

**UNIVERSITI TEKNOLOGI MALAYSIA**

**SCHOOL OF COMPUTING**

**SESSION 2020/2021 SEMESTER 1**

**SECV2113 - 07 HUMAN COMPUTER INTERACTION**

**ASSIGNMENT 3**

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# **Title:** Heuristics Evaluation based on UTMFood prototype

# **Introduction**

For this report, we are going to inspect LFP from group 7 called ‘UTMFood’ using Heuristics evaluation. Overall, this prototype is about a mobile application which offers a user to order food online. Our evaluations are based on three tasks which are order food, promote food business and check restaurants or marts availability. From 10 usability heuristics, we found that this prototype does not obey in several rules. Firstly is in user control and freedom. When a user makes a mistake, they want to undo their action so it is better to have an undo or delete option. Next is visibility of system status. This heuristics means that the user must know what is happening when doing the task and it must have feedback on the actions. We are also discussing consistency and standards which the application should be same from start to the end and also on the application must help users recognize, diagnose, recover from errors.

# **Heuristic Evaluation table**

## First task: Order food

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Prototype Image** | **Identified Issue** | **Heuristic and Severity** | **Revised Image** | **Revised Explanation** |
|  | There is no suggestion when typing on the first letter or a word | H9: Help users recognize, diagnose, recover from errors.  S2: Minor issue |  | When users search the food they want to eat, there will be a few suggestions for them to choose based on the word. |
|  | In check out details, there is no button for users to delete or change their order. | H3: User control and freedom  S3: Major issue |  | If a user decides to change their order before payment, they can click the button written, delete or change. |
|  | Users may want to get notified upon their orders update. | H1: Visibility of system status  S2: Minor issue |  | Users will receive a notification as a pop-up message to alert them. Notifications such as order completed, order is on the way by runner, order will be a bit delayed or more. |

## Second task: Promote food business

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Prototype Image** | **Identified Issue** | **Heuristic and Severity** | **Revised Image** | **Revised Explanation** |
|  | There is no back button. This issue can prevent users from going back to the main page. | H3: User control and freedom  S2: Minor issue |  | Users can go back to the main page after visiting their profiles by clicking on the back button.       Users can go back to the main page by clicking on the back button if they don’t want to sell food. |
|  | There is no cancel or back button. Without confirmation feedback, users cannot undo accidental actions. | H3: User control and freedom  H5: Error prevention  S3: Major issue |  | Once users click on the “Start Selling” button, a message of confirmation with undo action will pop up to check on users. |
|  | There is no cancel button. Without it, users cannot cancel if they change their mind or accidentally click on it. | H3: User Control and freedom.  S3: Major issues |  | Users can cancel and go back to the main page if they do not want to post it. |
|  | The add to cart button gone meaning a seller cannot make an order but there is a section ‘your Order’. | H1: Consistency and standards  S1: Catastrophic issue |  | For users who also as a seller, there will be a add to cart button  For users who are not a seller, there will be a feed button but no ‘+ new post’. Users can only see posts from sellers. |

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## Third task: Check restaurants or marts availability

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| --- | --- | --- | --- | --- |
| **Prototype Image** | **Identified Issue** | **Heuristic and Severity** | **Revised Image** | **Revised Explanation** |
|  | When typing a location in the search box, users might make a spelling mistake. Thus, their search would not be found. | H9: Help users recognize, diagnose, recover from errors.  S2: Minor issue |  | The app will try to correct the spelling when users make a spelling error when searching and even give a few suggestions of location that starts with the first letter in which users type, for example the letter ‘k’. |

# **Conclusion**

In conclusion, the Heuristics Evaluation is a great way to identify the usability problem in an application. This is because we do not have to waste our time or money to conduct usability testing. As we know that to recruit usability experts, it is high cost and rare to be found. Besides, this method also can prevent us from making an unusable application from the start because we need to identify and analyze the problem while using the apps. We had learnt that when implementing an application, we need to use our judgment by imagining us as the user. So that there will be no mistake or problem when using the application.

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# **Reference**

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