52

ADDA52

Heuristic Evaluation
Mobile App

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Heuristic Evaluation of ADDA52

Table of Contents

Product and Goals

This report documents heuristic evaluation of ADDA52, an enterprise grade, Poker Gaming App. The goals of this heuristic evaluation were to evaluate the usability of ADDA52 Mobile App using a set of heuristics and disclose a prioritized list of issues to developers' attention. The findings along with the proposed UI Solution will guide future changes in the software's interface.

Methods

Researchers utilized Nielsen's ten usability heuristics (Nielsen, 1994) to evaluate common tasks in viewtrust : Dashboard & Homepage Section. Heuristic evaluation is done to find the usability issues and which heuristic violations occurred, then rated each issue in terms of severity. Usability Analyst later consolidated and prioritized usability issues according to severity.

Findings

This evaluation identified 41 usability issues in total. A proposed Solution is given in the presentation.

Methodology - Ten Usability Heuristics

- **Visibility of system status**

  The system should always keep users informed about what is going on, through appropriate feedback within reasonable time.

- **Match between system and the real world**

  The system should speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms. Follow real-world conventions, making information appear in a natural and logical order.

- **User control and freedom**

  Users often choose system functions by mistake and will need a clearly marked "emergency exit" to leave the unwanted state without having to go through an extended dialogue. Support undo and redo.

- **Consistency and standards**

  Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.

- **Error prevention**

  Even better than good error messages is a careful design which prevents a problem from occurring in the first place.

- **Recognition rather than recall**

  Make objects, actions, and options visible. The user should not have to remember information from one part of the dialogue to another. Instructions for use of the system should be visible or easily retrievable whenever appropriate.

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- **Flexibility and efficiency of use**

  Accelerators -- unseen by the novice user -- may often speed up the interaction for the expert user such that the system can cater to both inexperienced and experienced users. Allow users to tailor frequent actions.

- **Aesthetic and minimalist design**

  Dialogues should not contain information which is irrelevant or rarely needed. Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.

- **Help users recognize, diagnose, and recover from errors**

  Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution.

- **Help and documentation**

  Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation. Any such information should be easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large.

The following 0 to 4 rating scale has been used to rate the severity of usability problems:

0 = I don't agree that this is a usability problem at all

1 = Cosmetic problem only: need not be fixed unless extra time is available on project

2 = Minor usability problem: fixing this should be given low priority

3 = Major usability problem: important to fix, so should be given high priority

4 = Usability catastrophe: imperative to fix this before product can be released

Login Page
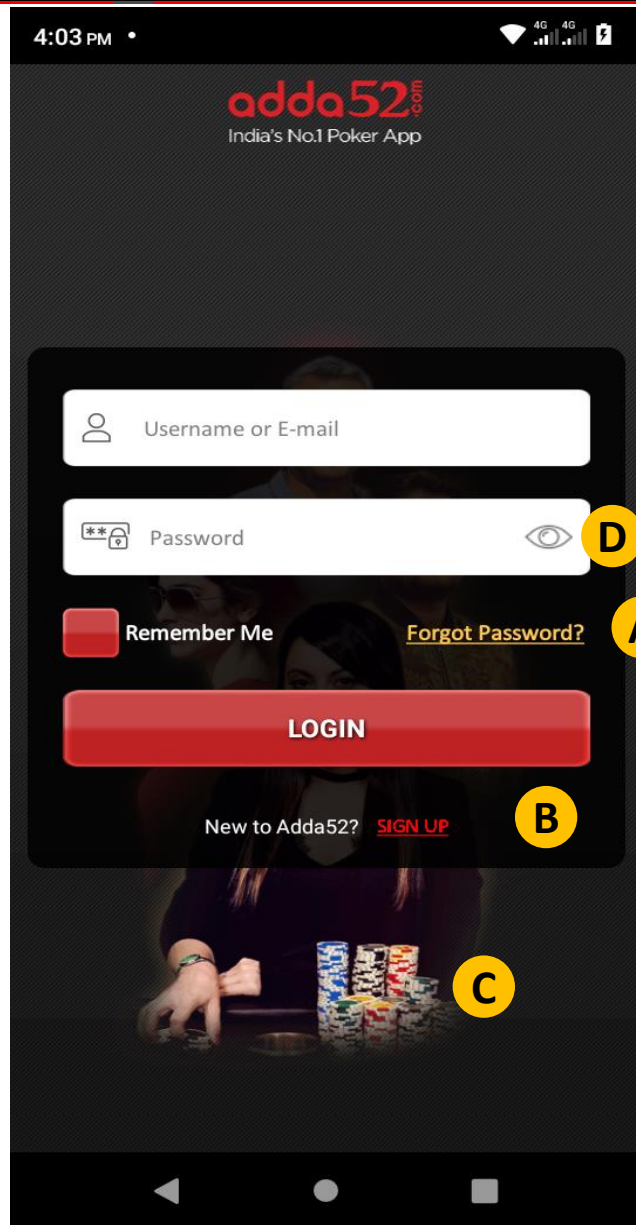
Consistency and standards

A. Remember me & Forgot password font size is very small.
B. New User Signup text readability is not clear. Contrast text color should be used. Multi text color.
C. Background image should be removed for better visibility.
D. View password not working

(Design is not as per general Form Design pattern)

Severity Rating 3

Suggestion:
Re-login in App without explicitly logout should be replaced with PIN login Authenticate by Google Authentication.

Severity Rating Score:
3 = Major usability problem: important to fix, so should be given high priority

Signup Page

Visibility of System Status

A. Back Navigation Should be on top. Default Mobile HCI Guideline is missing.

(Design is not as per general Form Design pattern)

Severity Rating 3

Consistency and standards

A. Screen Heading Missing "New user Registration"
B. Remember me & Forgot password font size is very small.
C. New User Signup text readability is not clear. Contrast text color should be used. Multi text color.
D. Form field icon should be removed, Text label already there.
E. Password form show the strength color based on password input.

(Design is not as per general Form Design pattern)

Severity Rating 3

Suggestion:
Current App is web Mobile App. It should be a native App design Approach with latest IOS & Android Deign framework like Material Design and iOS 10.0

Severity Rating Score:
3 = Major usability problem: important to fix, so should be given high priority

Consistency and standards

A. Heading is missing
B. OTP field should be changed with digit block. Focus on first block for entry.
C. Duplicate Text
D. Resend button should similar look and size of Verify button with different BG color.

Severity Rating 2

Suggestion:
Current App is web Mobile App. It should be a native App design Approach with latest IOS & Android Deign framework like Material Design and iOS 10.0

Severity Rating Score:

2 = Minor usability problem: fixing this should be given low priority
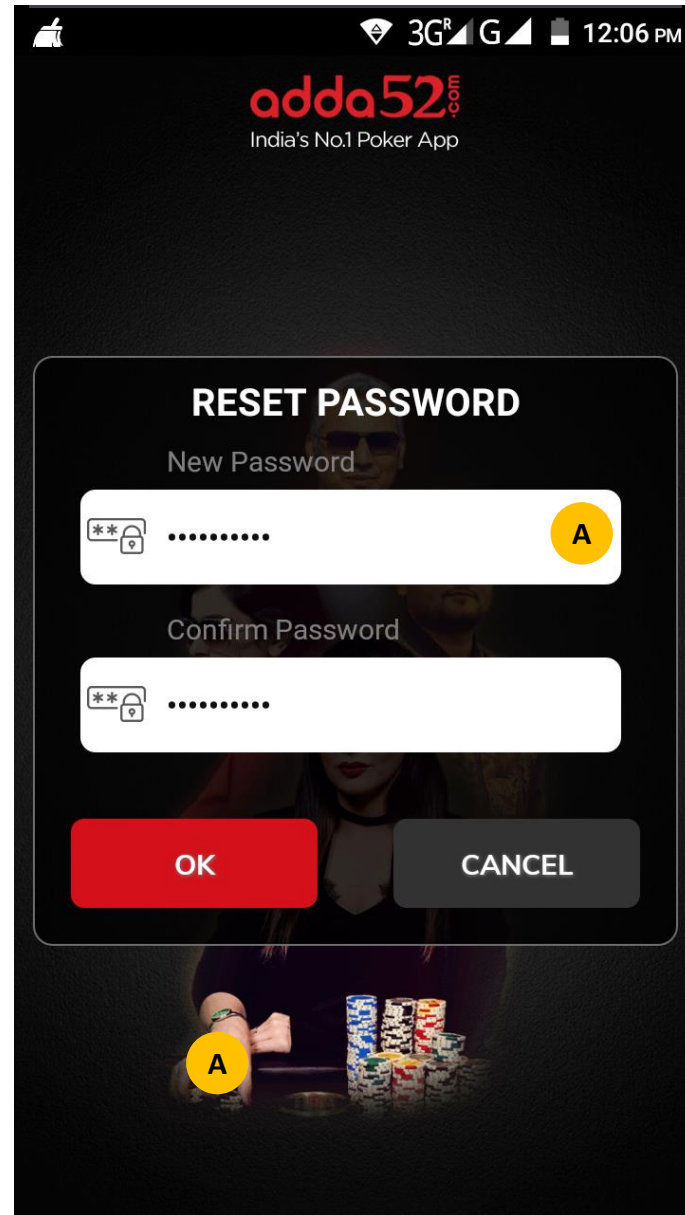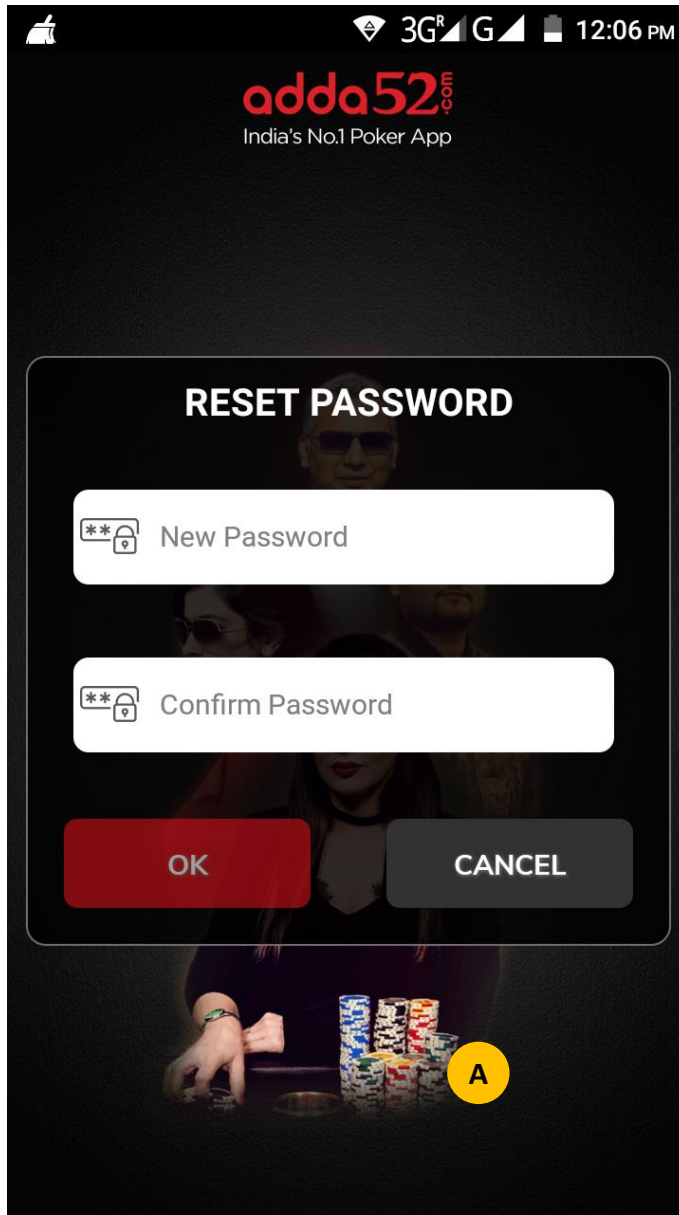
Consistency and standards

A. Confusing heading Text

B. For Message Text color "Red" should changed with other color. Only Error mgs/ should show in Red

C. Signup code form field should show on load, save extra click

D. Login Now button should resemble to OPT button as design consistency.

E. Terms of use should show smartly with checkbox with "Agree Terms of Use". On click open the Terms of use full popup detail page

F. Background image should be remove for better readability

G. Back or cancel button is missing

Severity Rating 3

Severity Rating Score:

3 = Major usability problem: important to fix, so should be given high priority

Reset Password Screen
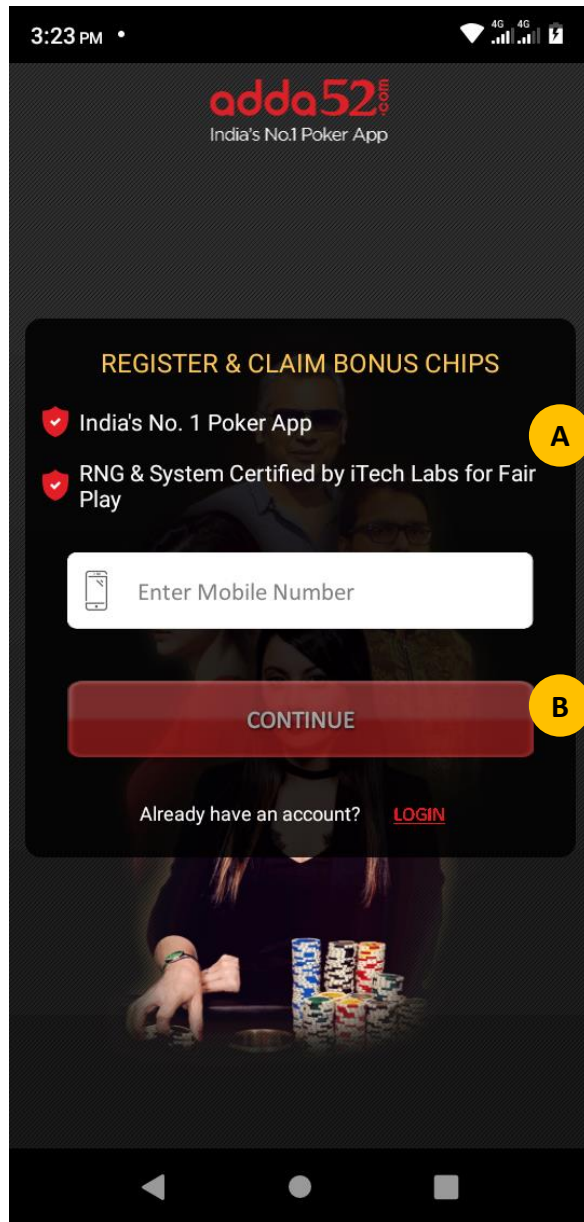

Consistency and standards

A. Remove BG Image

B. Field level validation for password input missing. It should show right tick on same password entry in both field.

Severity Rating 3

Severity Rating Score:

3 = Major usability problem: important to fix, so should be given high priority
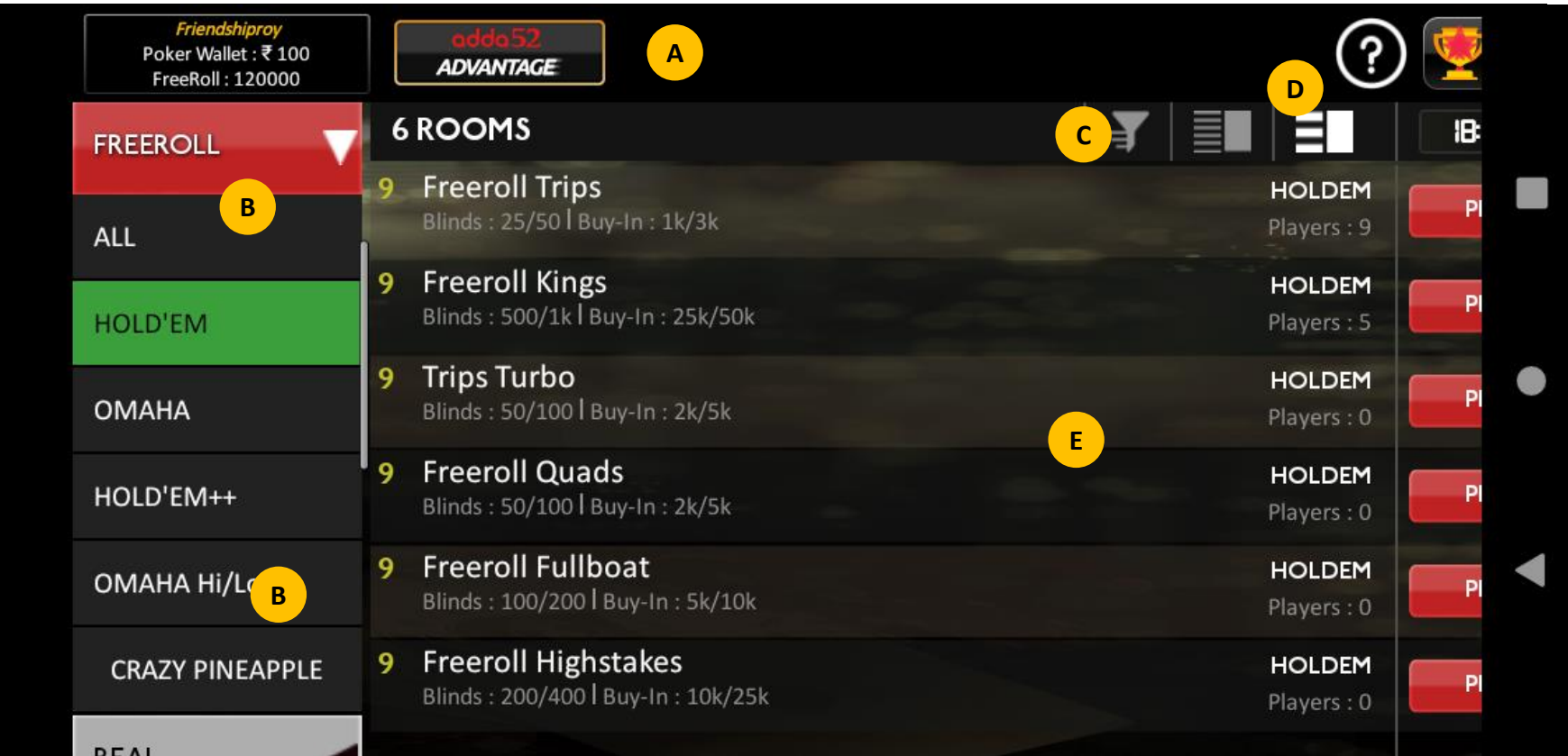
Consistency and standards

A. Bulled text showed be moved to down.

B. Login button should resemble to Continue

.

Severity Rating 3

Severity Rating Score:

3 = Major usability problem: important to fix, so should be given high priority

Hold'em Screen

Consistency and standards

A. Top Header information is poorly design and not group logically.

B. Left menu looks very confusing, Active /current menu option is not clear(Section heading missing)

C. Filter option looking deactivate mode

D. Too much of information Spacing is not even between the icon "Fat finger Syndrom"

E. Background color should change to white with black text for better readability.

F. Menu option are not placed logically, prioritize items should be on top.

Severity Rating Score:

3 = Major usability problem: important to fix, so should be given high priority
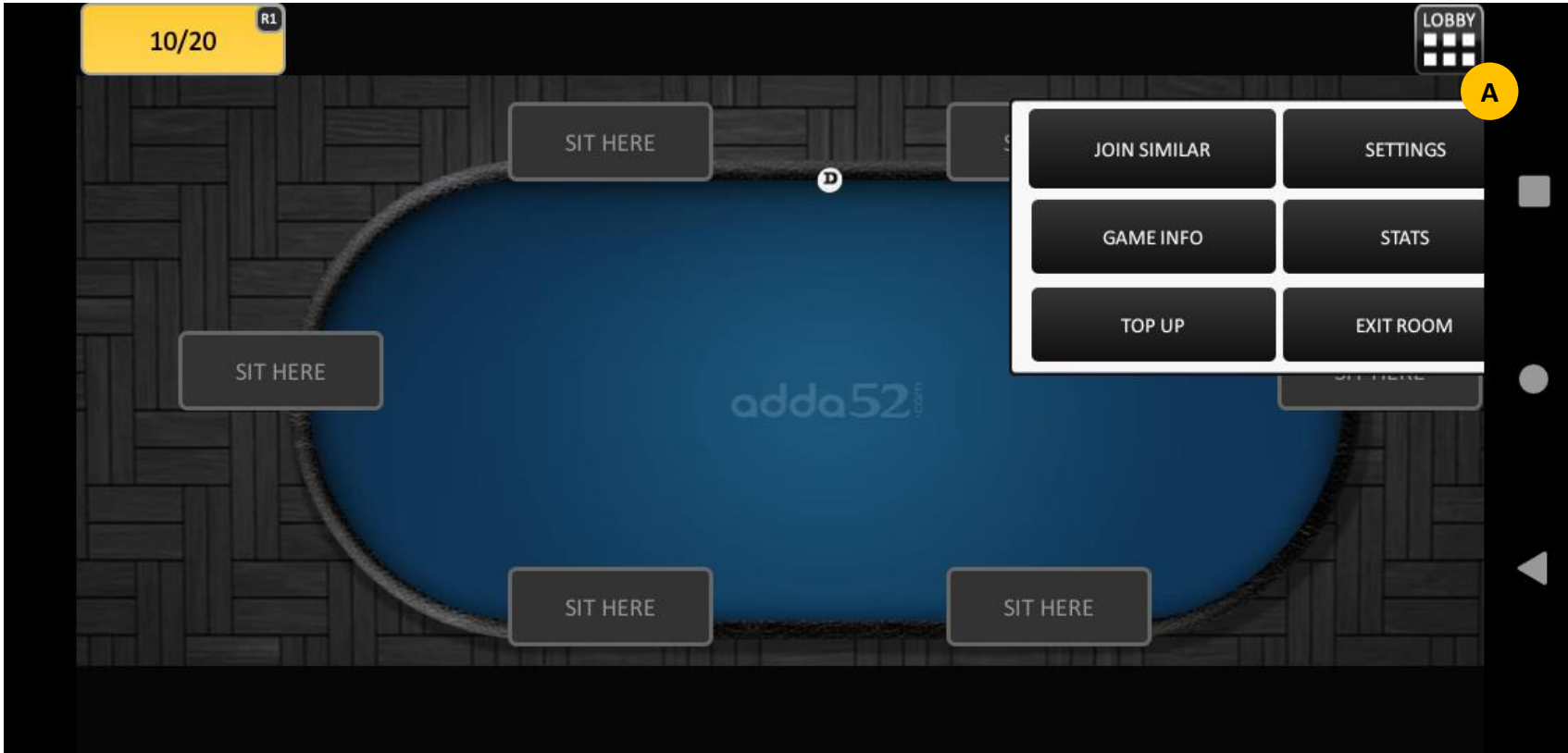
Severity Rating 3
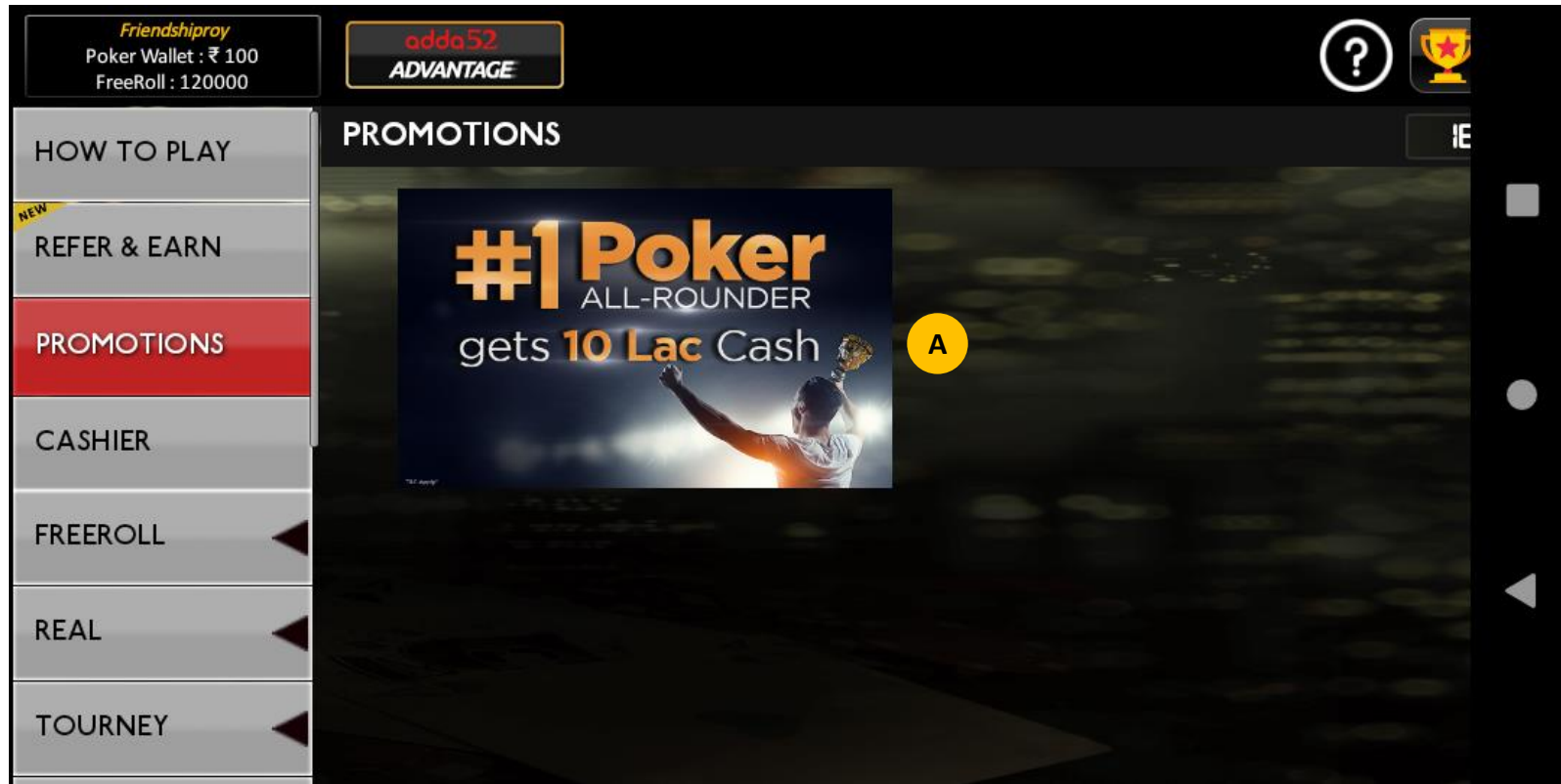
Consistency and standards

A.   Background looks very patchy

Severity Rating 3

Severity Rating Score:

3 = Major usability problem: important to fix, so should be given high priority

Aesthetic and Minimalist Design

A. Dropdown menu items should be vertically , so no overlap the background.

B. User own Profile should visually distinct..

Severity Rating 3

Severity Rating Score:

3 = Major usability problem: important to fix, so should be given high priority

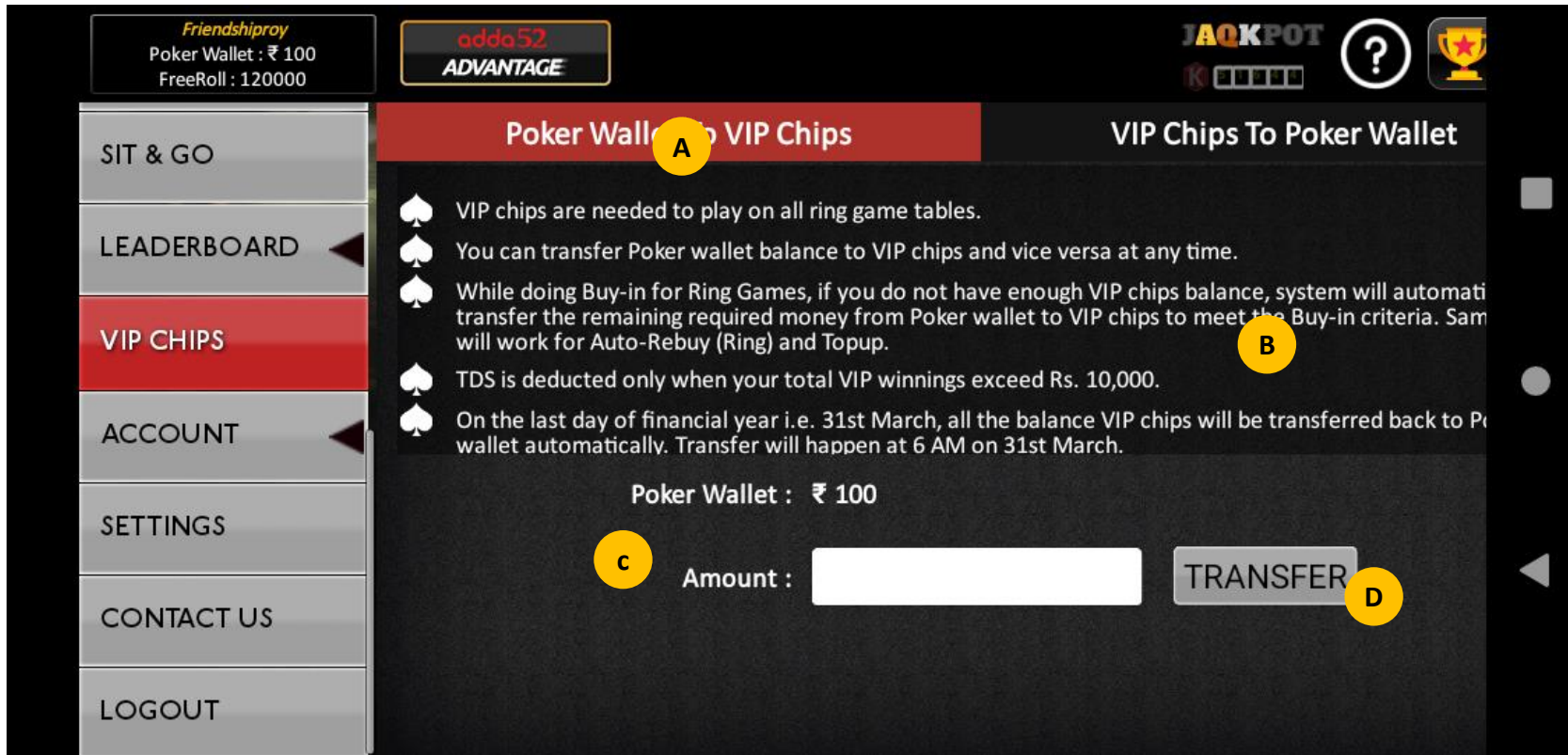# Tournaments Rooms Screen

Consistency and standards

A. Different Color for different room is confusing. It should show no. with room name.

B. All icon placed at bottom horizontally.

Severity Rating 3

Severity Rating Score:

3 = Major usability problem: important to fix, so should be given high priority

VIP Chip Screen

Consistency and standards
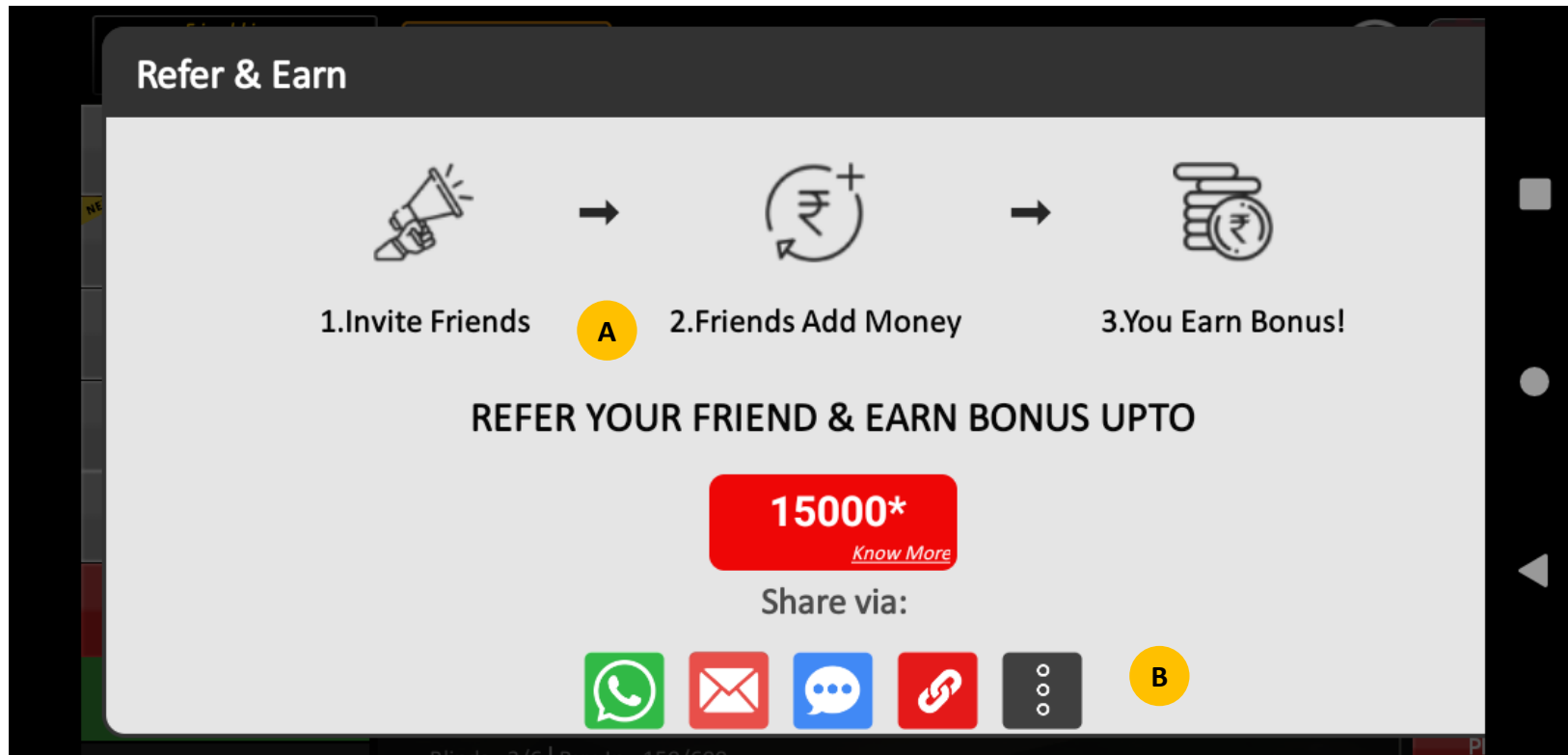
A. Active tab color is not clear

B. Text line spacing is not appropriate

C. Form should be left aligned

D. Transfer button color is Inconsistence

Severity Rating 3

Severity Rating Score:

3 = Major usability problem: important to fix, so should be given high priority

Consistency and Standards

A. Design is different from other screen design visually

Severity Rating 3

Aesthetic and minimalist design

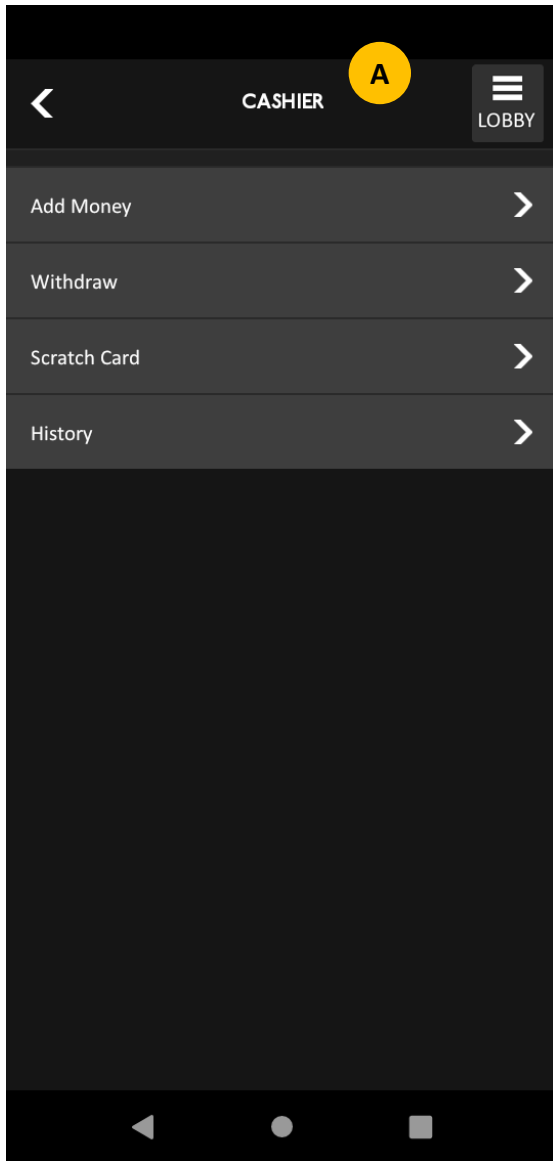B. Other options of sharing can be shown on load, save one extra click.

Severity Rating 2

Severity Rating Score:

3 = Major usability problem: important to fix, so should be given high priority

2 = Minor usability problem: fixing this should be given low priority
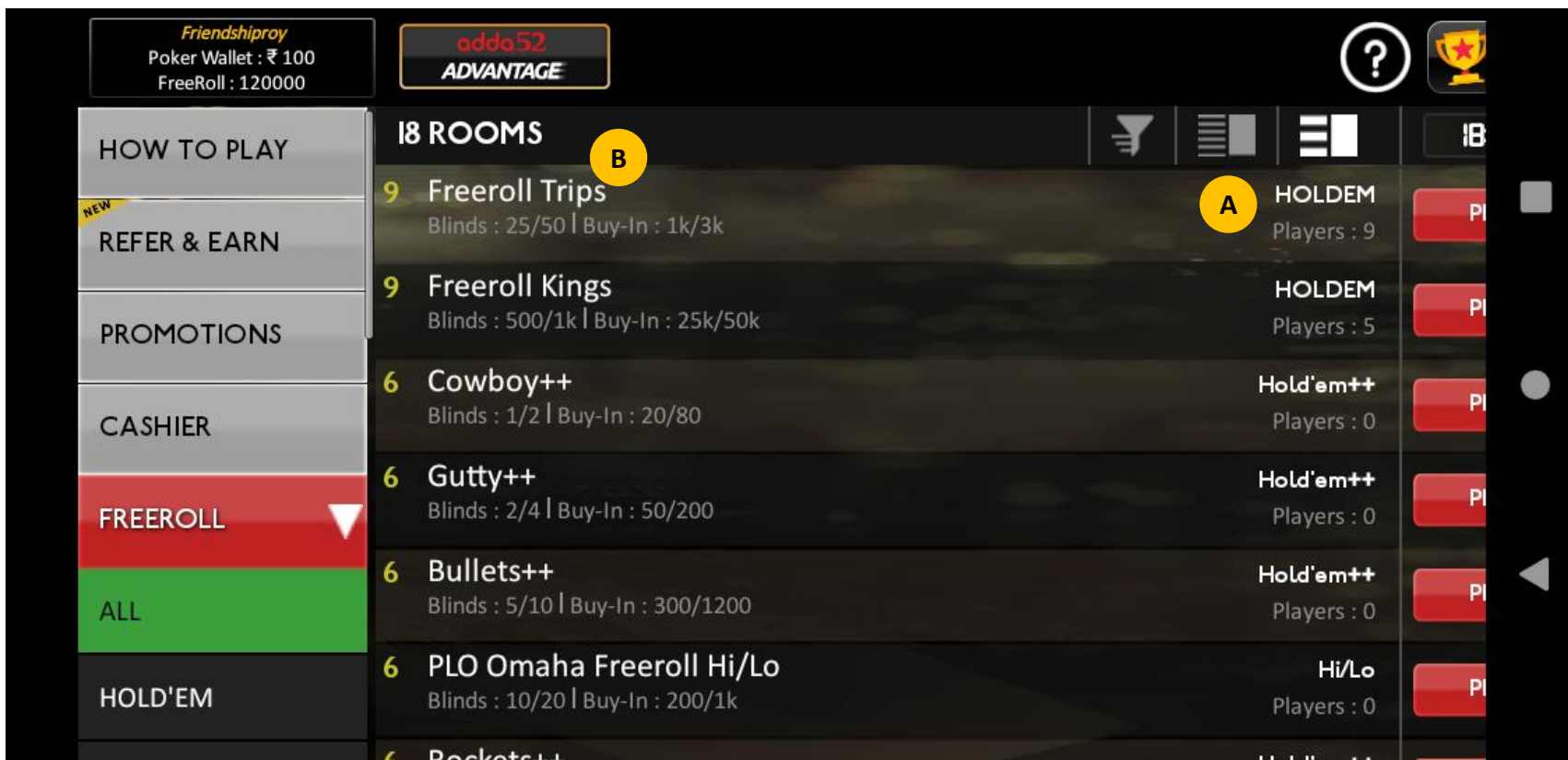
Dashboard

Consistency and Standards

A. Screen orientation change.

Severity Rating 2

Severity Rating Score:

2 = Minor usability problem: fixing this should be given low priority

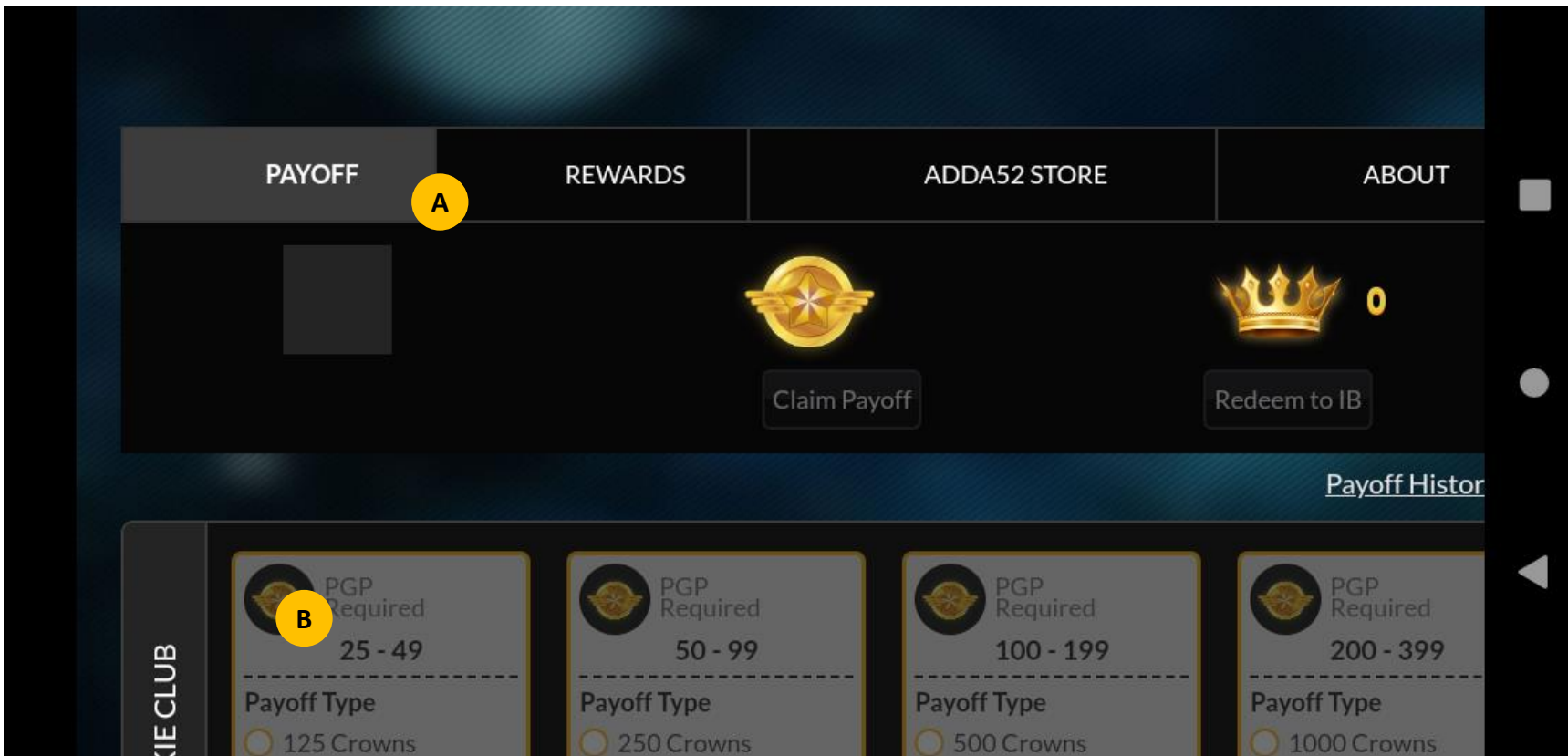# Free roll – All Screen

Consistency and Standards

A. Holdem change case in other listing
B. List Header is missing

Severity Rating 2

Severity Rating Score:

2 = Minor usability problem: fixing this should be given low priority

Consistency and Standards

A. Tab color change , inconsistence across system
B. Cards look dull, as they are read-only/inactive mode

Severity Rating 2

Severity Rating Score:

2 = Minor usability problem: fixing this should be given low priority

Consistency and Standards

A. Cards look dull, as they are read-only/inactive mode
B. List Header is missing

Severity Rating 2

Severity Rating Score:

2 = Minor usability problem: fixing this should be given low priority

Hold'em Screen

Consistency and Standards

A. Left menu looks very confusing, which items is selected ?
B. This Training information should moved and shown on top area

Severity Rating 2

Severity Rating Score:

2 = Minor usability problem: fixing this should be given low priority

Consistency and Standards

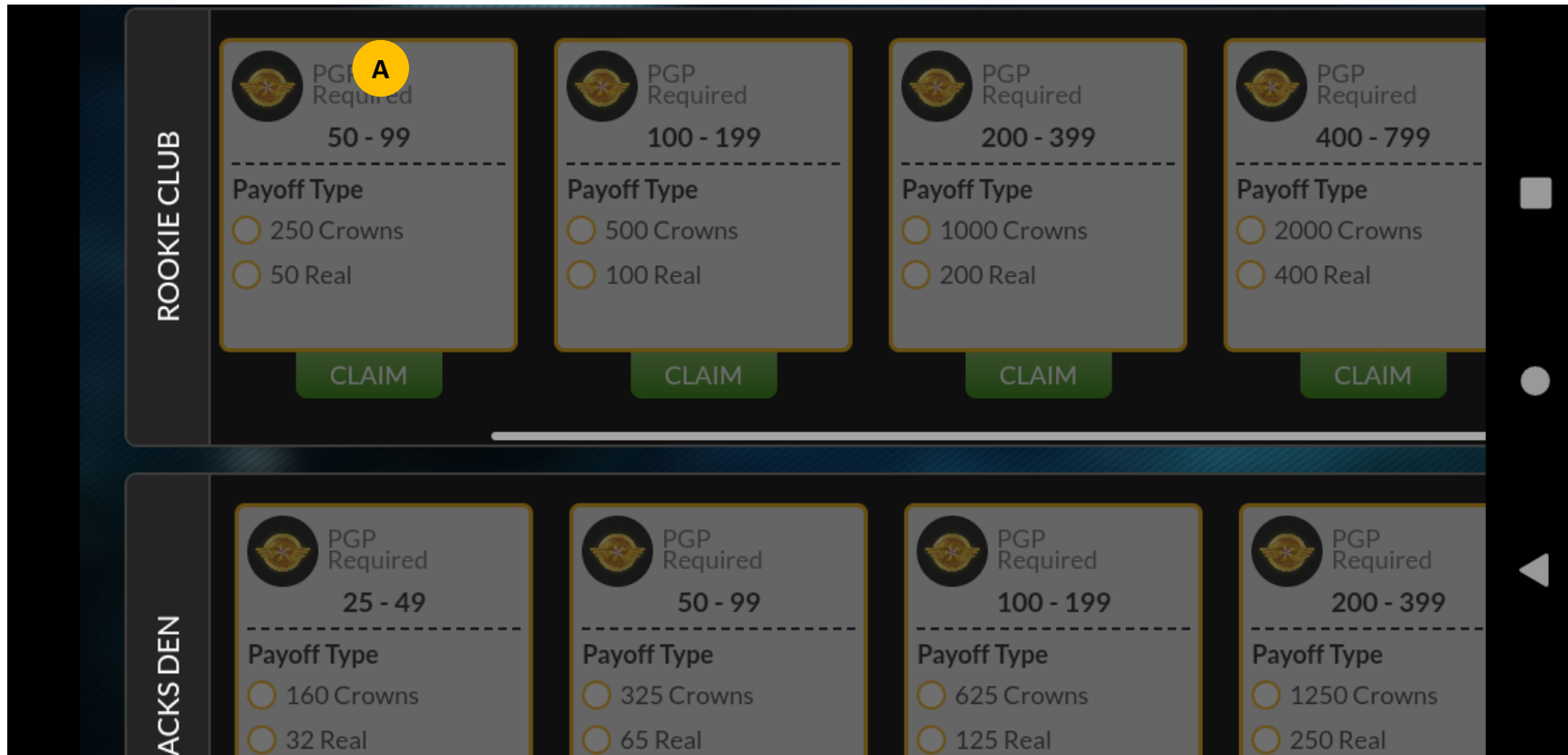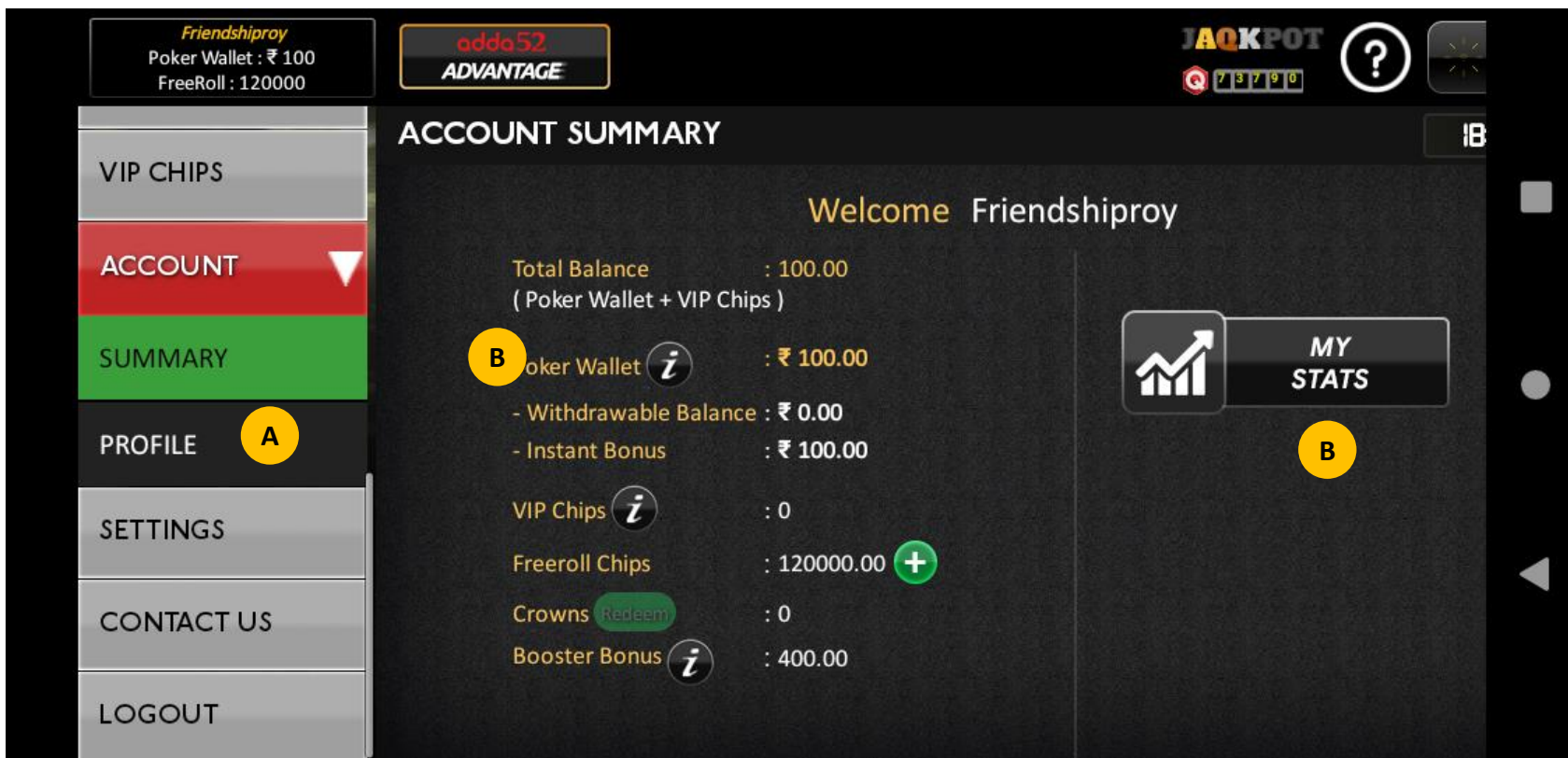A. Menu selection color change
B. Text label color change.

Severity Rating 2

Flexibility and efficiency of use

C. My stats information should snapshot information, on click show detail page view

Severity Rating Score:

2 = Minor usability problem: fixing this should be given low priority
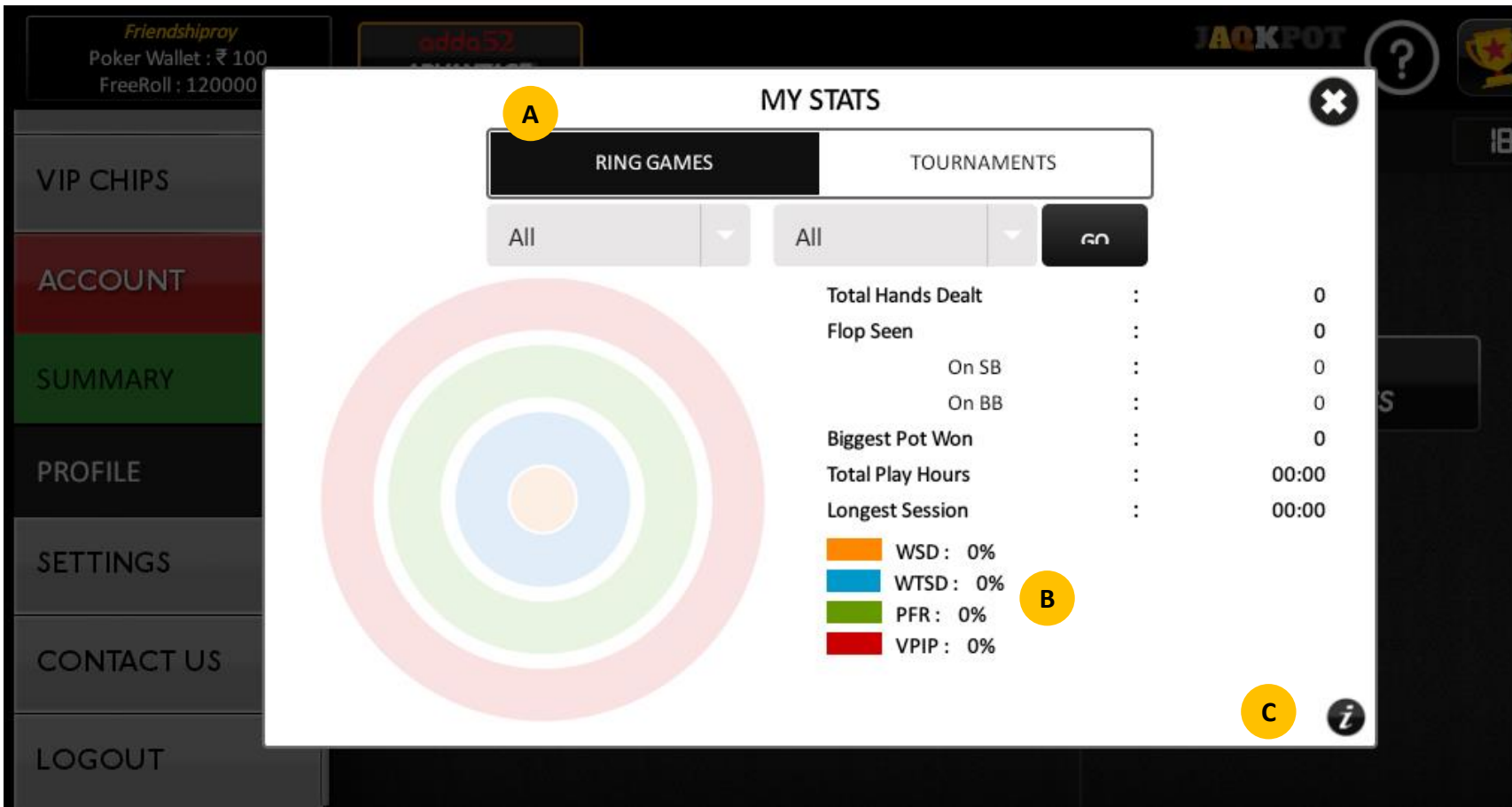
Consistency and Standards

A. Tab color change
B. The information should be shown as upper head view like dashboard.
C. Its not working

Severity Rating 2

Severity Rating Score:

2 = Minor usability problem: fixing this should be given low priority

Consistency and Standards

A. Duplicate Heading

Severity Rating 2
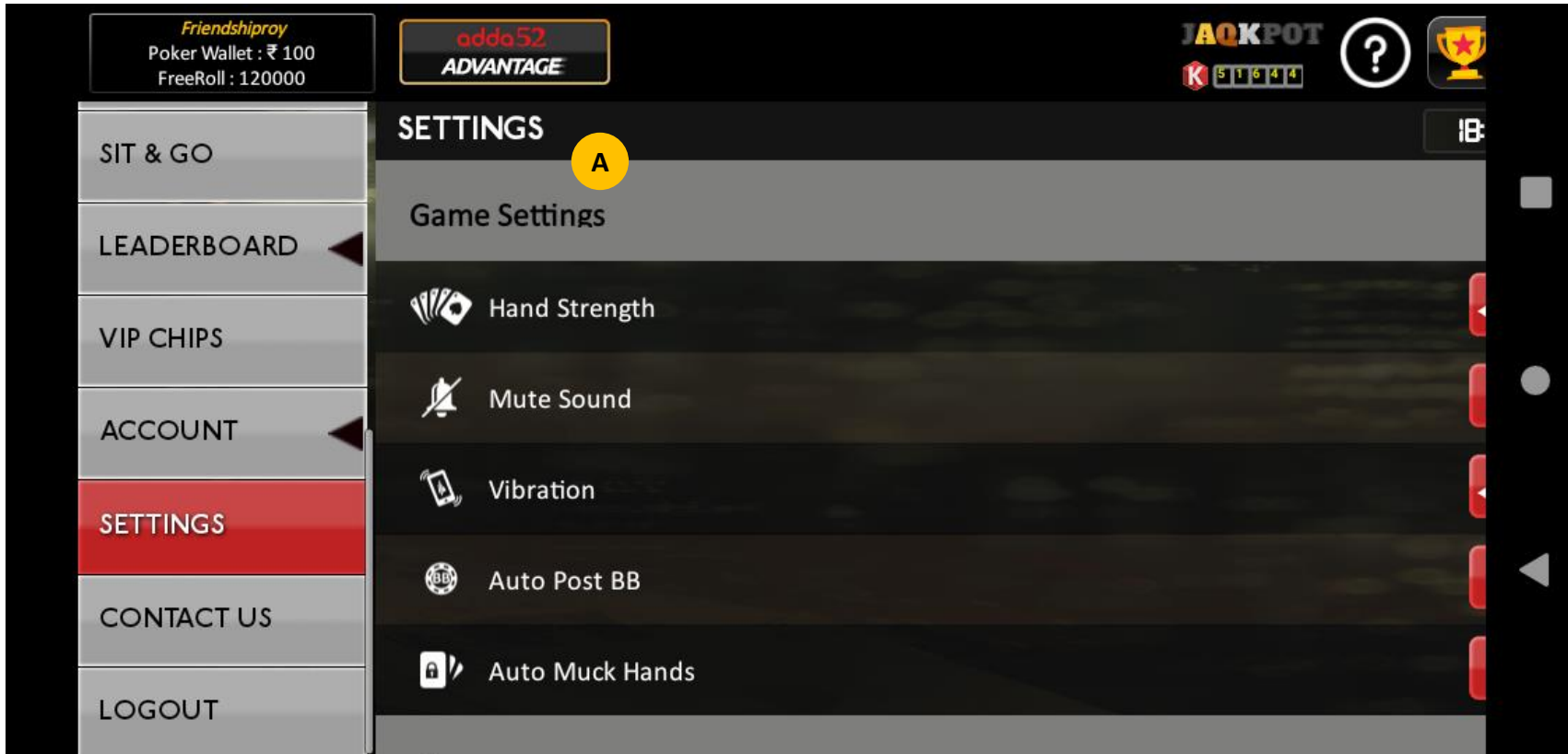
Severity Rating Score:

2 = Minor usability problem: fixing this should be given low priority

Generalized Suggestion

Suggestion based on Observation

1) App design good to have Native development approach.

2) Basic App interaction design and mobile gesture are missing

3) Follow Material Design for Android and Flat Design for iOS.

4) Information Architecture is poorly designed

5) Layout and content strategy is missing

6) Design Hierarchy and design communication is different in Android and Windows desktop App Design

7) Left menu should have slide in out feature to maximize content space for listing.

8) Design system is missing

9) For First-time user onboarding, should have product walkthrough for all feature understanding.

10) This product is good for Expert user who knows the poker playing experience.

11) Basic gamification element is missing

12) Feature wise it solve the business problem, but poorly design as per user-centric design.

System Usability Scale (SUS)

Question	User 1 rating	SUS score	User 2 rating	SUS score
1. I think that I would like to use this application frequently	4	3	3	2
2. I found the application unnecessarily complex	2	3	4	1
3. I thought the application was easy to use	4	3	2	1
4. I think that I would need the support of a technical person to be able to use this application	2	3	3	2
5. I found the various functions in this application were well integrated	3	2	3	2
6. I thought there was too much inconsistency in this application	4	1	2	3
7. I would imagine that most people would learn to use this application very quickly	3	2	3	2
8. I found the application very cumbersome to use	3	2	2	3
9. I felt very confident using the application	3	2	3	2
10. I needed to learn a lot of things before I could get going with the application	4	1	5	0
SUS score		55		45
1 means they strongly disagree, 5 means they strongly agree, and 2 and 3 are somewhere in the middle				

The Average SUS Score is considered to be 68.

This means that if your score is BELOW 68, then you've got work to do. If it's around 68 then you're doing OK, and if it's high above 68 then congratulations, your website/ application is delivering an excellent user experience; good job!

THANKYOU