

# Low-fidelity prototype Evaluation ( 5 )

## 1 Visibility of system status

| #   | Checklist                                                                                                                                       | Answer | Comments                   |
|-----|-------------------------------------------------------------------------------------------------------------------------------------------------|--------|----------------------------|
| 1.1 | Is the terminology of the menu items user-friendly?                                                                                             | N      | Lack of language selection |
| 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      |                            |
| 1.3 | Does every screen start with a title that describes the page content?                                                                           | Y      |                            |
| 1.4 | If a user can select multiple options, does the system show which options are already chosen?                                                   | N/A    |                            |
| 1.5 | Is it clear which page a user is on?                                                                                                            | Y      |                            |
| 1.6 | Do the icons indicate the status of the page?                                                                                                   | Y      |                            |
| 1.7 | If the user selects or changes the order of objects, does the system reflect the changes?                                                       | N/A    |                            |
| 1.8 | Are clickable elements highlighted in the hover state?                                                                                          | Y      |                            |
| 1.9 | If the system is loading for more than 2 seconds, is the loader shown?                                                                          | N      |                            |

## 2 Match between system and the real world

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

|     |                                                                                                                                                 |     |                                              |
|-----|-------------------------------------------------------------------------------------------------------------------------------------------------|-----|----------------------------------------------|
|     | system-oriented terms?                                                                                                                          |     |                                              |
| 2.4 | Are all questions, if they refer to users, concise and unambiguous?                                                                             | Y   |                                              |
| 2.5 | Do metaphors unambiguously reveal their meaning?                                                                                                | N   |                                              |
| 2.6 | Do icons clearly represent their meaning? (e.g., is search icon represented by a magnifying glass?)                                             | Y   |                                              |
| 2.7 | Do hints help users perform an action?                                                                                                          | N   | No tips function for the whole set of models |
| 2.8 | Are all abbreviations and acronyms explained?                                                                                                   | N/A |                                              |
| 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 |                                              |

### 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”? | N      |          |
| 3.2 | Can users delete their account?                                                                 | N      |          |
| 3.3 | Is there a cancellation feature if it's needed?                                                 | N      |          |
| 3.4 | Is it possible to cancel the process?                                                           | N      |          |
| 3.5 | Can users edit their personal information?                                                      | Y      |          |
| 3.6 | Does the page have breadcrumbs to provide navigation for multilevel processes?                  | Y      |          |

|     |                                               |   |  |
|-----|-----------------------------------------------|---|--|
| 3.7 | Can users overcome any system issues?         | N |  |
| 3.8 | Can users make a backup of a current version? | N |  |
|     |                                               |   |  |

#### 4 Consistency and standards

| #    | Checklist                                                                                                                   | Answer | Comments                                              |
|------|-----------------------------------------------------------------------------------------------------------------------------|--------|-------------------------------------------------------|
| 4.1  | For complex fields (password, username), does validation take place in real-time?                                           | N      |                                                       |
| 4.2  | Can users see the limit of characters that can be entered into the field?                                                   | N      |                                                       |
| 4.3  | Are the fields case-sensitive?                                                                                              | N      |                                                       |
| 4.4  | Do the fields contain default values (when applicable)?                                                                     | N      |                                                       |
| 4.5  | In the forms with 2+ fields, do the button remain inactive until users fill in all of the fields?                           | Y      |                                                       |
| 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) | N/A    |                                                       |
| 4.7  | Is the name of the field always visible?                                                                                    | N      |                                                       |
| 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?                                                                   | N      | Lack of character limit tip when users register their |

|  |  |  |                       |
|--|--|--|-----------------------|
|  |  |  | username and password |
|--|--|--|-----------------------|

## 5 Error prevention

| #    | Checklist                                                                                    | Answer | Comments                                        |
|------|----------------------------------------------------------------------------------------------|--------|-------------------------------------------------|
| 5.1  | Is the page navigation similar to the navigation on other pages?                             | Y      |                                                 |
| 5.2  | Are the main navigation items always available and not hidden behind the menu button?        | Y      |                                                 |
| 5.3  | Is all information users need at a particular point visually? (Users don't need to memorise) | Y      |                                                 |
| 5.4  | Is the logo in the header displayed on every page and leads to the main page?                | Y      |                                                 |
| 5.5  | Does the menu contain sub-items that are visually clear?                                     | Y      |                                                 |
| 5.6  | Is the field title always available?                                                         | Y      |                                                 |
| 5.7  | Are the icons intuitive? (Are the search icon looks like a magnifying glass?)                | Y      | The entire model set is missing the search icon |
| 5.8  | Are the menu items non-generic?                                                              | N      |                                                 |
| 5.9  | Do icons have captions?                                                                      | Y      |                                                 |
| 5.10 | Are the links recognisable?                                                                  | N      |                                                 |

## 6 Recognition rather than recall

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

|     |                                                                                                                                         |   |  |
|-----|-----------------------------------------------------------------------------------------------------------------------------------------|---|--|
| 6.1 | Do you have industry or company formatting standards that are followed consistently everywhere?                                         | Y |  |
| 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? | N |  |
| 6.3 | Does the component placement (home icon, cart icon, search bar etc.) follow the users' mental model & patterns familiar to the users?   | Y |  |
| 6.4 | Is the size & colour of components consistent (such as buttons) throughout the product?                                                 | Y |  |

#### **7 Flexibility and efficiency of use**

| #   | Checklist                                                                                                       | Answer | Comments                                                         |
|-----|-----------------------------------------------------------------------------------------------------------------|--------|------------------------------------------------------------------|
| 7.1 | Does the system allow experts to use shortcuts or customise them?                                               | N      |                                                                  |
| 7.2 | Does the system allow power-users to chain together multiple actions that can be automatically triggered?       | N/A    |                                                                  |
| 7.3 | Does the system allow users to approach tasks in multiple ways to suit their working style?                     | N      | Lack of professional versions designed for professional rescuers |
| 7.4 | Can experienced users take advantage of accelerators and other features to speed up commonly performed actions? | N      |                                                                  |

#### **8 Aesthetic and minimalist design**

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

## 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    |                                |
| 9.2 | Do the tips stay away from user criticism?                                                                                                                                                   | N      |                                |
| 9.3 | When the button is not active, is there a hint why?                                                                                                                                          | N      |                                |
| 9.4 | Do the error pages 404 and 503 tell the user what to do next?                                                                                                                                | N      |                                |
| 9.5 | Are all errors written in the same style and tone of voice?                                                                                                                                  | N      | Lack of tutorial for beginners |
| 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      |                                |

## 10 Help and documentation

| #    | Checklist                                                                                                                                             | Answer | Comments                                                                                           |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------|--------|----------------------------------------------------------------------------------------------------|
| 10.1 | Can users skip or start onboarding from the beginning?                                                                                                | N      |                                                                                                    |
| 10.2 | Is there a live chat on every page of the site or application?                                                                                        | N      |                                                                                                    |
| 10.3 | Is the FAQ page user-friendly?                                                                                                                        | N      |                                                                                                    |
| 10.4 | Can users resume work where they have left off after receiving help?                                                                                  | N      |                                                                                                    |
| 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.        | N      |                                                                                                    |
| 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.) | N      | Missing customer service feedback page. Users cannot find a solution to the corresponding problem. |

|      |                                                                                                                                                                                             |   |  |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|--|
| 10.7 | Before performing potentially dangerous actions (such as deleting files), does the system ask for user's confirmation and explains the consequences of deletion (for non-recoverable data)? | N |  |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|--|

**Addition advice:**

1. The navigation function lacks the indication of arrival time and remaining distance.
2. Lack of display interface and follow-up process for failed rescue.