



NOVA SCHOOL OF
SCIENCE & TECHNOLOGY

Human-Computer Interaction

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SyncShop

Stage 6: Evaluation Results And Presentation



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Evaluation Result

Nº	Problem	Heuristic	Description	Severity	Solution	Screenshot	Agree w/ problem	Implemented
1	Feedback	<p>Visibility of System status</p> <p>Error reporting, diagnosis, and recovery</p>	<p>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.</p>	4	<p>1. Implement success messages as positive reinforcement for successfully completed actions and tasks.</p> <p>2. Implement clear and concise error messages for user mistakes, providing some guidance to rectify said mistakes.</p>	<p>Copying the list code works, but there is no feedback: Fig. 1</p> <p>Joining a list with invalid code provides no feedback: Fig. 2</p>	<p>Yes.</p> <p>We added feedback to actions like copying the list code, undoable actions, etc.</p>	Yes.
2	No logout	User control & freedom	<p>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.</p>	2	<p>1. Implement a logout feature so that users can go back to the login screen in case it may be necessary.</p>	<p>No visible way to logout from any screen: Fig. 3</p>	<p>Yes.</p> <p>We added a logout button to the screen where the user sees their lists.</p>	Yes.
3	Lack of action indicators	<p>Visibility of system status</p> <p>Help & documentation</p>	<p>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.</p>	4	<p>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.</p>	<p>"Buy" product by sliding it to the right: Fig. 4</p> <p>"Delete" product by sliding it to the left: Fig. 5</p>	<p>Yes.</p> <p>We added a help button that explains to the user how to use the swipe mechanism in order to mark as bought or delete an item.</p>	Yes.

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.	Inputting "123456" for user name, email and password is allowed and accepted: Fig. 6	We agree with this problem in some situations like limiting the quantity of characters input in some text fields but we don't think that the user should be limited to what usernames or passwords they can use.	Yes.
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	Yes. We changed the look of some buttons in order to achieve a more consistent look	Yes.
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	Yes. We added a list of the selected categories to the screen used to add a product.	Yes.
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	Yes. We changed the text to present the right message	Yes.