CPS 613: Assignment 4
Humans Compute Interestingly Heuristic Evaluation
Hunter Shiells - 500946154

Evaluator Name: Hunter Shiells
Browser / OS: Chrome / Windows
WebApp: Figma

Severity Rating

0 - I don't Agree that this is a usability problem at all
1 - Cosmetic problem only; fix if time is available
2 - Minor usability problem; fixing this should be given a low priority
3 - Major usability problem; important to fix, given high priority
4 - Usability Catastrophe: fix this before the product can be released

Heuristics	Violation	Recommendation	Severity
1. Visibility of system status Always keep users informed about what is going on, through appropriate feedback within reasonable time	1. Map view Pages, along document view Pages do not have Proper feedback for the user. 2. Once at the Map view Timeline, User Prompted on some timescale to select a start and end time. Instructions not clear.	Overall Pages lack Proper user feedback, it is suggested in some way to implement page by page proper user feedback.	4
2. Match between system and the real world Follow real-world conventions, making information appear in a natural and logical order.	1. Calendar booking Page is very unnatural in the way it is mapped for the user. 2. The Calendar format in booking a room is very unnatural, not following real world conventions	The Colour scheme is very user appealing although the layout and overall mapping is not appealing to the user. It is suggested to figure out a more natural and user friendly Calendar Page.	3

3. User control and freedom Users should leave the unwanted state without having to go through an extended dialogue, undo and redo. Clear way to cancel or exit.	1. There is no way for the user to undo or redo. 2. There is no cancel or exit button. 3. There is no way for a user to edit their booking.	It is recommended for the Implementation of an exit or back button. It would also be nice for the user to be able to edit their booking although not necessary for this system to operate.	**4**
4. Consistency and Standards Users should not be confused by different words/situations/actions for the same scenario. Making sure the program maintains consistency throughout all screens.	1. Timeline Frames are not consistent, one with a view layout button other without. 2. Quickbook Screen is missing the room features.	Timeline Frames and quickbook screens lack consistency. Timeline frame for map view could maybe use a calendar button. Quickbook screen quick maybe use a features filter like other screens.	**2**
5. Error prevention Making sure error prone conditions don't exist. Avoiding slips by providing good defaults. Preventing mistakes by removing memory burdens, supporting undo and warning users.	1. If the user mistakenly clicks on Floor 6 they are unable to go back. 2. Providing no warning for clicking an already full booking	The user would most likely need a feature to allow them to travel backwards or undo. What happens when the user clicks a booked time slot, maybe a warning window. Overall error prevention is a must but seen very little.	**4**
6. Recognition rather than recall Making sure the User is able to recognize the information on the interface rather than have to recall the info.	N/A	The user is required to recall little to nothing on this prototype as all of the information is indeed layed out in front of them.	**0**

7. Flexibility and efficiency of use Is the user allowed customization, personalization or provided accelerators, Design of the interface should cater to both novice and expert users.	1. There is no settings button for the user therefore the user has no customization or personalization. 2. It is noticed there is no shortcuts for expert users, therefore no difference for novice or expert users	Users customization or personalization is a very attractive feature for a user, providing a sense of ownership over an application. The difference between a novice app user and an expert app is quite an important feature for users, providing them a feeling of prestige.	**3**
8. Minimalist design The user is not distracted from the information they really need. Interfaces do not contain irrelevant or rarely needed information. Prioritize supporting primary goals.	N/A	The user will not be distracted by anything as the only information displayed is the minimum needed for the user to support primary goals, if anything more needs to be added.	**0**
9. Error Recovery Users should not see error codes, users should be precisely indicated about the problem. If possible, suggest a solution. Offering a shortcut to solve the error, also using traditional error messages (Bold, Red).	1. Error messages are not displayed when clicking an already booked booking, therefore no user problem identification.	It is recommended that an error recovery system be implemented application wide. For each error that can be foreseen an solution should be found and displayed to the user.	**4**
10. Help and Documentation Should be easy to find help or documentation for help. Keep help pages concise as it will help users the most.	1. There is no help button for the user to click. 2. There is also no documentation for the user to read and use to help.	A user of a booking system app would need a help button in order to address any issues with their booking. Along with documentation on how to use this app is recommended.	**3**