# Heuristic evaluation Kata – Agenda.

10 min: The tool and methods:

1 - Describe tools, usage, pros and cons.

Here is the definition of a heuristic evaluation and method:

<http://www.nngroup.com/articles/how-to-conduct-a-heuristic-evaluation/>

2 - Review Heuristics: two lists are more famous than others:

Nielsen’s 10 heuristics: Simple to start with.

<http://www.nngroup.com/articles/ten-usability-heuristics/>

Initial Xerox one (the foundation) is more complete and systematic (they give an example of the sort of issues you could list if you are \*very\* thorough) but isn’t 100% relevant to software and websites. See it at: <http://www.stcsig.org/usability/topics/articles/he-checklist.html>

40 min – Review of the scenario

We are going to evaluate [www.Ryanair.com](http://www.Ryanair.com).

People will spend 45 min individually, to go through the scenario listed below, reviewing them according to the heuristic check list.

Scenario 1:

Find the cheapest flight from London to Marseille around the 23d of December.

Scenario 2:

Tell me what the default baggage allowance is for a flight I’ve booked.

Scenario 3:

On my way back, I could arrive at Luton. How much a transfer from Luton to Stansted would be?

Scenario 4:

Retrieve a booking and reprint the boarding pass.

Flight: QKHC2Q from London to Marseille, the 5th of Jul 14.

20 min – Discuss findings as a group.

What are the problem we found? What criticality?

10 min - debrief and wrap up.

UX Kata – write up

Evaluator: 1

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| **Issue** | **Heuristic Violated** | **Issue description** | **Potential solution** |
| 1 | Match system / real world | Cannot select all London airports - it doesn’t appear as an option | List “all London airports” as an option |
| 2 | User control and freedom | If a departure airport hasn’t been correctly entered (see above) when prompted to correct, it clears both departure and arrival fields. Cannot Undo ! | 1- persist correct entries when prompting to amend incorrect ones.  2- provided an “undo” |
| 3 | Match system / real world | Doesn’t appear you can select to see flight if you don’t select a specific date. Only when specified can user see dates either sides. | Provide option “I don’t have specific dates” |
| 4 | 9 | On a date with no flight, it shows four possible reasons why they might be. | Provide *specific* information |
| 5 | error prevention | Allow user to select a ‘from” departure location that doesn’t have flights to the desired location (ie. I know where I want to fly to, not frim) | give option of first selecting the destination. |
| 6 | error prevention | Allow user to select a date with no flights | Prevent users from selecting data that do not have flights. |

Evaluator: 2

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| **Issue** | **Heuristic Violated** | **Issue description** | **Potential solution** |
| 1 | User control and freedom | cannot select ‘London” | allow group of airports |
| 2 | error prevention | Doesn't allow me to select destination first | group airporst? |
| 3 | visibility of system status | when I select destination first, then an origin airport that doesn’t fly these, it clears the destination with no warking | Gives better user feedback |
| 4 | aesthetics and minimalist design | very small test for “< 16 childrens and < 2 infants |  |
| 5 | visibility of system status | no info of what’s happening with a message saying “loading, please wait” | replace by “searching for flights” |
| 6 |  | showing “booking summary” before I’ve selected anything or chosen to make a booking |  |
| 7 | User control and freedom | Search? Give me control |  |
| 8 | aesthetics and minimalist design | Showing “sold out” symbol when no flights are sold out | only show the symbol when needed. |
| 9 | flexibility and efficiency of use, User control and freedom | “insure option” selected by default |  |
| 10 | Match system / real world | “insure option” is tied to country of residence. |  |
| 11 | Match system / real world | Don’t insure me” hidden between Denmark and Finland |  |
| 12 | flexibility and efficiency of use | Force users to register to complete a booking | Allow guest bookings. |

Evaluator: 3

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| **Issue** | **Heuristic Violated** | **Issue description** | **Potential solution** |
| 1 |  | weird control for destination selector - not clear which airports are connected, can’t do multiple airports |  |
| 2 | visibility of system status | No idea how many results there are. Shows 15 items - are there 15? |  |
| 3 | Match system / real world | Roundtrips? what does that do? |  |
| 4 | consistency and standards | menu totally change when I go to the booking step |  |
| 5 | consistency and standards | Tabs aren’t clearly expressing progress |  |
| 6 |  | “don’t insure me” is stupid |  |
| 7 | User control and freedom | can’t go back in booking process: |  |
| 8 | aesthetics and minimalist design | flow is interrupted with tasks irrelevant to the booking process. | remove all the crap they are trying to sell |
| 9 | visibility of system status | option “play to win” add costs silently. | Don’t know things are going to cost clearly.  Make it “opt in” |

Evaluator: 4

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| **Issue** | **Heuristic Violated** | **Issue description** | **Potential solution** |
| 1 | Match system / real world | “find” your flight. Have I booked it, ot not? | rename to ‘book a flight” |
| 2 | Consistency and standards | when editing “Find my flight” options, the UI is different | Re-use the same controls / layout. Also, keep the same action button “search” rather than “find” |
| 3 | Match system / real world, aesthetics and minimalist design | Label “3 left at this fare” is confusing and ambiguous | Reword or remove altogether. |
| 4 | Match system / real world, Consistency and standards | Label “optional charges excluded” is unclear. what are optional charges? | Add a link to additional information regarding what optional charges are and if I need to pay them |
| 5 | aesthetics and minimalist design | unnecessary drop-down list (1 adult ,83.99) it repeat info already available | Just remove it. |
| 6 |  | booking extra seat - I have to type names as “extra seat 1” and “extra seat 2” this is confusing | Make it a control with check box. |
| 7 |  | Label “we offer SSL technology to protect your personal information” | show me more via a link |
| 8 |  | label “Tick the box to reserve special assistance” isn’t an elegant way to present the information | Reword and shorten the label. |
| 9 |  | too much text and info in the “baggage allowance page” (from the T&C) | Access from “manage my booking” rather than T&C + reword with simpler words. |

Evaluator: 5

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| **Issue** | **Heuristic Violated** | **Issue description** | **Potential solution** |
| 1 | Match system / real world | “don’t insure me option is listed amongst the countries. | Separate the option from the countries of residence. |
| 2 | aesthetics and minimalist design | Information which is irrelevant or rarely needed is shown (rarely book car or hotel via flight provider) eg. “play to win” | Allow user to easily skip sections which are not relevant, or to specify up front what they are interested in. |
| 3 | flexibility and efficiency of use | no option to save the flight so I can’t return to it without re-entering the details. | provide “favourites’ or ‘save flight’ option. |
| 4 | visibility of system status | Cannot amend previous steps in the process. It is unclear what ‘back’ will do. |  |
| 5 | Match system / real world | Baggage allowance doesn’t appear to be in the FAQ, but it’s in fees | Provided info in FAQs, as a ‘free allowance” wouldn't be considered as “fee” |

Evaluator: 6

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| **Issue** | **Heuristic Violated** | **Issue description** | **Potential solution** |
| 1 | visibility of system status | didn’t see change of screen after clicking “plan trip” - it didn’t visibly reload |  |
| 2 | visibility of system status | typing in a letter in the field seems to highlight random countries eg. I typed “s” and “France” came up |  |
| 3 | visibility of system status | “back” took me to “find your flight” page but has lost all the data I previously entered. |  |
| 4 | consistency and standards, aesthetics and minimalist design | “optional changes excluded” is seemingly not related to the price. |  |
| 5 | visibility of system status | no visibility of baggage allowance |  |
| 6 |  | Free  bag, but still 2 drop downs - Currently it says “no bag” does this means I have some baggage allowance? |  |
| 7 | User control and freedom | “clicked on ‘add transfer’ and system is telling me I go to London Victoria before I type anything in. |  |
| 8 | visibility of system status | On “continue’ I am told I have to add bag and insurance. Neither of which I want. If they are  optional extras why should I fill them in? |  |
| 9 | visibility of system status | If i change the default, I don’t know if my change has been applied. |  |
| 10 | Match system / real world | How can I go back without losing everything ? |  |
| 11 | error prevention | Why is there an option for ‘no bag’ if I cant use it? |  |
| 12 | consistency and standards | Insurance option is poorly placed within a list of countries. |  |

Evaluator: 7

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| **Issue** | **Heuristic Violated** | **Issue description** | **Potential solution** |
| 1 | User control and freedom | Back button is disabled | enable back button |
| 2 | error prevention | Forms resets without any explanation when entering a wrong destination and hit “enter” |  |
| 3 | flexibility and efficiency of use | Calendar control doesn’t accelerate on months, so need lots of clicks to get to a date in December |  |
| 4 | consistency and standards | Highlight/selection column are the same? | yellow → grey |
| 5 | error prevention | moving flight selection chooses a new flight for me |  |
| 6 | Match system / real world | Don’t know what “MP2” is? |  |
| 7 | recognition rather than recall | Baggage allowance is hidden unless I choose to check in bags. I don’t know what the hold/hand baggage is |  |
| 8 | Match system / real world | Costs for bags are given in GBP. Could be ? |  |
| 9 | Match system / real world | Adding bags gives you airport codes rather than full names. |  |
| 10 | consistency and standards, error prevention | “Cancel” from adding bags clears them. Not expected. |  |
| 11 | recognition rather than recall | Modifying bagggage doesn’t tell you which. |  |
| 12 | error prevention | Mandatory fields aren’t labelled. I only know I’ve made an error when I submit. |  |
| 13 | aesthetics and minimalist design | tools presents me with a lot of stuff I don’t need / want |  |
| 14 | error prevention | top row is disabled when submitting forms with errors. |  |
| 15 | Consistency and standards | top row changes when I move from “home” to “booking” |  |
| 16 | flexibility and efficiency of use | typing doesn’t accelerate - grouped by country - typing “london” gives no hints. |  |
| 17 | error prevention | Ask for details not required - you can switch through options and lose details already entered. |  |
| 18 | Match system / real world | Uses numbers rather than months |  |