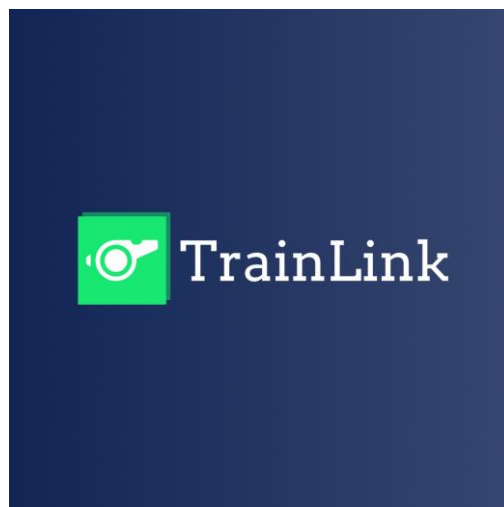**NOVA** NOVA SCHOOL OF SCIENCE & TECHNOLOGY

Human-Computer Interaction

2023/2024

TrainLink

Stage 5: Heuristic evaluation

Authors:

64783, André Correia
60000, André Lopes
64813, Rodrigo Fontinha
68759, Tiago Martinho

Lab class Nº P2

Group Nº 13

Professor:
Teresa Romão

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The project which was evaluated was developed by group 14 and is called **SyncShop**. The table below offers insight into the conclusions from the heuristic evaluation. It is important to note that, for the sake of readability, the screenshot column points to figures in the Annex rather than outright including them.

Nº	Problem	Heuristic	Description	Severity	Solution	Screenshot
1	Feedback	Visibility of system status Error reporting, diagnosis, and recovery	There is no visual feedback for the vast majority of available functionalities, making it very challenging for users to understand the outcome of their actions. If an error occurs, the user will not notice.	4	1. Implement success messages as positive reinforcement for successfully completed actions and tasks. 2. Implement clear and concise error messages for user mistakes, providing some guidance to rectify said mistakes.	Copying the list code works, but there is no feedback: Fig. 1 Joining a list with invalid code provides no feedback: Fig. 2
2	No logout	User control & freedom	Upon signing up or signing in, there is no way to logout of the account. In order to change accounts, the application data must be cleared via the device's app manager.	2	1. Implement a logout feature so that users can go back to the login screen in case it may be necessary.	No visible way to logout from any screen: Fig. 3
3	Lack of action indicators	Visibility of system status Help & documentation	Created lists allow to mark products as "Bought" and "Deleted" but there are no visual indicators for these options. A user would only find these functionalities by trial and error, making them feel less natural. Oddly enough, this is the only part of the system that provides some sort of feedback.	4	1. Borrow some part of the screen to include an informative indicator for these actions or a help button that initializes a popup to instruct the user of such actions.	"Buy" product by sliding it to the right: Fig. 4 "Delete" product by sliding it to the left: Fig. 5
4	Input text fields with no constraints	Constraints design principle	Seemingly all input text fields allow the user to type in anything and everything they want, increasing the likelihood of errors, typos, invalid entries, or unintended inputs.	3	1. Include minimal validations for user inputs.	Inputing "123456" for user name, email and password is allowed and accepted: Fig. 6
5	Different looking buttons	Consistency & standards	Some screens feature buttons with varying styles, despite their similarity in functionality, such as creating a list and adding a product to the list.	1	1. Standardize the user interface elements.	Buttons in product definition menu: Fig. 7
6	Unknown category issue	Visibility of system status	After choosing a category for a product to be added to a list, there is no indication as to which category was chosen in the following screen.	3	1. Add the image or the label of the corresponding category below the "Categories" text box when creating a new product	Picked categories are absent from the product definition menu: Fig. 7
7	Strange redundancy	Help & documentation	There is a "Don't have an account?" button in the Sign-Up interface, which may lead to the user getting confused.	2	1. Remove redundant and incorrectly placed elements from the interface.	"Don't have an account?": Fig. 8

Lastly, the Trainlink team would like to highlight that the choice not to include a logout feature was taken into consideration and was also, admittedly, justified, hence the lower severity score. However, from an evaluator's perspective, it only felt adequate to point this out as a problem, given the inconvenience that originates from the lack of said feature.

Date the project was received: 20/11/2023
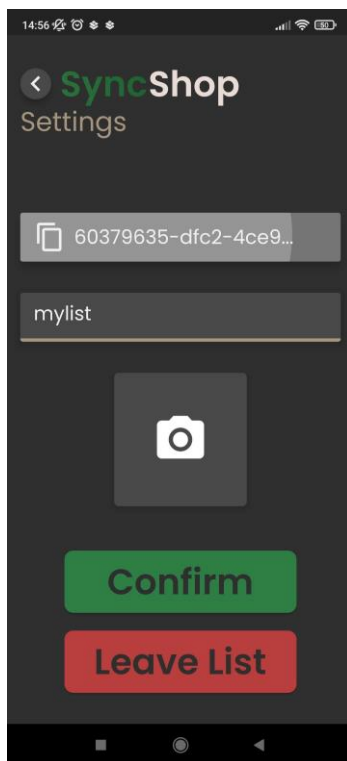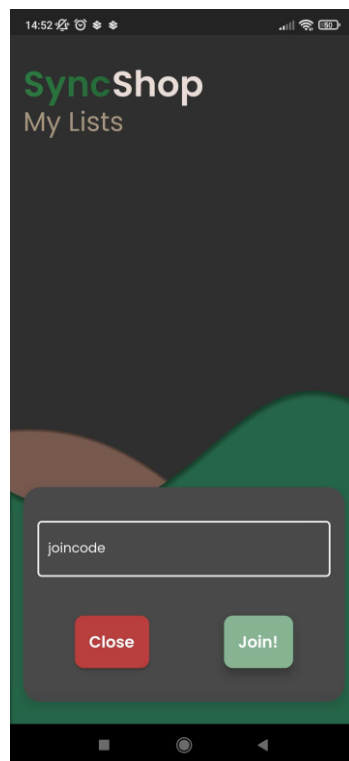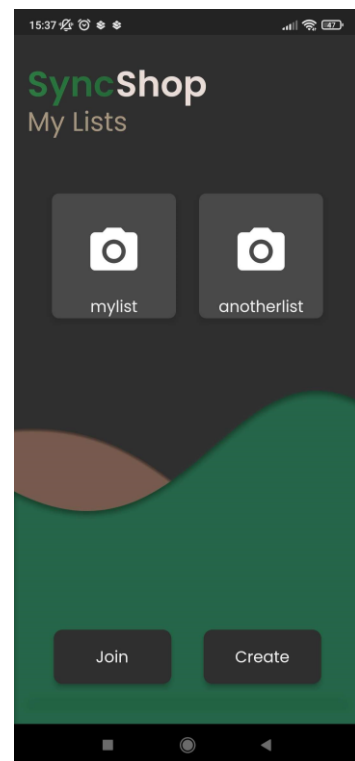**Date the evaluation report was delivered:** 25/11/2023
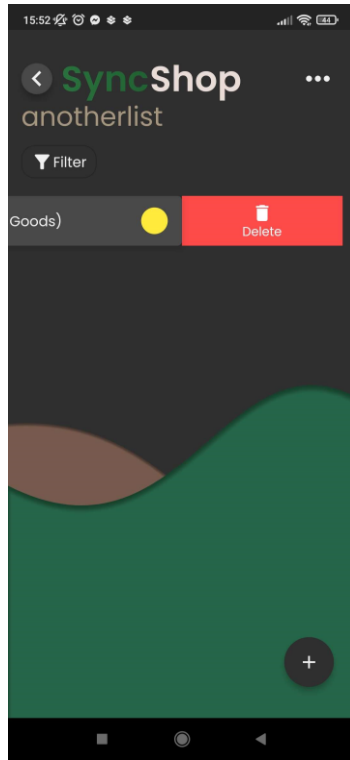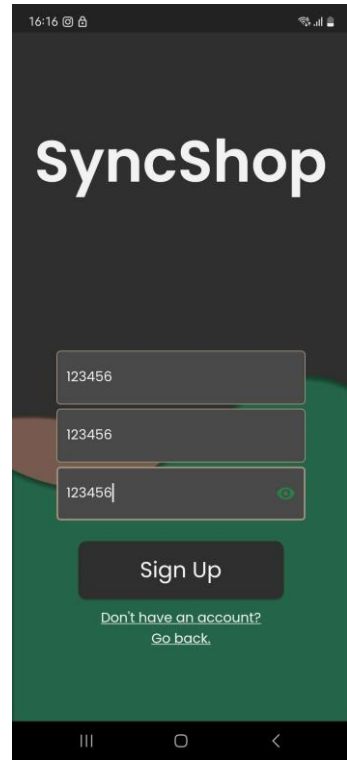
Annex

Figure 1

Figure 2

Figure 3
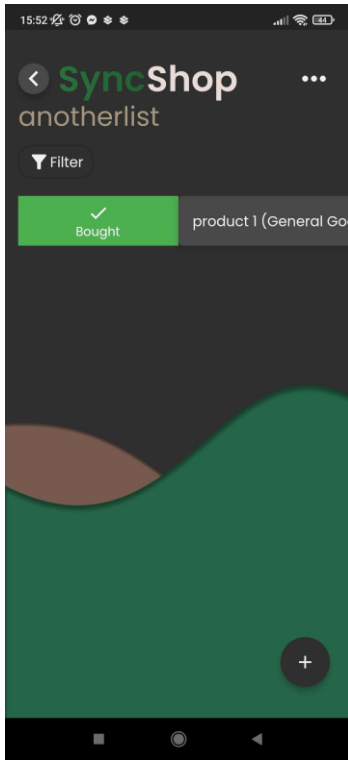
Figure 4

Figure 5

Figure 6

Figure 7

Figure 8