

Assignment 8: Group Heuristic Evaluation

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I. Problem Statement

A platform for selling and buying second-handed products.

II. Violations

#1 H2. Match between system and world [Severity 2] - by b05902120

When the seller check the request, we will not see a signal of “購物” in common case in the real world. This might cause some misunderstanding of the users, assuming they haven't done ordering.

#2 H3. User control and freedom [Severity 4] - b05902010, b05902120

Users could not return if they type something wrong while entering the information of the commodity they would like to sell.

#3 H3. User control and freedom [Severity 1] - b05902120

Users can just edit the specific information rather than the whole information, which may lead to inconvenience to some degree.

#4 H4. Consistency and standards [Severity 2] - b05902120

The button on the right of the “商品頁 > 面交時間” means to goes to the message page with the seller. In addition, the button at bottom in the same page means to go to homepage. Nevertheless, there is no instructions telling us what the button represent.

#5 H5. Error prevention [Severity 3] - b05902120

Users should not be able to choose the past time as the date of face-to-face transactions; the date with black border is the date currently, but it seems that the user is able to choose the day in the past.

#6 H6. Recognition not recall [Severity 1] - b05902120

Some users might have some hashtag using often, for example, they might use a hashtag which symbolize themselves; but, they can't set their frequently used hashtag on their own, besides, the system doesn't record their recently used hashtag.

#7 H7. Flexibility and efficiency [Severity 2] - b05902120

All user might need brief introduction of the commodity. However, the information is not displayed automatically, instead, user get the information by pressing the button “顯示商品詳細資訊”.

#8 H7. Flexibility and efficiency [Severity 1] - b05902120

User's might not categorize the commodity as system default, however, they would need to choose one in order to continue the left steps. On the other hand, some commodity meet the conditions of more than one category, but they can just choose one.

#9 H7. Flexibility and efficiency [Severity 0] - b05902120

When the user input “0” as the price of the commodity, the system should set the price column to be “free” instead of “NTD 0”

#10 H2. Match between system and world [Severity 2] - b05902010

面交地點是用地圖來表示，如果賣家人在附近，或是對當地熟悉會是一個很好的介面，但如果買家不住在附近或是對當地不熟悉，可能會導致他不知道地點在哪裡。可以在地圖上方加上確切的地址。

#11 H2. Match between system and world [Severity 2] - b05902010

在進階選項裡，我要選擇面交時間時，會以為要點選旁邊的日曆圖示，結果是要點選面交時間這四個字才能進入設定，這樣可能會讓使用者錯過這項功能，因為不太明確。讓設定按鈕是在日曆上。

#12 H8. Aesthetic & minimalist design [Severity 1] - b05902010

在進階選項裡，因為項目多，但字卻有點小，覺得有點稀疏的感覺，然後選擇面交時間的日曆圖示，看起來有點像裝飾，可能會讓使用者錯過這項功能。可以讓字大一點，讓圖示大一點。

#13 H8. Aesthetic & minimalist design [Severity 1] - b05902010

當使用者想要對有興趣的商品按愛心時，因為愛心是放在物品的背景上，而一開始又是空心，可能會因為物品的背景導致愛心不清楚，讓使用者對於這項功能的使用會造成一些不方便。可以讓愛心放在商品敘述白色方匡的右側。

#14 H4. Consistency & standards [Severity 1] - b05902010

在設定面交時間時，每個項目都是整點，但 12:00pm 是顯示為中午，感覺在整個版面有點突兀，也有可能會讓使用者一下忘記，到底中午是幾點。可以將中午改成12:00 pm，若是想要提醒使用者12:00 pm 為中午時段，可在後面加上(中午)，會讓使用者覺得更貼心！

#15 H5. Error Prevention [Severity 2] - b05902010

在要上傳自己要賣的東西時，有輸入金額的流程，當什麼金額都沒有打的時候，感覺還是可以按下確認鍵，如果在過程中使用者不小心按到確認鍵，那可能會造成金額數目錯誤的問題。可以在沒有打上正確數字時，讓確認鍵變成灰色，並且不能藉由確認按鈕到下一個步驟。

III. Summary of Violations

Category	# Viol [Sev 0]	# Viol [Sev 1]	# Viol [Sev 2]	# Viol [Sev 3]	# Viol [Sev 4]	# Viol [Total]
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H1	0	0	0	0	0	0
H2	0	0	3	0	0	3
H3	0	1	1	1	1	4
H4	0	1	1	0	0	2
H5	0	0	1	1	0	2
H6	0	1	0	0	0	1
H7	1	1	1	0	0	3
H8	0	2	0	0	0	2
H9	0	0	0	0	0	0
H10	0	0	0	0	0	0
Total	1	6	7	2	1	17

IV. Evaluation Statistics

Severity	Evaluator A	Evaluator B	Evaluator C
Level 0	100%	0%	0%
Level 1	50%	50%	0%
Level 2	43%	57%	0%
Level 3	50%	50%	0%
Level 4	100%	0%	0%
% Identified (Lev 3 ~ 4)	67%	33%	0%
% Identified (All)	53%	47%	0%

V. Summary of Recommendations

1. Someone might not want to sell or buy stuffs by face-to-face transactions for safety issues; however, there isn't any other choice.

2. The place for transactions should be public, such as McDonalds or MRT stations. Otherwise, some users might not be able to find the specific location. More severely, there might appear some negative side effects.

3. The application is not uniqueness, on the contrary, the function is just like those platform already exists nowadays. Furthermore, the potential users are much more limited than the other applications. To put it simply, there is no attractive points for user to take use of this app.

4. 我覺得除了主畫面以外，**"大部分的畫面都會需要返回和取消鍵"**, 讓使用者回到上一步，因為抵達一個功能可能會要點選四到五個按鈕，如果使用者想回到上一步去選擇其他功能時，沒有返回讓他們點選，而是需要點到主頁再讓他們慢慢回到剛剛的畫面，會讓使用者覺得不那麼方便。

5. 我覺得在上傳商品時，畫面可以直接滿版，不用在外圍留下原本的畫面，因為你們上傳商品的功能其實有滿多細節部分，如果外圍沒有辦法點選的話，讓上傳功能的字或圖案或標示更大，應該會給使用者更方便更清楚的體驗。

6. 從這份 prototype 來看，你們面交時間訂在 9:00 ~ 17:00，但其實很多人白天必須要工作或是上學，晚上的時段其實對大部分的人來說會是比較空閒的，如果擔心時間太晚的安全問題，可以將最晚的時間設置在 21:00 或 22:00，這樣應該比較符合大部分的人可以面交的時間。

7. 面交地點的敘述，我覺得你們使用地圖來表示很棒，因為大部分的人看到地址是還要再去查詢的，不過，如果只放地圖仍然有可能讓部分的使用者很困惑，因為他們可能完全不了解那個地方，而且他們會查詢無門，這時候地址仍然是滿重要的資料。所以建議你們可以在地圖上方或附近仍然提供面交地點的地址，會讓使用者覺得更清楚也更貼心喔。

