

Heuristics Evaluation Report

KEY FINDINGS

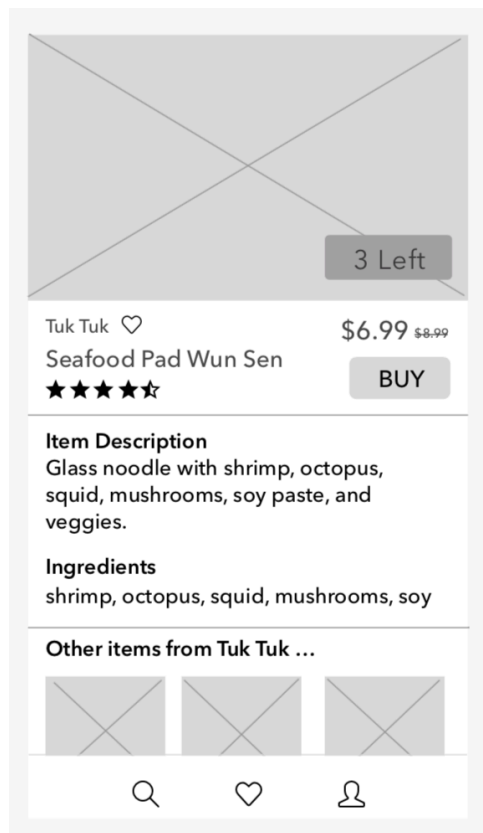
Finding 1: The tabs on the button don't show the user which tab they are currently at.

Location: Every page with the footer bar.

Heuristics Violated: Visibility of system status

Severity: 4/4

The current footer bar has 3 tabs for users to navigate. However, it doesn't highlight which tab user is currently at. Therefore, it could cause some confusion and increase difficulty in navigation flow.



The selected tab is not highlighted.

Recommendation: Highlight the tab that is selected.

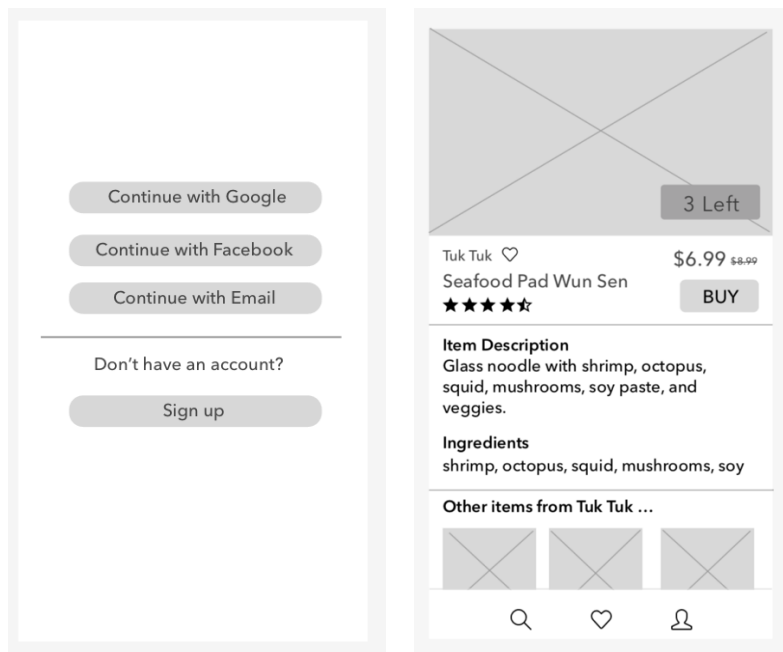
Finding 2: There is no back or cancel button on several pages.

Location: Sign-up page, Meal info page, Purchase page, Payment page

Heuristics Violated: User control and freedom

Severity: 4/4

The back/ cancel button is missing in sign-up page, meal info page, purchase page, and payment page. Thus, if users click on something by mistake, there's no "undo" button for them in addition to using gesture to go back to previous page. It also hinders the accessibility.



The image displays two side-by-side screenshots of a mobile application's checkout process. The left screenshot shows a product card for 'Tuk Tuk Seafood Pad Wun Sen' priced at \$6.99 (originally \$8.99). Below the product is a quantity selector set to 1, a text area for special instructions containing 'Ex. no carrot, less salt', and two payment options: 'Pay Now' and 'Pay at Restaurant'. A 'Confirm' button is at the bottom. The right screenshot is titled 'Payment Method - Pay Now' and offers two choices: 'Add New Card' (selected) and 'Link Paypal'. The 'Add New Card' section includes input fields for 'Name on Card', 'Card Number', 'Expiry Date' (with separate 'Month' and 'Year' dropdowns), and 'Security Code'. An 'Add and Save' button is at the bottom. Notably, neither screenshot features a back or cancel button.

There is no back/cancel button on these pages.

Recommendation: Add back-arrow button on the top left corner. Also consider putting the name of the previous page next to the back-arrow button. For example, < search means go back to search page.

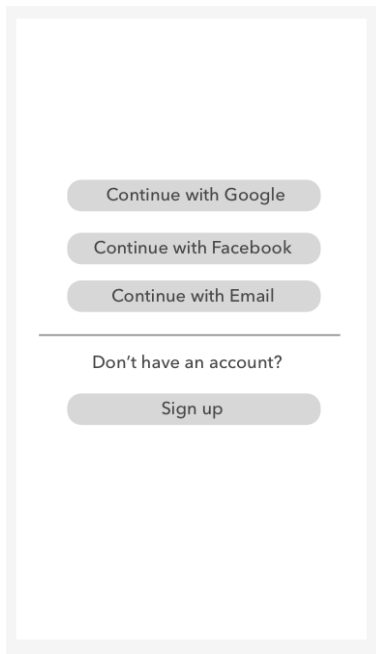
Finding 3: In the very first screen, users are forced to either log in or sign up in order to continue.

Location: Sign-up page

Heuristics Violated: Match between the system and the real world

Severity: 3/4

In my current system, the first screen users see is a sign-up page. However, when I did competitor analysis, I found out that many other systems don't force users to sign up immediately. Instead, users are asked to sign up only if they are going to perform tasks that require an account, such as ordering or booking.



The first page that users see.

Recommendation: Removing this sign-up page. This page will be prompted later when users want to place an order. However, even though users don't need to sign up in the first place, they should still be asked whether they want to enable GPS because it is what the app relies on.

Finding 4: After user clicks on "Confirm", there is no confirmation message telling the user that the order has been placed.

Location: Purchase page

Heuristics Violated: Visibility of system status

Severity: 3/4

In the purchase page, when users click "confirm" to place the order, there is no message that lets users know that their order has been successfully placed.

Item

Tuk Tuk
Seafood Pad Wun Sen
\$6.99 \$8.99

Quantity

1

Special Instructions

Ex. no carrot, less salt

Payment

Pay Now Edit

• Visa Ending in 3572

Pay at Restaurant

Confirm

Once users click "Confirm", no message pops up confirming the order.

Recommendation: Add a pop-up message to confirm successful order and then automatically direct users to "My Order" tab ("My Order" tab is a new tab that needs to be added in the next version").

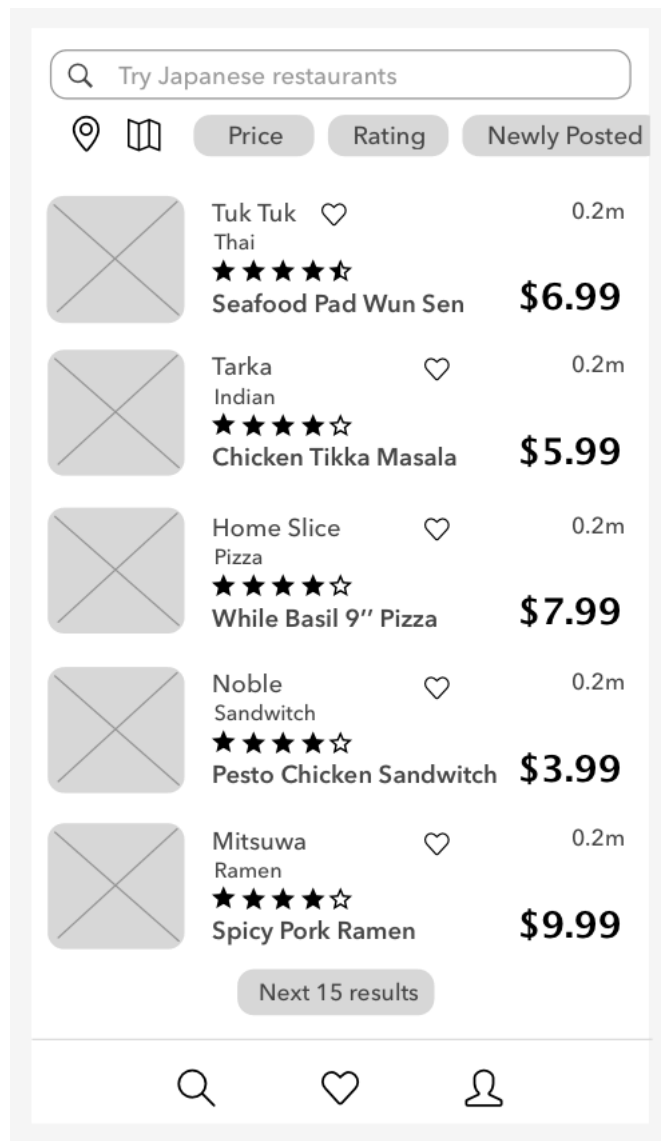
Finding 5: The pin icon is not clear. It actually means "nearby" in the application but normally it means "locations".

Location: Search result page

Heuristics Violated: Consistency and standards, Match between system and the real world

Severity: 2/4

The pin icon might be unclear because users can't tell what does the icon do unless they try it a couple of times. In users' existing conceptual model, they might think of the icon of something else.



The pin icon on the top left might be unclear.

Recommendation: Add the word "Nearby" next to the icon.

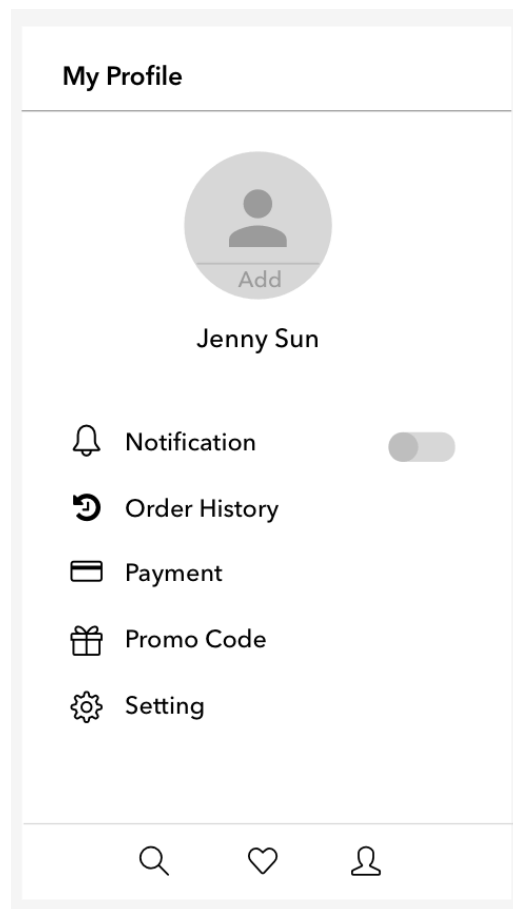
Finding 6: "Order History" should be placed in somewhere noticeable.

Location: Profile tab

Heuristics Violated: Flexibility and efficiency of use

Severity: 2/4

Current design doesn't generate a "proof of purchase" for the users to show to the restaurant when they pick up or pay. If that screen is added, then the order history will be an important tab that users will visit frequently. However, right now the order history tab is inside the profile tab which takes more steps to reach.



Order History is inside the profile tab.

Recommendation: Create an independent tab for it, placed in the footer bar along with three other tabs.

Appendix

Project Brief

Target User Population: The target users will be general public who are familiar with technology, purchase food from restaurants, and wish to contribute to food waste reduction. More specifically, people at the age of 18-45 whose occupations are students, working professionals, or house makers because these are the groups that buy food from restaurants the most.

The Problem: Food waste has become a global issue. In the U.S. alone, about 30-40% of food are thrown away after it is harvested. A lot of waste comes from restaurants' surplus food and imperfect vegetables or fruit that don't meet cosmetic standard. Therefore, I want to design a system that helps reduce food waste while raising the awareness of the problem.

Preliminary Competitive Landscape: From my research, below are the existing apps and organization that tackle food waste problem.

- App that notifies users about price drop on the items at grocery stores that are about to expire.
- App that collects leftover food at restaurants and sends them to charities.
- Website that sells imperfect food at a discounted price.

System Goal: The goal of the design is to help reduce food waste. Restaurants can use the system to sell or post information about the discounted unsold menu items before they close for the day. Users can browse through the items, follow the restaurants they like, and pay for the meal directly in the app. I think this is a better way to help reduce food waste because it utilizes an existing model for browsing restaurants, such as Yelp. Users do not need to spend lots of time learning a new system. All they need to do is to select a discounted meal, pay, and pick up. It will be a win-win situation for both restaurants owners and customers.

Complete List of Heuristic Violations

Description	System Location	Heuristics Violated	Severity
The tabs on the button don't show the user which tab they are currently at.	Every page with the footer bar.	-Visibility of system status	4/4
There is no back or cancel button	Sign-up page Purchase page Payment page	-User control and freedom	4/4
In the very first screen, users are forced to either log in or sign up in order to continue. However, many systems don't require users to sign up in the first place.	Sign-up page	-Match between the system and the real world	3/4
After user clicks on "Confirm", there is no confirmation message telling the user that the order has been placed.	Purchase Page	-Visibility of system status	3/4 (need to add a screen fore receipt and a tab for "my order")
The pin icon is not clear. It actually means "nearby" but normally it just	Search result page	-Consistency and standards -Match between system and the real world	2/4

means "locations".			
"Order History" should be placed in somewhere noticeable.	Profile tab	-Flexibility and efficiency of use	2/4
There is no help provided for users when they first use the application	NA	-Help and documentation	2/4
Users cannot cancel orders. This function should be provided in "order history."	Order History	-Help users recognize, diagnose, and recover from errors	2/4
The search bar should remember and show search history	Search bar	-Recognition rather than recall	1/4
Footer bar doesn't have words to describe the icons.	Footer bar	-Match between the system and the real world --Consistency and standards	1/4