

# Heuristic Evaluation

Evaluator Name:   Fleur Driessen
Device / Browser/ OS:   Chrome
App / Version:

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 low priority
- 3** = Major usability problem: important to fix, given high priority
- 4** = Usability catastrophe: fix this before product can be released

HEURISTICS	VIOLATION	RECOMMENDATION	SEVERITY
<p>1. Visibility of system status</p> <p><i>Always keep users informed about what is going on, through appropriate feedback within reasonable time.</i></p>			<div>0</div>
<p>2. Match between system and the real world</p> <p><i>Follow real-world conventions, making information appear in a natural and logical order.</i></p>			<div>0</div>
<p>3. User control and freedom</p> <p><i>Users should leave the unwanted state without having to go through an extended dialogue. undo and redo.</i></p>	No way to add or control a shopping cart and using the shop function as of yet.	Add a shopping cart with a saved data source for navigating multiple pages.	<div>3</div>
<p>4. Consistency and standards</p> <p><i>Users should not have to wonder whether different words, situations, or actions mean the same thing.</i></p>	Consistency is not a problem, terms are consistent across the website. Clear for users.		<div>0</div>
<p>5. Error prevention</p> <p><i>Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action.</i></p>	Read number 3. Users currently have no way of maintaining their cart and changing their order/choices.	Implement way for users to maintain their shopping experience.	<div>1</div>

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6. Recognition rather than recall <i>Minimize the user's memory load by making objects, actions, and options visible.</i>	I used a very basic recognizable layout so people know what they can expect.	Could add icons to for example shop and the filter titles.	1
7. Flexibility and efficiency of use <i>Accelerators. Allow users to tailor frequent actions.</i>	Currently no way to save user data for repeat use (payment information). Not necessarily a must to have working shopping function.		4
8. Aesthetic and minimalist design <i>Dialogues should not contain information which is irrelevant or rarely needed.</i>	My design is very minimalistic as this is one of the requirements.		1
9. Help users recognize, diagnose, and recover from errors <i>Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution.</i>	There's no error messages that pop up.	Add an error message to e.g. the shopping function.	3
10. Help and documentation <i>Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation.</i>	There's no FAQ page added yet.	Add a FAQ page linked in the footer.	1