

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	n/a	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
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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.

	ask for user's confirmation and explains the consequences of deletion (for non-recoverable data)?		
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