HCI: GROUP VI

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STAGE THREE: Heuristic evaluation

"A heuristic analysis is used to identify a product's common usability issues so that the problems can be resolved, consequently improving the user's satisfaction and experience and raising the chances of a digital product's success overall."
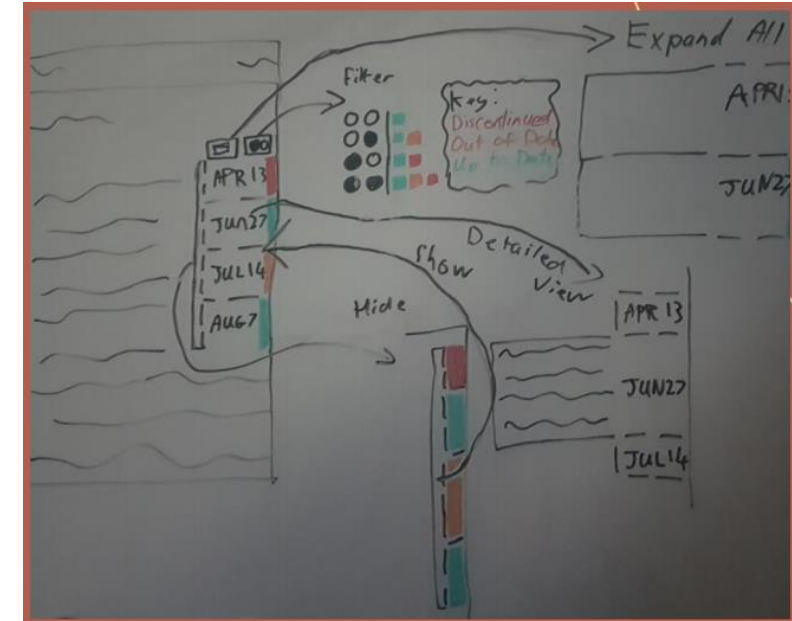
Group 5 Designs

My friend is struggling with xyz due to the pandemic, how can I help?

12 responses 56 views

👤 **User12345 says:**
I was having the same issue…the best way for me was to do…
There are really good resources to learn about this, such as…

👤 **OP says:**
Thank you! Very useful resources, and educational too! I will implement this in my life…
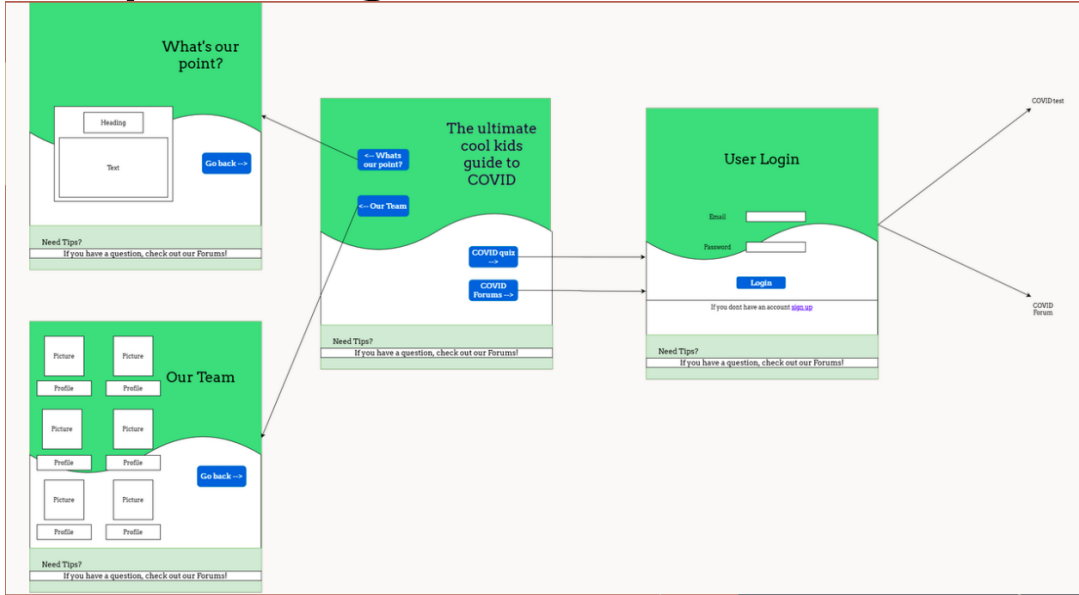

Guideline Display

Home | Quiz | **Forum** | Latest News | Gov Website | Mental Health Resources

[User Question]

Click to view full thread ⬆ ⬇

Group 5 Designs

Quiz

Design 1: Information page for the user to gather reliable information based on different aspects of the coronavirus. Separated into subject paragraphs to help readability for user.

Design 2: Quiz questions template, which will be repeated for each question asked. Once an answer has been selected from the menu the user must press continue.

Design 3: Correct answer page will display that the correct answer was selected and a summary of why the answer was correct. The user must then press continue to proceed.

Design 4: Incorrect answer page will display that the incorrect answer was selected and display a hint to help the user. The user must then press return, which will take them back to the previous page where they must select the correct answer before they can continue to the next question. Once they select the correct answer, they will be taken to the correct answer page and can select continue.

Design 5: Once all questions are answered correctly, a quiz complete message will appear. A badge will be added to the user's account and will be visible to other users. A summary of information will be displayed, and they will be given the option to share on the website's forum or social media.

Sign Up

Problems Found

When reviewing group fives designs, we found twenty-seven Heuristic violations

Heuristic evaluation

Designs

Problems

Heuristic Categories

Recommendations

Heuristic Categories	Viol. (sev 0)	Viol. (sev 1)	Viol. (sev 2)	Viol. (sev 3)	Viol. (sev 4)	Viol. (total)
H1: Visibility of status	0	1	2	1	0	4
H2: Match sys & world	0	2	0	0	0	2
H3: User Control	0	0	2	1	0	3
H4: Consistency	0	0	1	0	2	3
H5: Error Prevention	0	0	2	0	2	4
H6: Recognition not recall	0	0	0	0	0	0
H7: Efficiency of Use	0	2	1	1	0	4
H8: Minimalist Design	0	1	0	0	0	1
H9: Help User with Errors	0	0	2	2	0	4
H10: Documentation	0	0	2	0	0	2
Total Violation by Severity	0	6	12	5	4	27

Visibility of system status

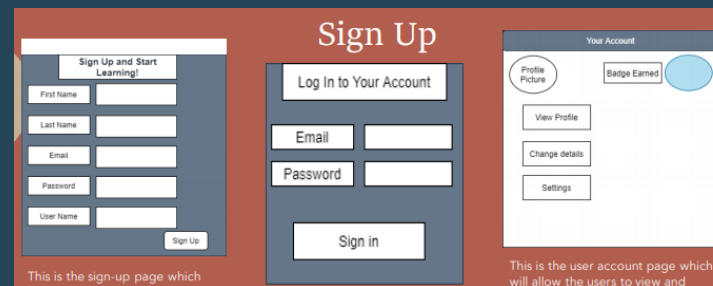Heuristic evaluation

Designs

Problems

Heuristic Categories

Recommendations

Not Present

There was no system feedback, for example there was no 'logged in' user interface that displayed that the user had logged in

There was also no mention of system status for pressing of buttons so there was no feedback

Match between system and the real world

Heuristic evaluation

Designs

Problems

Heuristic Categories

Recommendations

Present

The language used in the interface was simple and familiar to the user allowing the user to easily understand and use the interface
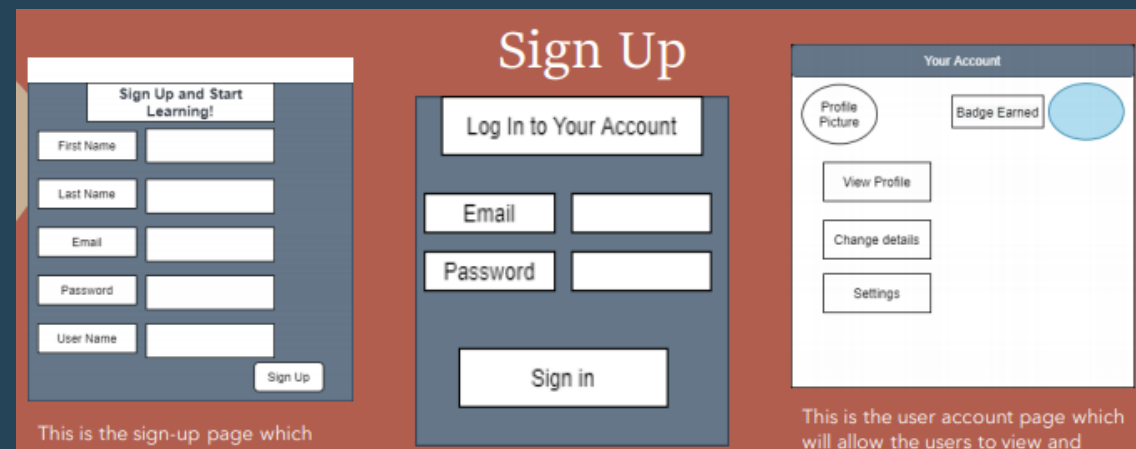
User control and freedom

Heuristic evaluation

Designs

Problems

Heuristic Categories

Recommendations

Not Present

There was no cancel or return buttons throughout the login and signup interface and there was no quit or logout buttons on the account interface. There was also a lack of a home button throughout the interface.

Consistency and standards
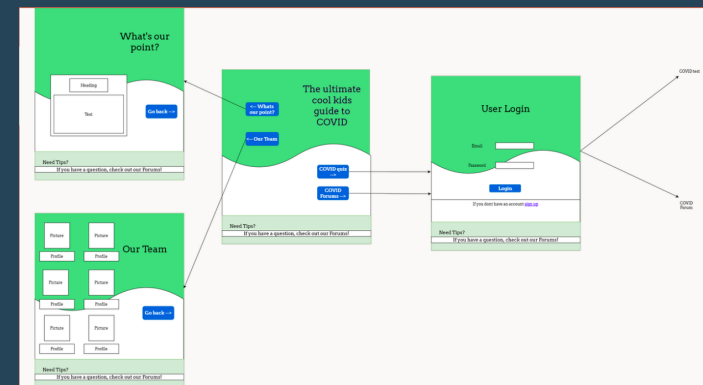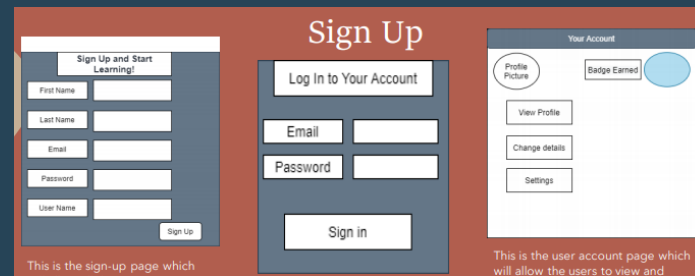
Heuristic evaluation

Designs

Problems

Heuristic Categories

Recommendations

Not Present

The Main, Login, Signup and Forum interfaces all use different button designs.
There was an array of different font designs used across multiple interfaces and there was no colour scheme consistency.
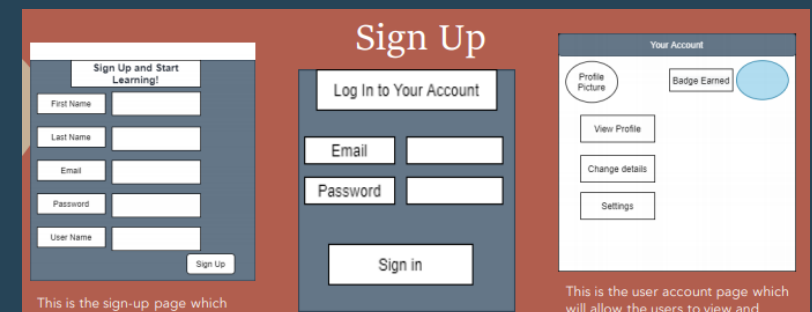
Error prevention

Heuristic evaluation

Designs

Problems

Heuristic Categories

Recommendations

Not Present

There was error prevention in the quiz interface when a user entered an incorrect answer but there was no error prevention during the signup and login process, for example saying incorrect email or password.

Recognition rather than recall

Present

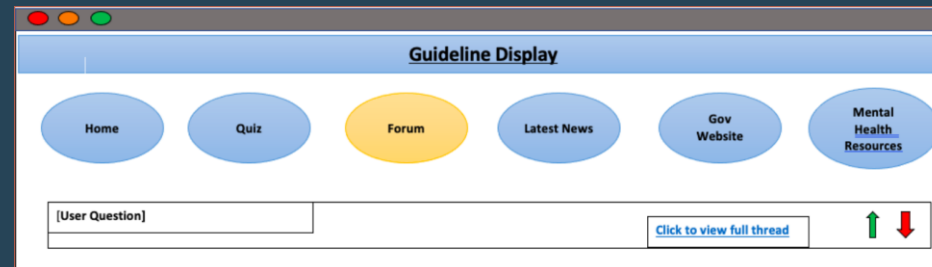Throughout the interfaces the user is reminded which page they are on and in quizzes the user is reminded of the questions they have selected an answer for.

Flexibility and efficiency of use
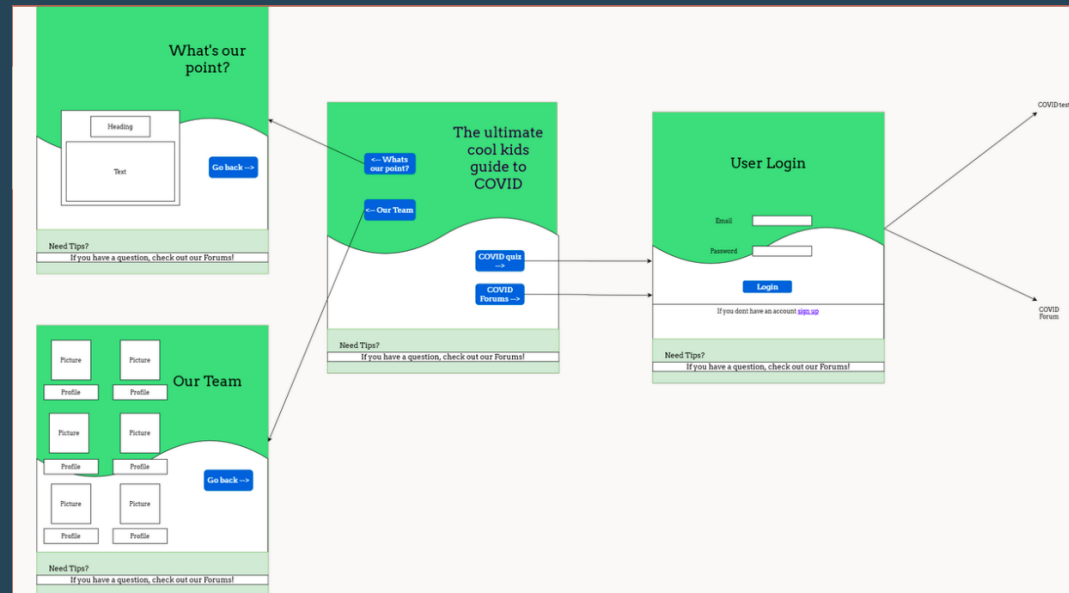
Heuristic evaluation

Designs

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Heuristic Categories

Recommendations

Not Present

There was no mention of keyboard shortcuts or touch gestures to improve the usability of the interface for experienced users.

Aesthetic and minimalist design

Heuristic evaluation
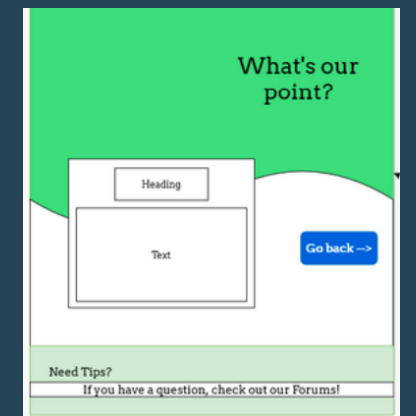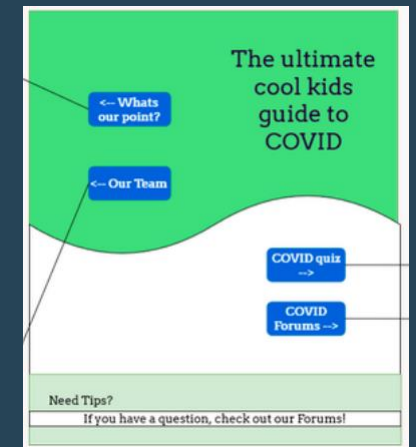
Designs

Problems

Heuristic Categories

Recommendations

Present

The main interfaces provided needed information and are not cluttered with any unnecessary information

The Forum, quiz, login and signup interfaces all provide necessary information for the user

The design for all the interfaces is minimalistic, using a limited array of colours and shapes

Help users recognize, diagnose, and recover from errors

Not Present

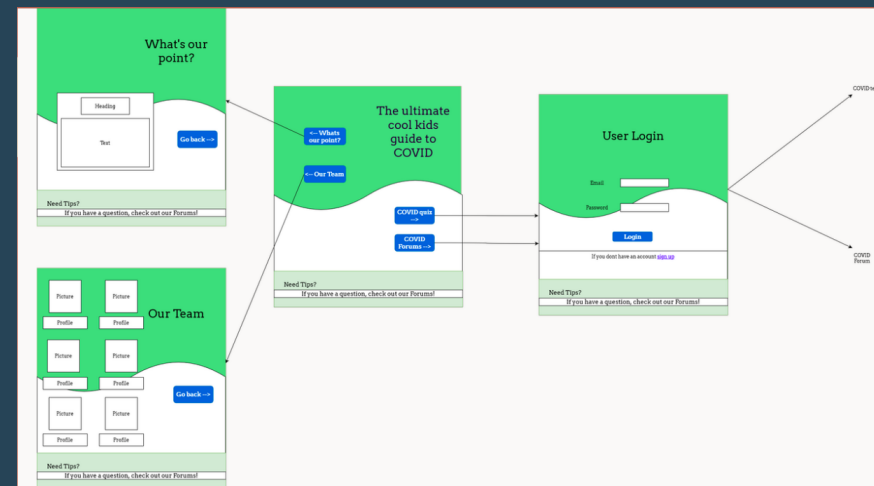There was no mention of errors that could occur in the interface or general solutions provided to any possible errors, this could be rectified by a general help/FAQ page and contact support buttons.

Help and documentation

Heuristic evaluation

Designs

Problems

Heuristic Categories

Recommendations

Not Present

There was no mention of any documentation or instructions provided, this could be rectified with small prompts with suggestions on how to use the interface.

Recommendations

Heuristic evaluation

Designs

Problems

Heuristic Categories

Recommendations

Recommendation One: Implement a consistent design scheme across all of the designs this way users will be more comfortable using the interface.

Recommendation Two: More error prevention, for example "Are you sure you want to quit", to stop the user from making mistakes or rectify any mistakes they make.

Recommendation Three: Implement a search mechanism so users can search for the information they want.

Recommendation Four: Implement more 'cancel' and 'quit' functionality to allow the user to backtrack or quit interfaces.