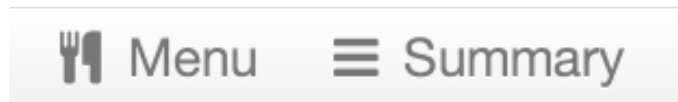Stephen Suen
6.813 — HW2

Heuristic Evaluation: FoodAware

1. Hierarchically, it doesn't make sense for these two items to be in the navbar. Presumably in each session, you would
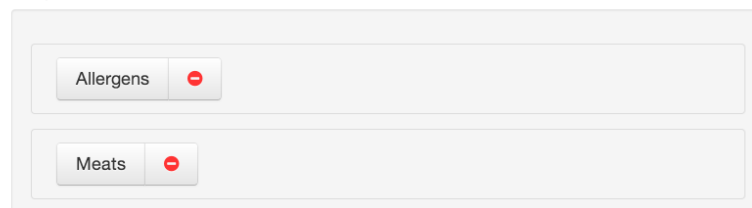

select a restaurant and would be able to see the menu from that restaurant and your summary for that session. These aren't globally consistent and shouldn't be on the same level as the profile or restaurant finder. To illustrate why this is a problem, think about what would happen if a user clicked one of those menu items before choosing a restaurant.
consistency & standards

2. No instructions on the diet profile page; it's unclear what a user is supposed to do going into that page for the first time.
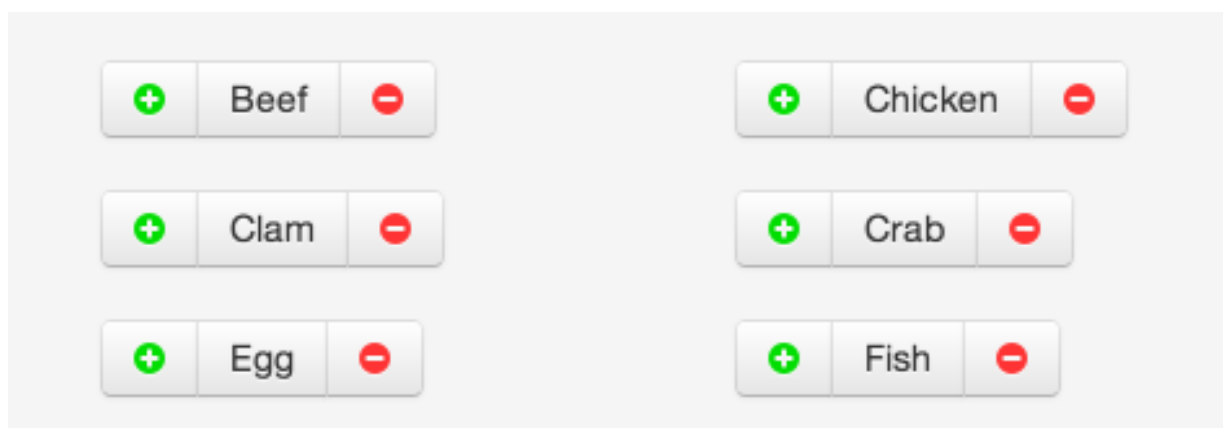*help & documentation*

3. No search/autocomplete functionality for the diet profile—only way is to find a specific item is to look through, which may be problematic for ambiguously categorized items.
flexibility & efficiency

4. Not immediately obvious what the green + and red — icons refer to. As a potential solution, you could put corresponding icons next to the sidebar headers to reinforce that connection. Alternatively, you could use tooltips on the buttons themselves.
recognition rather than recall

5. No feedback on the navbar to indicate which page is currently active; especially an issue as the page titles don't always line up with the link text. Use Bootstrap's .active class.
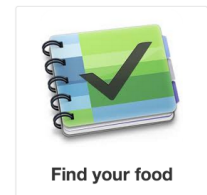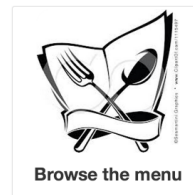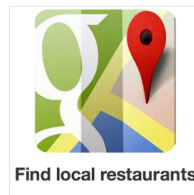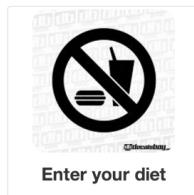
visibility of system status

Restrictions and Preferences

6. **Good:** Starting the user experience with this basic roadmap of what they'll be doing (and having it be verb-based/task-oriented) makes the process very clear. To take it one step further, you could have a "progress bar" on each page indicating at what stage of the process a user is currently at.
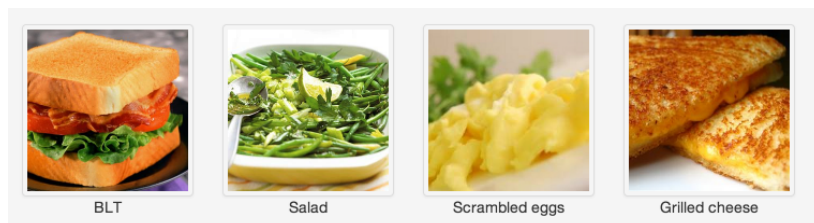
help & documentation

7. The images on landing page are not aesthetically unified or visually consistent with one another. For a good example of how to do this, see https://github.com.

aesthetic & minimalist design

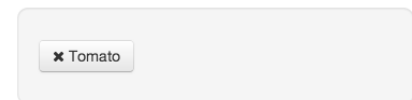Enter your diet   Find local restaurants   Browse the menu   Find your food

8. On the menu page, it's unclear how preferences are playing out. For example, in this screenshot below I have indicated a preference for tomato. BLT and Salad move to the very left because they are most preferred, but because they are in the same horizontal row as scrambled eggs and grilled cheese, this difference isn't visually obvious for the user.

consistency & standards

BLT   Salad   Scrambled eggs   Grilled cheese

Selected Preferences

✖ Tomato

9. The summary page does not take full advantage of the grid. There is too much awkward white space on the right side of the page, and the width of the text is not consistent with the width of the picture.
aesthetic & minimalist design

Dish Selections

Oven Roasted Butternut Squash Soup

contains: butternut squash, curry, coconut milk, soybean , heavy cream

Seafood Tom Yum

contains: shrimp, lemon grass, galangal, lime, mushroom, tomatoe, mussel, clam

10. On the restaurant search page, there is no way to indicate "Ascending" or "Descending"
user control & freedom

What is your zip code?   Sort Restaurant by

02142   Default   Search

11. The restaurant search page includes a "Cuisines" sorting option—what does that even mean? Cuisine is nominal; the only conceivable way of sorting those names is alphabetically. Since Cuisine is nowhere to be seen on each of the restaurant descriptions, it is unclear to the user how this is playing out.

visibility of system status

Sort Restaurant by

| Cuisines | ⇕ | Search |

Address: 765 Massachusetts Ave
Cambridge, MA 02139-3303
Phone: 617-354-5433

View Menu

12. **Good:** The user is able to see how many items they've added to their summary. I would take it one step further and have an itemized list (and put it in the sidebar instead of below the menu, as the menu might be very long)

visibility of system status

View Summary

2 item(s)

13. **Good:** Active style for the diet profile makes it visually obvious which items have been selected for which list, and also makes it clear that it's a toggled state (therefore providing an affordance for clicking it again to cancel it).

visibility of system status

Lactose

14. On the diet profile page, it's unclear what the difference between "Save" and "Proceed" is. Save seems to keep the user on the same page, so perhaps including a "Profile successfully saved" message could clarify the button's function to the user.

consistency & standards

Save

Proceed

15. On the restaurant search page, the hover style seems to indicate that the entire div is clickable, but only "View Menu" can be clicked

visibility of system status