# Heuristic Evaluation

# *Team Hexa*

# *Conducted on 20 Aug 2015 is480, 2015-16 t1*

# Heuristics and Severity Ratings

These heuristics and severity ratings are provided as a convenience and may be removed.

|  |  |
| --- | --- |
| **Heuristics** | **Severity Ratings** |
| 0. Not related to any heuristic  1. Visibility of system status  2. Match between system and the real world  3. User control and freedom  4. Consistency and standards  5. Error prevention  6. Recognition rather than recall  7. Flexibility and efficiency of use  8. Aesthetic and minimalist design  9. Help users recognize, diagnose, and recover from errors  10. Help and documentation | 0 = Not a real usability problem  1 = Cosmetic problem only  2 = Minor usability problem  3 = Major usability problem  4 = Usability catastrophe |

# Compiled Problems

1. **Profile Title on Homepage not consistent with the other titles**

**Heuristic:** 4. Consistency and standards

**Severity:** 1 = Not a real usability problem

**Description**: The Profile Title is aligned to the left while the rest of the titles are aligned centre. It distracts me.

**Solution:** Align Profile title to the center

1. **Selecting date is confusing**

**Heuristic:** 7. Flexibility and efficiency of use

**Severity:** 2 = Minor usability problem

**Description**: On Financial Health page, I am giving the choice to select the date but the graph only displays scores by months. The data records only display by months but I have to scroll through the days

**Solution:** Align Profile title to the center

1. **Bezier curve for financial graphs is misleading**

**Heuristic:** 4. Consistency and standards

**Severity:** 3 = Major usability problem

**Description**: For all of the financial information charts, the curve used is a bezier curve. It is misleading as the curve of the data shows that I have more/less than what is actually the case from point to point.

**Solution:** Remove bezier curve option.

1. **Financial Health Ratios selection of ratio is unclear**

**Heuristic:** 3. User control and freedom

**Severity:** 3 = Major usability problem

**Description**: I am able to select multiple ratios to show on the graph but for some ratios, the scale is different. I do not see the point of allowing this option for users as it allows room for confusion for the user.

**Solution:** Disable multiple selection of ratios to be displayed on the graph.

1. **Tooltips is covering checkbox on Financial Health Ratio page**

**Heuristic:** 8. Aesthetic and minimalist design

**Severity:** 2 = Minor usability problem

**Description**: Tooltips for each ratio is covering the checkboxes. Should have some spacing to prevent that from happening.

**Solution:** Move the tooltips further to the right to not cover the checkboxes.

1. **Financial Health Ratio analysis is overwhelming**

**Heuristic:** 6. Recognition rather than recall

**Severity:** 2 = Minor usability problem

**Description**: The analysis of the ratios are displayed with a lot of words and little use of colours for users to quickly identify if the ratio is healthy or unhealthy.

**Solution:** Include color coding for unhealthy and healthy ratios

1. **Income and Expense values displayed on the same pie chart**

**Heuristic:** 2. Match between system and the real world

**Severity:** 3 = Major usability problem

**Description**: The values from income and expenses are displayed on the same chart when it shouldn’t be so since income is a positive cashflow while expenses is negative cashflow.

**Solution:** Separate income and expense visualization

1. **Not clear where to go to update milestones**

**Heuristic:** 2. Match between system and the real world

**Severity:** 3 = Major usability problem

**Description**: Took a while for me to realise that the pencil button was actually to let me update my milestone. I thought it was to edit the details.

**Solution:** Have a separate button to clearly indicate to users where they can go to update their milestones progress.

1. **Too many words on update milestones page**

**Heuristic:** 8. Aesthetic and minimalist design

**Severity:** 1 = Cosmetic problem only

**Description**: Nice to show progress of milestone through progress bar. However, other information such as the number of months left for a milestone and how much to save per month can be shown visually rather than in a whole sentence.

**Solution:** Use visualizations to display information on this page.

1. **Loan Calculators lacking of visualization**

**Heuristic:** 6. Recognition rather than recall

**Severity:** 1 = Cosmetic problem only

**Description**: Results from calculators do not show any visualization once the calculation is done. It will allow users to easy recognize impacts from the calculators through charts.

**Solution:** Use visualizations to display information on this page.