Low-fidelity prototype Evaluation (1)

1 Visibility of system status

| # | Checklist | Answer | Comments |
|-----|---|--------|-----------------------|
| 1.1 | Is the terminology of the menu items user-friendly? | yes | |
| 1.2 | If the system processes a request for more than 3 seconds, is the loader displayed & is there a hint of how much time the processing will take? | n/a | No animation for now. |
| 1.3 | Does every screen start with a title that describes the page content? | yes | |
| 1.4 | If a user can select multiple options, does the system show which options are already chosen? | yes | |
| 1.5 | Is it clear which page a user is on? | yes | |
| 1.6 | Do the icons indicate the status of the page? | yes | |
| 1.7 | If the user selects or changes the order of objects, does the system reflect the changes? | n/a | No animation for now. |
| 1.8 | Are clickable elements highlighted in the hover state? | yes | |
| 1.9 | If the system is loading for more than 2 seconds, is the loader shown? | n/a | No animation for now. |

2 Match between system and the real world

| # | Checklist | Answer | Comments |
|-----|--|--------|----------|
| 2.1 | Is the system designed with users' habits in mind? | yes | |
| 2.2 | Is navigation located in the familiar for users' place: at the top or sidebar? | yes | |
| 2.3 | Does the system speak users' language with familiar words, phrases, and concepts rather than | yes | |

| | system-oriented terms? | | |
|-----|---|-----|---------------------------|
| 2.4 | Are all questions, if they refer to users, concise and unambiguous? | yes | |
| 2.5 | Do metaphors unambiguously reveal their meaning? | yes | |
| 2.6 | Do icons clearly represent their meaning? (e.g., is search icon represented by a magnifying glass?) | yes | |
| 2.7 | Do hints help users perform an action? | yes | |
| 2.8 | Are all abbreviations and acronyms explained? | n/a | No abbreviation actually. |
| 2.9 | Does the system do some part of work for users: offers ready currency signs, country mobile codes, division of numbers into threes (9,999,999)? | n/a | No long number seen. |

3 User control and freedom

| # | Checklist | Answer | Comments |
|-----|---|--------|--|
| 3.1 | When users complete an action, does the system skip unnecessary steps like "submit" or "apply"? | yes | |
| 3.2 | Can users delete their account? | yes | |
| 3.3 | Is there a cancellation feature if it's needed? | yes | |
| 3.4 | Is it possible to cancel the process? | no | There is no exit when rescuing people. |
| 3.5 | Can users edit their personal information? | yes | |
| 3.6 | Does the page have breadcrumbs to provide navigation for multilevel processes? | no | The user cannot go back and always has to back to the main menu. |

| 3.7 | Can users overcome any system issues? | n/a | It's a closed system. |
|-----|---|-----|-----------------------|
| 3.8 | Can users make a backup of a current version? | n/a | It's a closed system. |

4 Consistency and standards

| # | Checklist | Answer | Comments |
|------|---|--------|---------------------------|
| 4.1 | For complex fields (password, username), does validation take place in real-time? | yes | |
| 4.2 | Can users see the limit of characters that can be entered into the field? | no | |
| 4.3 | Are the fields case-sensitive? | no | It should not be applied. |
| 4.4 | Do the fields contain default values (when applicable)? | yes | |
| 4.5 | In the forms with 2+ fields, do the buttons remain inactive until users fill in all of the fields? | n/a | I'm not sure. |
| 4.6 | Is the validity of the field checked upon completion of the entry? (Not at the time of filing and not by pressing a button) | yes | |
| 4.7 | Is the name of the field always visible? | yes | |
| 4.8 | Are users able to preview changes if reverting them takes a long time? | n/a | |
| 4.9 | Do error message indicate the corresponding error field? | n/a | |
| 4.10 | Is the input of incorrect data type in the field blocked? | yes | |

5 Error prevention

| # | Checklist | Answer | Comments |
|------|--|--------|--|
| 5.1 | Is the page navigation similar to the navigation on other pages? | yes | |
| 5.2 | Are the main navigation items always available and not hidden behind the menu button? | yes | |
| 5.3 | Is all information users need at a particular point visually? (Users don't need to memorise) | yes | |
| 5.4 | Is the logo in the header displayed on every page and leads to the main page? | no | The navigation bar disappears when there is an incoming request. |
| 5.5 | Does the menu contain sub-items that are visually clear? | yes | |
| 5.6 | Is the field title always available? | yes | |
| 5.7 | Are the icons intuitive? (Are the search icon looks like a magnifying glass?) | yes | |
| 5.8 | Are the menu items non-generic? | yes | |
| 5.9 | Do icons have captions? | yes | |
| 5.10 | Are the links recognisable? | yes | |

6 Recognition rather than recall

| # | Checklist | Answer | Comments |
|-----|---|--------|------------------------------|
| 6.1 | Do you have industry or company formatting standards that are followed consistently | | It's not for industrial use. |

| | everywhere? | | |
|-----|---|-----|--|
| 6.2 | Do the system or a product never confuse the users by using different words, actions, design, or situations to derive the same meaning? | yes | |
| 6.3 | Does the component placement (home icon, cart icon, search bar etc.) follow the users' mental model & patterns familiar to the users? | yes | |
| 6.4 | Is the size & colour of components consistent (such as buttons) throughout the product? | yes | |

7 Flexibility and efficiency of use

| # | Checklist | Answer | Comments |
|-----|---|--------|-----------------------|
| 7.1 | Does the system allow experts to use shortcuts or customise them? | no | It's a closed system. |
| 7.2 | Does the system allow power-users to chain together multiple actions that can be automatically triggered? | no | It's a closed system. |
| 7.3 | Does the system allow users to approach tasks in multiple ways to suit their working style? | no | It's a closed system. |
| 7.4 | Can experienced users take advantage of accelerators and other features to speed up commonly performed actions? | no | It's a closed system. |

8 Aesthetic and minimalist design

| # | Checklist | Answer | Comments |
|-----|--|--------|----------|
| 8.1 | Is the information, essential to decision making, displayed on the screen? | yes | |
| 8.2 | Is the "signal" maximised and the "noise" limited? | yes | |
| 8.3 | Are universal visual patterns that carry positive connotations used throughout the page? | yes | |

9 Help users recognise, diagnose, and recover from errors

| # | Checklist | Answer | Comments |
|---|-----------|--------|----------|
| | | | |

| 9.1 | When an error is found, is the required field highlighted and the cursor is placed there? | n/a | No error is demonstrated. |
|-----|--|-----|---------------------------|
| 9.2 | Do the tips stay away from user criticism? | yes | |
| 9.3 | When the button is not active, is there a hint why? | no | |
| 9.4 | Do the error pages 404 and 503 tell the user what to do next? | n/a | No error is demonstrated. |
| 9.5 | Are all errors written in the same style and tone of voice? | n/a | No error is demonstrated. |
| 9.6 | Does the text of the error communicate the possible cause and the following actions? (If the user can't correct the error, then display "We're updating the server, please try in 2 hours.") | n/a | No error is demonstrated. |

10 Help and documentation

| # | Checklist | Answer | Comments |
|------|---|--------|---|
| 10.1 | Can users skip or start onboarding from the beginning? | yes | |
| 10.2 | Is there a live chat on every page of the site or application? | no | No live chat is found. |
| 10.3 | Is the FAQ page user-friendly? | yes | |
| 10.4 | Can users resume work where they have left off after receiving help? | yes | |
| 10.5 | Do important explanations remain displayed on the screen as long as the user needs them? The user should not write down explanations anywhere. | no | It is an app that installed on the mobile device, so any explanations remain displayed is not a good idea. |
| 10.6 | In case users can't find the answer to their question, is there an option to ask a new question? (Or there should be a hotline contacts, email, etc.) | no | There is no contact link yet. |
| 10.7 | Before performing potentially dangerous actions (such as deleting files), does the system | no | No demonstration for that. |

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