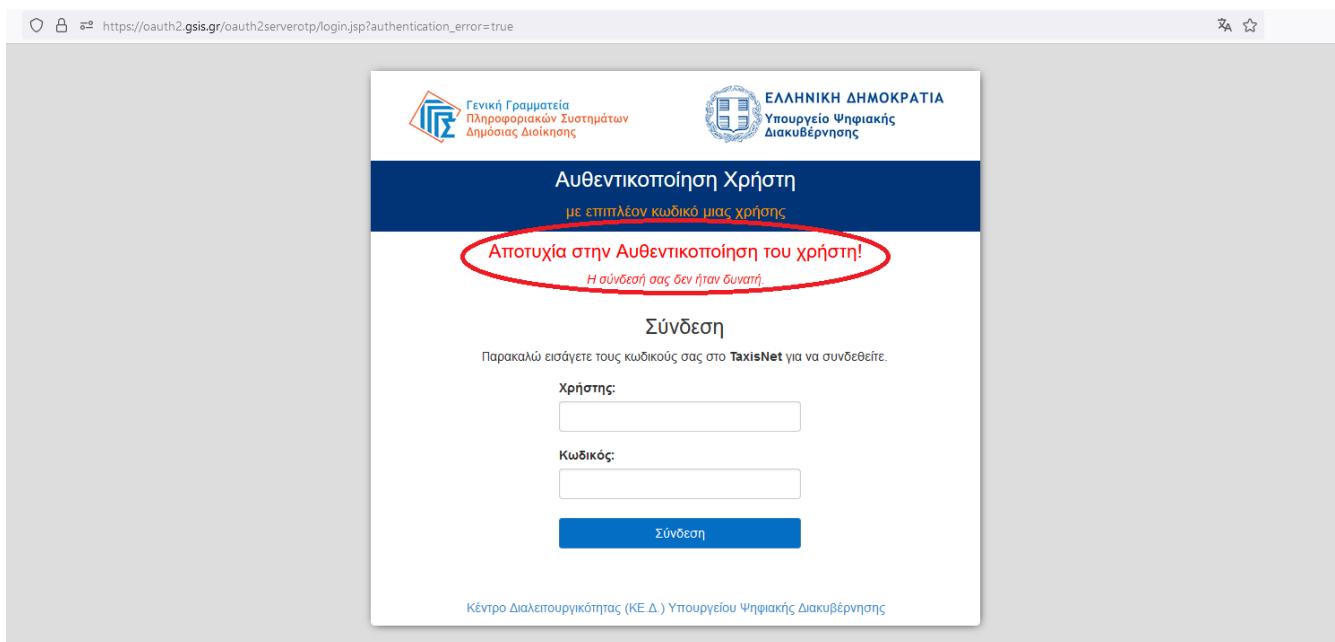


Figure 38

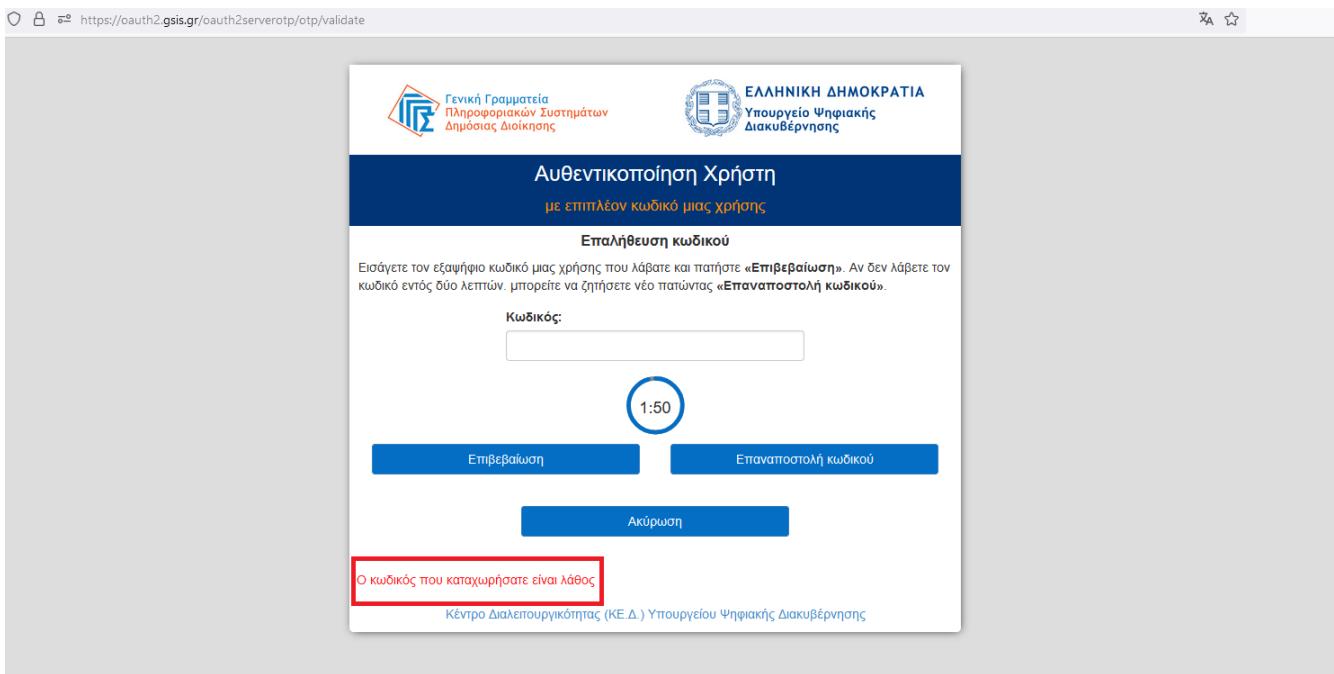


Figure 39

Error 404--Not Found

From RFC 2068 Hypertext Transfer Protocol -- HTTP/1.1:

10.4.5 404 Not Found

The server has not found anything matching the Request-URI. No indication is given of whether the condition is temporary or permanent.

If the server does not wish to make this information available to the client, the status code 403 (Forbidden) can be used instead. The 410 (Gone) status code SHOULD be used if the server knows, through some internally configurable mechanism, that an old resource is permanently unavailable and has no forwarding address.

Figure 40

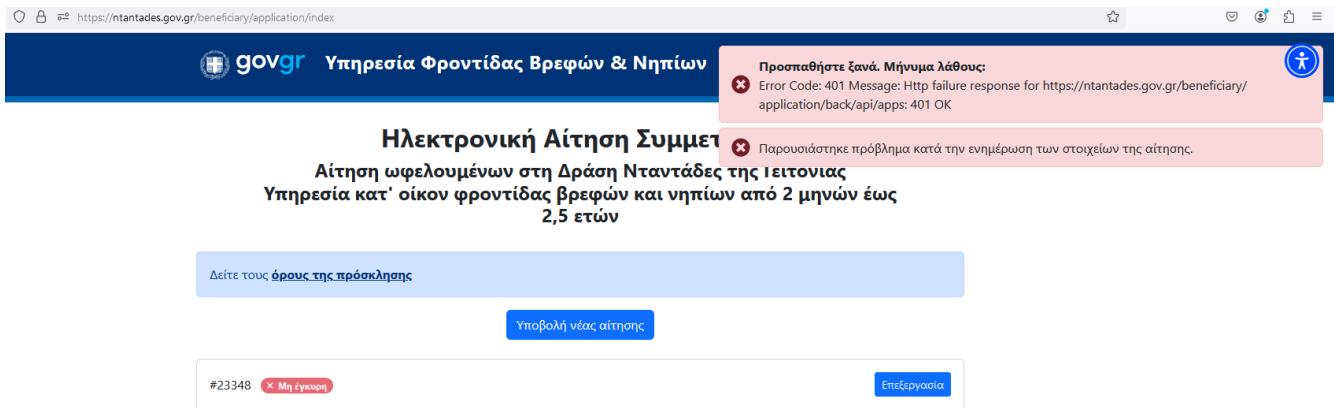


Figure 41

Πριν την έναρξη υποβολής πληρωμών και για μόνο μια φορά, απαιτείται η υποβολή απογραφικού δελτίου για κάθε ωφελούμενο.
Μεταβείτε στο [περιβάλλον συμφωνητικών](#) και κάντε προβολή του συμφωνητικού για να συνεχίστε.

Figure 42

10. Help and documentation

Complies (1) or fails (-1)	Description	Severity rating	Suggestion for improvement
-1	The FAQ and contact numbers are accessible only from the homepage.	2	Make the FAQ and contact information available on all pages, perhaps in the footer or a help section, for easier access throughout the site.
1	The homepage provides contact information for reaching a specialist by phone or email for any existing or potential issues on the site. See figure 43	-	It's a good practice that we could consider adopting.
1	The homepage includes links to FAQs. See figure 44	-	Make the FAQs more visible by displaying the questions directly on the homepage. Users can click on each question to reveal the answers in a dropdown format for easier access and readability.
1	The babysitter application includes guidance texts to assist the user complete the form.	-	We would certainly adopt this practice.

Για δυσκολίες ή παρατηρήσεις παρακαλούμε επικοινωνήστε με τα τηλέφωνα 2103258080 - 2103258090 ή στείλτε μήνυμα στην ηλεκτρονική διεύθυνση ntantades@yeka.gr.

Figure 43

The screenshot shows a web browser window with the URL <https://ntantades.gov.gr>. The page has a blue header bar with the gov.gr logo and the text "Υπηρεσία Φροντίδας Βρεφών και Νηπίων". Below the header, there is a section titled "Δράση 'Νταντάδες της γειτονιάς'" with a subtitle "Υπηρεσία κατ' οίκον φροντίδας βρεφών και νηπίων από 2 μηνών έως 2,5 ετών". A text block explains the service's purpose, mentioning it is for children from 2 months to 2.5 years old. There are also links for "Οδηγίες", "Συχνές ερωτήσεις Επιμελητές", and "Συχνές ερωτήσεις Οφελουμένων". The right side of the page contains sections for "Χρήσιμοι Σύνδεσμοι" and "Ανακοινώσεις", which include links to various government programs and notices.

Figure 44

Persona Identification and Hierarchical Task Analysis

Persona Identification

Based on the project requirements and website structure, we need to implement two main personas: the babysitter and the guardian. The babysitter persona represents individuals who will use the site to apply for babysitting roles. The guardian persona, on the other hand, represents typical users seeking to apply for a babysitter or a financial assistance voucher through the platform.

Persona Babysitter

Contact

+30 6912345678

eleni23@gmail.com

Solonos 51, Pagkrati Athens



Education

High school diploma

Grade: 15,4/20

Sep, 2010 – May, 2013

Skills

Cooking



Cleaning



Children interaction



Language

Greek



English



Profile

Eleni is a 29 years old babysitter with 4 years of experience with kids aged between 2 months old and 6 years old. She really likes to interact with kids, take care of them and help them develop a strong character.

About

Eleni is a 29-year-old from Athens, born in January 1995, and raised in Pagkrati with her three younger siblings and parents. With her parents frequently away for work, Eleni took on the responsibility of caring for her siblings early on, which helped her discover her passion for working with children.

In her free time, she enjoys watching movies and is also committed to improving her English through online courses. Eleni is skilled in cooking, cleaning, and general household tasks. Her goal is to provide valuable support to parents by caring for their children, which will also help her save money for her studies in preschool education.

Persona Guardian



ANNA
PETROU

MARKETING SPECIALIST

Contact

+30 6987654321

anna.petrou@gmail.com

Patriarchou Ioakim 30,
Kolonaki Athens

Education

Bachelor of Marketing
University of Stockholm

Sept, 2000 - May, 2003

Skills

Communication	★★★★★
Problem solving	★★★★★
Marketing	★★★★★
Management	★★★★★

Language

Greek	★★★★★
English	★★★★★
German	★★★★★

Profile

Anna is a 42-year-old marketing specialist, who has worked for a global company in Athens for the past ten years. Last year, she became mother of twin daughters, whom she adores.

About

Anna, a 42-year-old from Athens, was born in February 1982 and grew up in Kifisia with her parents. From a young age, she did very well in school, showing a keen interest in economics and marketing and how they could be applied practically to make a positive impact.

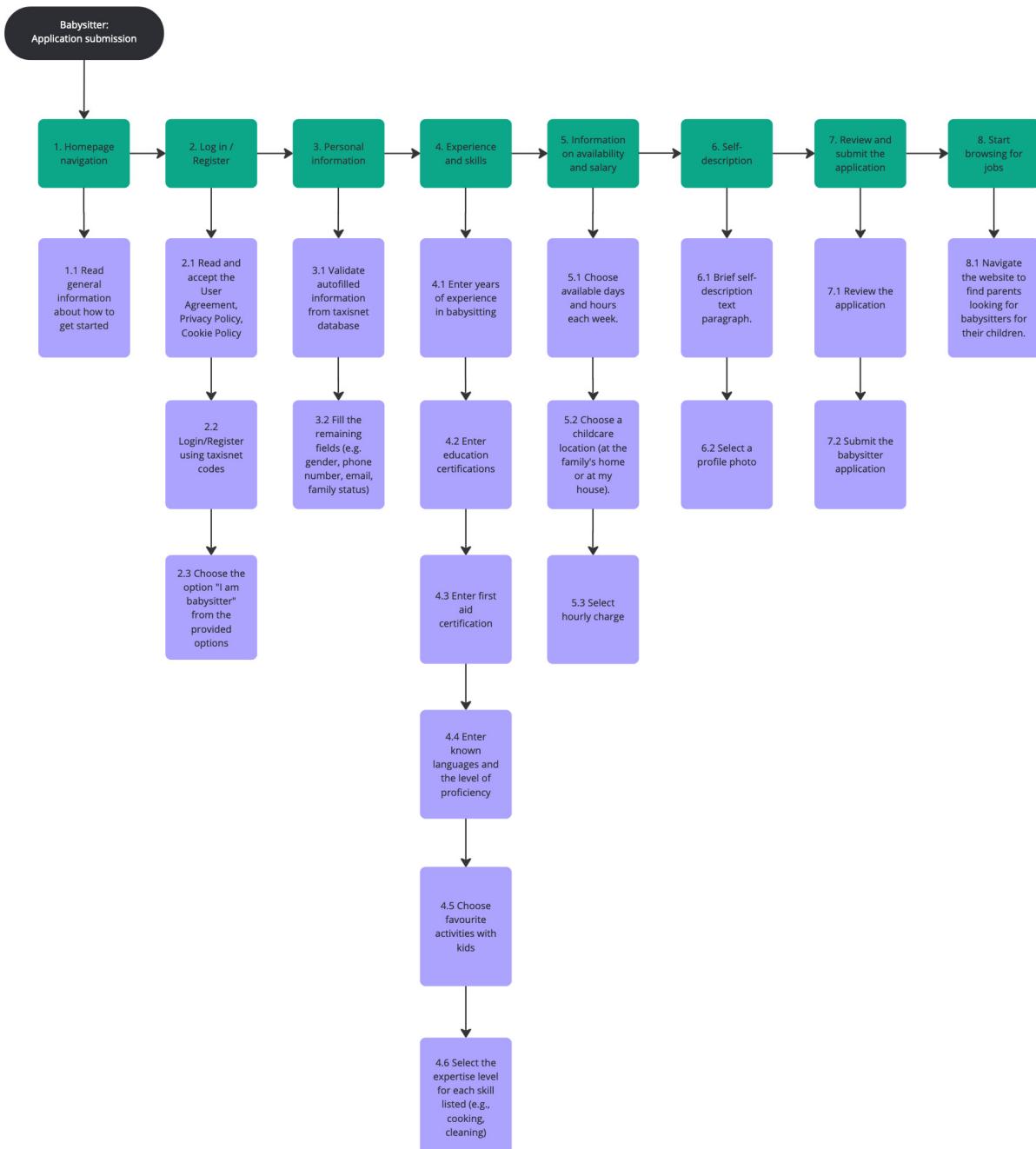
Today, she leads the marketing department at her company, a role that comes with many responsibilities and a heavy workload, making it challenging to find time for other activities and family. Her main priority is to create a warm and supportive environment for her two daughters, balancing her role as a loving mother with her career as a dedicated marketing professional.

Persona Guardian

Hierarchical Task Analysis

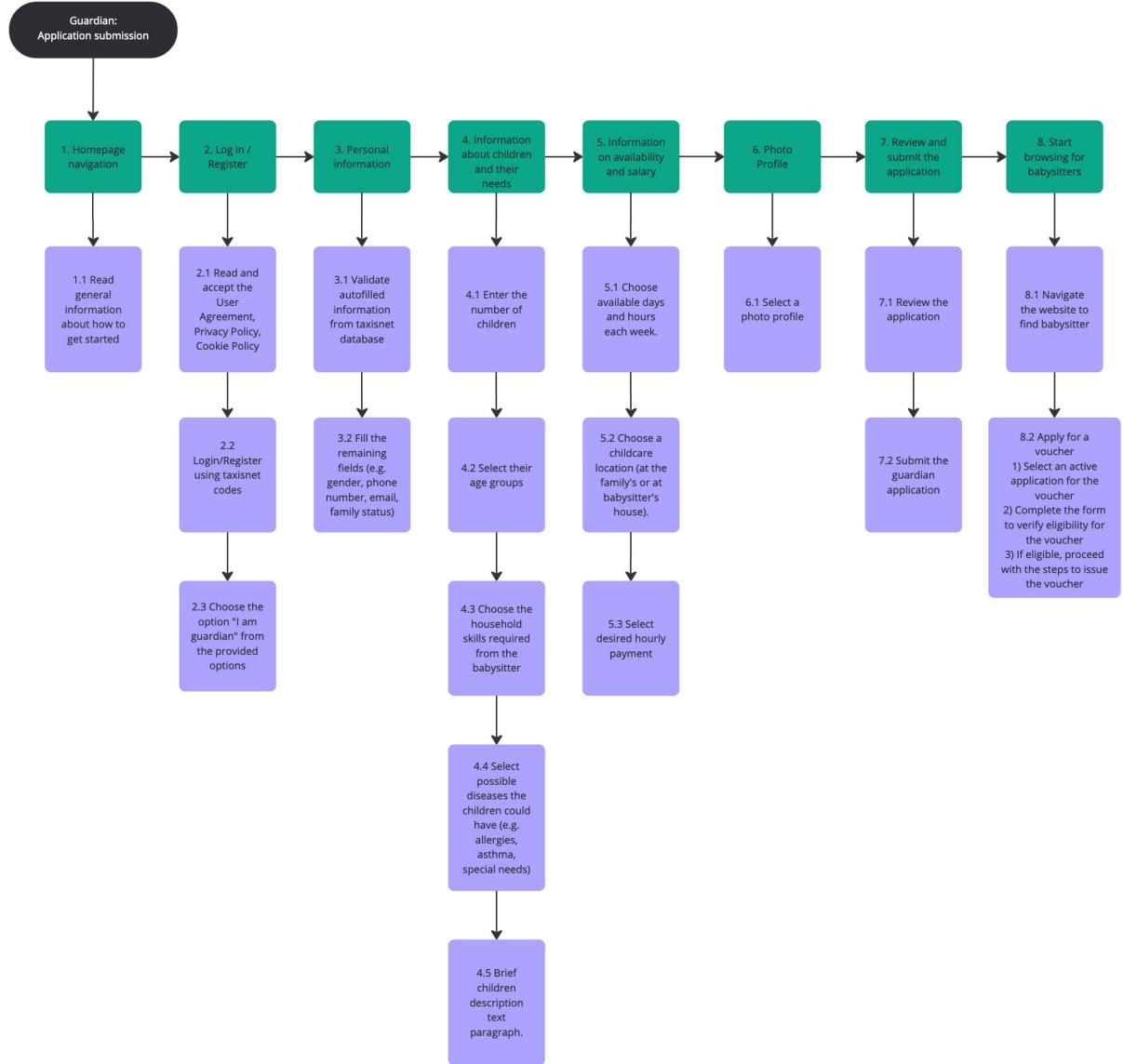
Based on each persona's actions and the platform requirements for optimal functionality, we developed the following task hierarchy. For each persona, a primary goal is established, with the diagram below outlining the steps needed to achieve it in a user-friendly manner. The babysitter application includes fields for personal information, skills, and experience, while the guardian application includes fields for personal information, children's age and descriptions, and an option to apply for funding vouchers.

Hierarchical Task Analysis Babysitter



Hierarchical Task Analysis Babysitter

Hierarchical Task Analysis Guardian



Hierarchical Task Analysis Guardian

Conclusion

After extensive exploration and navigation of the site, we identified as many usability issues as possible, encountering numerous elements that challenged us throughout the project. Our primary difficulty lay in mapping both the negative and positive aspects of the site to Nielsen's usability principles. Based on the site's concept, we created personas representing two key user groups: babysitters and guardians. We then illustrated the steps each user group needs to follow to achieve specific goals using a hierarchical task analysis diagram. The project was a collaborative effort among all three team members. Each part of the work—from heuristic evaluations and images to personas and diagrams—was completed jointly, with all members contributing equally to every aspect.