



NOVA SCHOOL OF  
SCIENCE & TECHNOLOGY

# Interação Pessoa-Máquina

2024/2025

## SportMeet

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### Stage 5: Heuristic Evaluation

**Authors:**

60739, Yaroslav Hayduk

69898, Tomás Filipe Canelas Martins

70703, Tiago Miguel Brito Caeiro

69900, Duarte Ramos Coelho

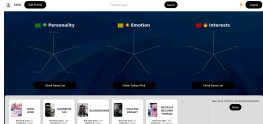

**Lab class Nº P3**




**Group Nº 17**

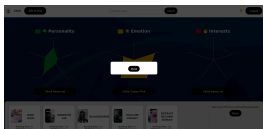
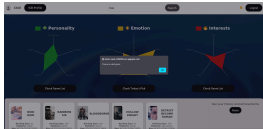
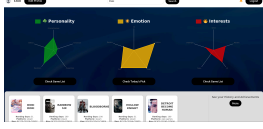
**Professor:**

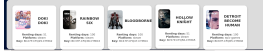

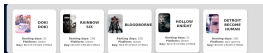
Teresa Romão




November 28, 2024

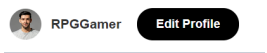
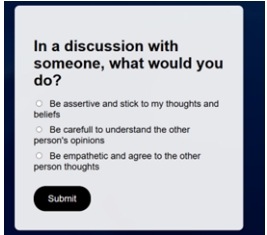
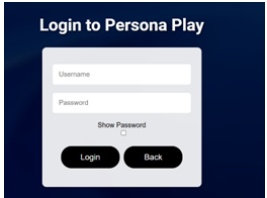
Nº	Problem	Heuristic	Description	Severity	Solution	Screenshot
1	Registering creates user but does not log them in	Visibility of System status (Nielsen), Feedback (Norman)	When a user presses the “register” button, they are redirected to a form. However, at this point, the user account is already created, even if they abandon the form. This lack of feedback leads to confusion, as the user is not informed that their account has been created. Additionally, after completing the form, the user is redirected to the login page rather than being automatically logged in.	High	1- Delay user creation until the form is fully completed. 2- Provide clear feedback after pressing “Register”, such as a popup stating, “Your account has been created. Please complete the following form to finalize your registration.” 3- Automatically log the user in after completing the form and redirect them to the homepage.	
2	Skipping the form leaves the User in an Inconsistent state	Error prevention (Nielsen), Consistency and standards (Nielsen)	Users who close or refresh the form page after pressing “Register” can later log in without completing the form, leaving their profiles incomplete. The system does not display the graphs.	Critical	1- Make completing the form mandatory before allowing the user to log in. Redirect users back to the incomplete form if they attempt to log in without completing it. 2-Treat the form completion as optional but notify the users on the homepage about missing data and provide a way to finish the form ( maybe a flag “completedForm”).	
3	Length of the Registration Form	Minimize user effort (Tognazzini), Flexibility and efficiency of	The registration process requires users to fill out a lengthy 30-question form immediately after creating an	Medium	1- Split the registration form into smaller, more manageable sections, allowing users to complete	


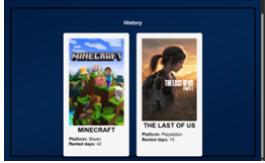
		use (Nielsen)	account. This can overwhelm users, leading to frustration or abandonment of the registration process.		<p>only essential questions initially and defer others until later.</p> <p>2- Provide users with progress indicators or estimated completion time to manage expectations.</p> <p>3- Make optional questions clearly labeled and allow users to skip non-essential questions.</p> <p>4- Gather additional user data incrementally during regular app usage rather than upfront during registration.</p>	
4	Popup Dialogs - Closing Behavior	Consistency and Standards (Nielsen), Affordances (Norman)	The popup dialogs that display game lists cannot be closed by clicking outside the popup frame, which is a common behavior in most interfaces.	Low	<p>1- Allow users to close the popup by clicking outside the frame.</p> <p>2- Add a more visible "X" button in the corner that is separate from the content and styled distinctly.</p>	
5	Close button Styling	Aesthetic and minimalist design (Nielsen), Visibility of system status (Nielsen)	The close button in the popup dialog has the same style as the "Check" buttons, making it harder to distinguish from other interactive elements. Its placement directly above the first game in the list could also lead users to believe it is related to the game below.	High	<p>1- Style the close button distinctly (color, size, or shape) to separate it visually from other buttons.</p> <p>2- Add spacing or a divider between the close button and the game list to clarify its purpose.</p>	
6	Lack of Contextual information	Visibility of system status (Nielsen), Feedback	The popup does not explicitly indicate which section (e.g., Personality, Interests) the displayed games	Medium	<p>1- Add a title or label at the top of the popup to provide clear context.</p>	

		(Norman)	belong to. Users must assume based on the location of the button they clicked. This lack of clear context could lead to uncertainty about whether the correct list is displayed.		2- Use Consistent color coding or iconography related to the section (e.g., matching the graph's color) to reinforce the connection.	
7	Empty Game List Popup	Error prevention (Nielsen), Visibility of system status (Nielsen)	When the game list for a section is empty, the popup displays only a "Close" button with no explanatory message. Users might not understand why there are no games listed.	Medium/ High	1- Display a message in the popup explaining why no games are available. 2- Offer suggestions, such as updating preferences or exploring other sections. 3- Don't open the popup and display a bottom sheet error message explaining the issue and make the button unavailable (change color or make it not clickable).	
8	Search Bar requires Exact Game Name	Flexibility and efficiency of use (Nielsen), Error tolerance (Tognazzini)	The search bar only accepts the exact game name as input. For instance, searching for "Doki" instead of "Doki Doki" results in an error popup stating "Choose a valid game", rather than displaying partial matches or suggestions. This behavior does not account for user errors, limited knowledge or exploration.	High	1- Implement partial matching so that searching part of a name displays all games that include that part in their titles. 2- Introduce a fallback page or popup listing potential matches when no exact match is found (e.g., "Did you mean ...?").	
9	Lack of search interaction	Match between system and real world (Nielsen),	The search bar lacks interactive features such as autocomplete or dropdown suggestions. Users	Medium	1- Add an autocomplete feature to the search bar that suggests games	


		Flexibility and efficiency of use (Nielsen)	are required to type the exact game name without any real-time assistance, making the search process less intuitive and slower.		based on the user's input. 2- Enhance the search bar with filters or categories (e.g., "by studio" or "by genre") to improve flexibility for users.	
10	Game Cards are interactive on Hover but Non-Functional	Consistency and standards (Nielsen), Affordances (Norman)	The game cards at the bottom of the home page expand slightly when hovered over, suggesting interactivity (e.g., clicking them). However, no action occurs upon clicking, leading to confusion and a poor user experience.	Medium	1- Make the cards clickable and link them to a detailed rent information page for the respective game. 2- If interactivity is not intended, remove the hover effect to avoid misleading users.	
11	Display of Game Keys on the Home Page	Error Prevention (Nielsen), Protect Users' Work (Tognazzini), State: (Principle) Make clear what you will store and protect the user's information (Tognazzini)	The home page displays game keys openly within the game cards, which is not a secure practice. Anyone viewing the screen could copy the keys without authorization.	High	1- Remove game keys from the home page. Instead, provide a "View Details" or "Reveal Key" button that redirects to a secure page or toggles the key's visibility. 2- Add functionality for users to hide or reveal keys explicitly (e.g., checkbox), ensuring keys remain hidden by default.	
12	Missing Previously rented games	Visibility of system status (Nielsen), Flexibility and efficiency of use (Nielsen)	When the user rents additional games (more than 5 games), older rented games disappear from the home page. There is no profile or dedicated page to display all rented games, leading to confusion and frustration as users lose their rentals.	Critical	1- Implement a "Profile" or "My Rentals" page where users can view a complete list of all rented games, including relevant details. 2- Add pagination or a scrollable container to the home page section displaying rented	

					games, ensuring no games are hidden.	
13	Inconsistent Styling and Functionality of Graph Buttons	Consistency and Standards (Nielsen), Recognition rather than recall (Nielsen)	The buttons under the graphs ("Check Game List" and "Check Today's Pick") have the same styling despite serving different purposes. This inconsistency can lead to user confusion, as the buttons appear identical but behave differently.	Medium	<p>1- Style the buttons to match the colors of their respective graphs.</p> <p>2- Use distinct shapes or sizes to differentiate "Check Today's Pick" From the other buttons, emphasizing its unique function.</p>	
14	Placement of "See your History and Achievements" Button	Consistency and Standards (Nielsen), Match between system and real world (Nielsen)	The "See your history and achievements" button is located in the same div element as the rented games. This placement suggests a connection between the two, which could confuse users since the history page does not provide details about rented games.	Medium	<p>1- Separate the button from the rented games section and place it in a more intuitive location, such as a dedicated navigation menu or a separate section of the page.</p> <p>2- Clearly label the button to reflect its actual function.</p>	
15	Ambiguity of the history page	Visibility of system status (Nielsen), Recognition rather than recall (Nielsen)	The "History" section on the redirected page is ambiguous. It does not clarify whether it represents viewed games, expired rentals, or all past rental activity. Users must guess its purpose.	High	<p>1- Add a descriptive title or introductory text to the page, explaining what "History" includes.</p> <p>2- If the history includes multiple types of data (e.g., rented games, expired rentals), categorize and label them clearly within the page.</p>	

16	Clicking on the circle does not redirect to the user profile as expected.	Consistency and Visibility of System Status (Nielsen), Consistency and Standards (Nielsen)	When users click on the circle, they expect to be taken to the profile page. However, this interaction does not trigger the intended action, preventing users from accessing their profile.	Medium	<p>1- Link the profile circle to the correct navigation function to ensure it redirects to the user's profile page.</p> <p>2- Add visual feedback (e.g., loading indicator or animation) to show users that the action is being processed.</p> <p>3- Ensure smooth interactions by testing the flow to make sure it's intuitive and responsive, preventing any confusion.</p>	
17	Spelling Errors	Consistency and Standards	There are some spelling errors, such as: “carefull” in the second option and “person thoughts” in the third option.	Cosmetic	We suggest using a translation tool to confirm the spelling.	
18	Inability to Recover Password	<p>1- Help Users Recognize, Diagnose, and Recover from Errors</p> <p>2- User Control and Freedom</p> <p>3- Consistency and Standards</p> <p>4- Error Prevention</p>	At the login moment, there is no option to recover the password.	Critical	Implement the password recovery option.	

		5- Visibility of System Status				
19	Actions with No Results (emotions, etc.)	1- Visibility of System Status 2- Match Between System and the Real World 3- Consistency and Standards	When clicking on “Personality,” “Emotions,” and “Interests,” the corresponding graphs remain empty, which leads the user to believe that the respective Game Lists will no longer consider the values previously shown in the graphs.	Low	Remove the interaction with the graphs or assign some functionality to this interaction.	
20	Formatting Errors and Image Display	1- Consistency and Standards 2- Aesthetic and Minimalist Design	There are formatting errors and issues with image display, such as misalignment or cropped images, which reduce the clarity and visual appeal of the interface.	Low	Fix the formatting issues and improve the display of images for better alignment and presentation.	
21	Scroll	1- User Control and Freedom 2- Error Prevention 3- Consistency and Standards	Sometimes, if we have a pop-up and try to scroll, the scrolling occurs on the background page rather than on the pop-up.	Low	Fix the action so that the scrolling functionality is reflected on the page the user is interacting with.	



	Reservation Evaluation	1- User Control and Freedom 2- Aesthetic and Minimalist Design 3- Help Users Recognize, Diagnose, and Recover from Errors	The action to evaluate a reservation is triggered at login after the reservation expires, forcing the user to evaluate the reservation without being able to choose when to do so.	Critical	Create an evaluation menu or a similar system that allows the user to choose when to evaluate the reservation.	
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**Data de Recepção do Projeto:** 21/11/2024

**Data de Entrega do Projeto:** 28/11/2024