

OpenMenu Heuristic Evaluation

Steven Allen

April 23, 2012

1 Comments

1. **Rule** Tog's First Principles - 6. Efficiency

Urgency Major

Screenshots Figure 4

Description

The information on the compare items list is difficult to understand without labels.

2. **Rule** Nielsen Heuristics - 2. Consistency & Standards

Urgency Major

Screenshots Figure 5, Figure 6

Description

The "Menu", "Games", "Help", and "Pay" buttons change the current screen while "Compare Items" and "View your order" bring up modal dialogs.

3. **Rule** Norman Principles - Affordances and Visibility

Urgency Major

Screenshots Figure 8

Description

When the filter dialog is open, there is no indication that more menu items can be seen by scrolling.

4. **Rule** Norman Principles - Affordances

Urgency Minor

Screenshots Figure 1

Description

Menu items afford clicking due to their hover shading effect. If only used on a tablet, this problem is moot.

5. **Rule** Nielsen Heuristics - 1. Match the real world

Urgency Minor

Screenshots Figure 2

Description

“Compare List” is not a verb; just “Compare” would be sufficient.

6. **Rule** Tog’s First Principles -

4. Consistency

6. Efficiency

16. Visible Navigation

Urgency Minor

Screenshots Figure 3

Description

The close buttons on dialogs are difficult to see as they blend in and are very small. Also, most dialog boxes with sufficient whitespace have close action buttons (under the content).

7. **Rule** Nielsen Heuristics - 5. Visibility of system status

Urgency Minor

Screenshots Figure 7

Description

There is no indication that the user cannot interact with the screen selection controls while a dialog is open.

8. **Rule** Nielsen Heuristics - 5. Visibility of system status

Urgency Minor

Screenshots Figure 5

Description

The screen selection buttons do not indicate the selected screen.

9. **Rule** Nielsen Heuristics -

- 2. Consistency & standards
- 5. Visibility of system status

Urgency Minor

Screenshots Figure 8

Description

While not implemented, I assume that the filters placeholder image is accurate. If so, being able to filter on drinks while on the entries page is confusing. If drinks were selected, the entries tab would no longer correctly reflect the system status. This is probably a result of using a placeholder image but is still something that you should be aware of.

10. **Rule** Tog's First Principles - 6. Efficiency

Urgency Minor

Screenshots Figure 2

Description

The titles of the entries are small; this makes scanning the menu difficult.

11. **Rule** Tog's First Principles - 14. Readability

Urgency Minor

Screenshots Figure 9

Description

The transparency of the notification window makes it difficult to read.

12. **Rule** Tog's First Principles - 14. Readability

Urgency Minor

Screenshots Figure 9

Description

The notification window disappears quickly. This could potentially make reading the text difficult for some. Simply making it stay around longer is not a solution as that would block the menu and introduce an efficiency issue.

13. **Rule** Nielsen Heuristics - 3. Help & documentation

Tog's First Principles - 14. Readability

Urgency Minor

Screenshots Figure 10, Figure 11

Description

The empty order and empty compare list messages are unnecessarily verbose. "Order Empty" and "No Items To Compare" (possibly with smaller explanation messages underneath) would be sufficient and more readable.

14. **Rule** Nielsen Heuristics - 7. Error Prevention

Urgency Minor

Screenshots Figure 5, Figure 6

Description

The user may be confused by the distinction between "Pay" and "View Your Order". He or she may believe that "View Your Order" is just to view what you have selected and that, to actually place the order, he or she must select "Pay". This would cause the user to try to pay before ordering.

15. **Rule** Nielsen Heuristics - 10. Aesthetic & minimalist design

Urgency Cosmetic

Screenshots Figure 5

Description

The relative spacing of the "Tip Calculator" label, the "Percentage" textbox, and the "Payment Method" label creates a fair amount of tension that is quite irritating.

16. **Rule** Norman Principles - Feedback

Urgency Good

Screenshots Figure 9

Description

The feedback (notification) when comparing and adding items is helpful.

17. **Rule** Norman Principles - Feedback

Urgency Good

Screenshots Figure 9

Description

Fading in the menu items when switching sections (Appetizers, entries, etc.) helps indicate that they have changed from the previous screen.

2 Suggestions

- Not using modal dialogs would help with 2, 6, and 7
- Moving the notification window to a slide up/down bar would allow it to last longer and might help with 12.
- Using visual instead of textual feedback when comparing and ordering would sidestep 11 and 12.
- Disabling the “Pay” button until the user *can* pay would avoid 14.
- Think about how to deal with multiple item sizes/options/prices.

3 Bugs

- Some of the items are cropped when scrolling down the menu.
- There is a random `` tag on the help page (Chrome doesn't show a broken image placeholder but Firefox does).
- Food descriptions can bleed into the buttons.

4 Screenshots

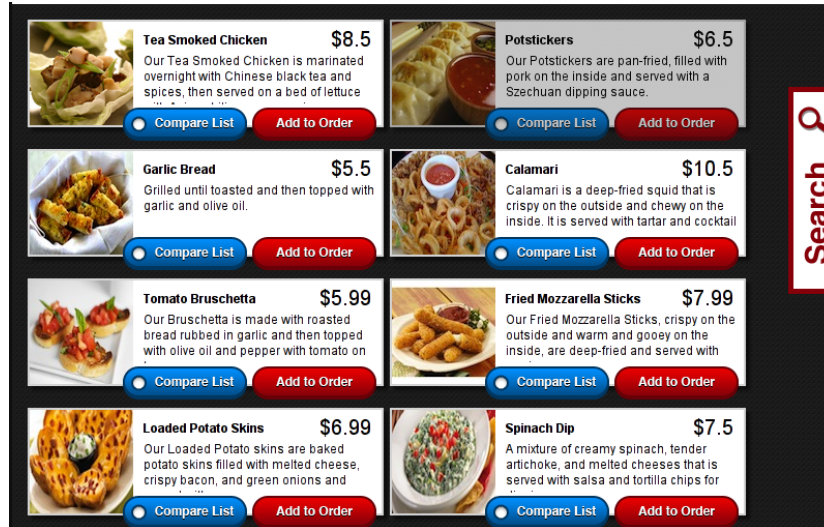


Figure 1: Fade On Hover



Figure 2: Menu Item

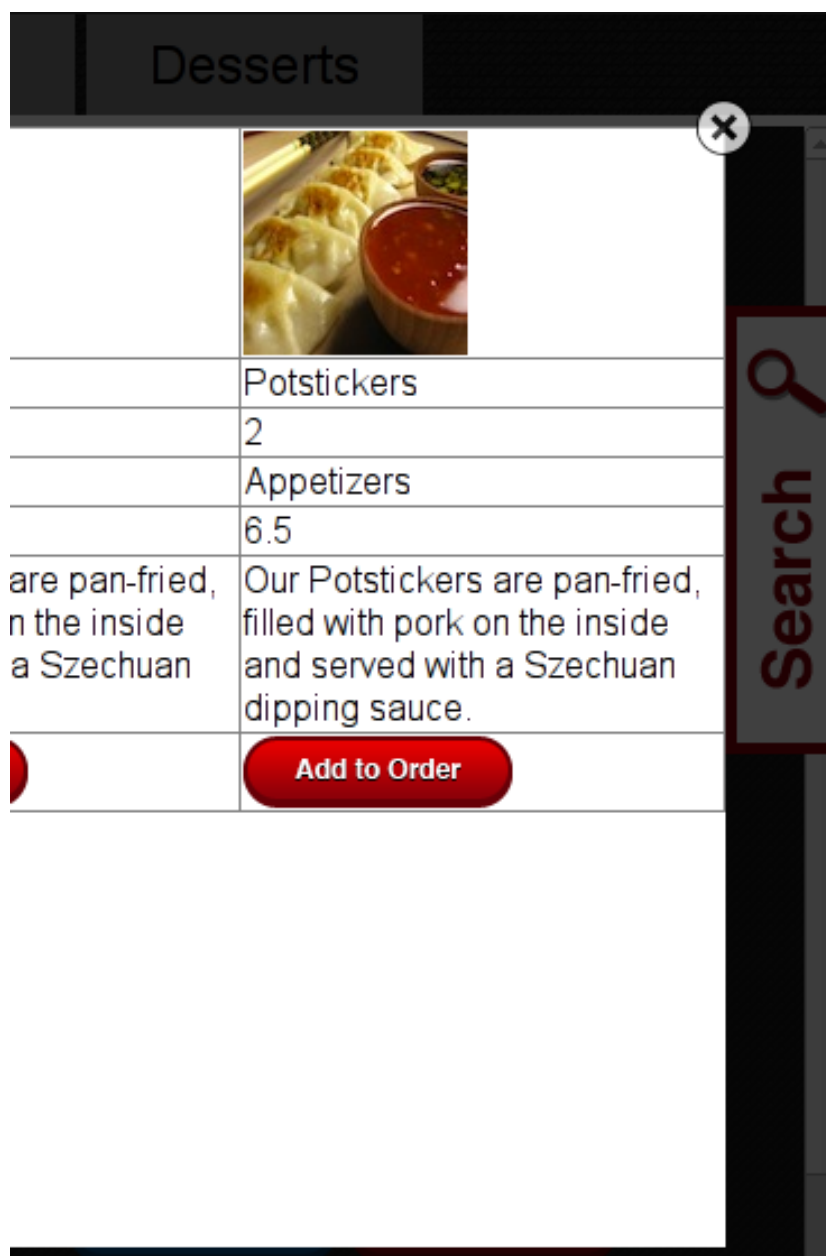


Figure 3: Menu Item



	
Calamari	Potstickers
4	2
Appetizers	Appetizers
10.5	6.5
Calamari is a deep-fried squid that is crispy on the outside and chewy on the inside. It is served with tartar and cocktail sauces.	Our Potstickers are pan-fried, filled with pork on the inside and served with a Szechuan dipping sauce.
Add to Order	Add to Order

Figure 4: Compare Entries

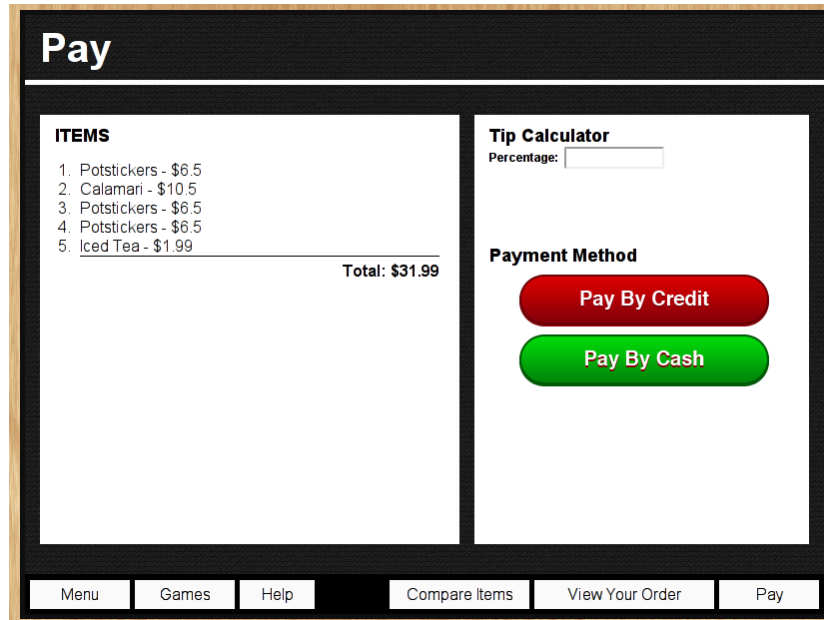


Figure 5: Pay Screen

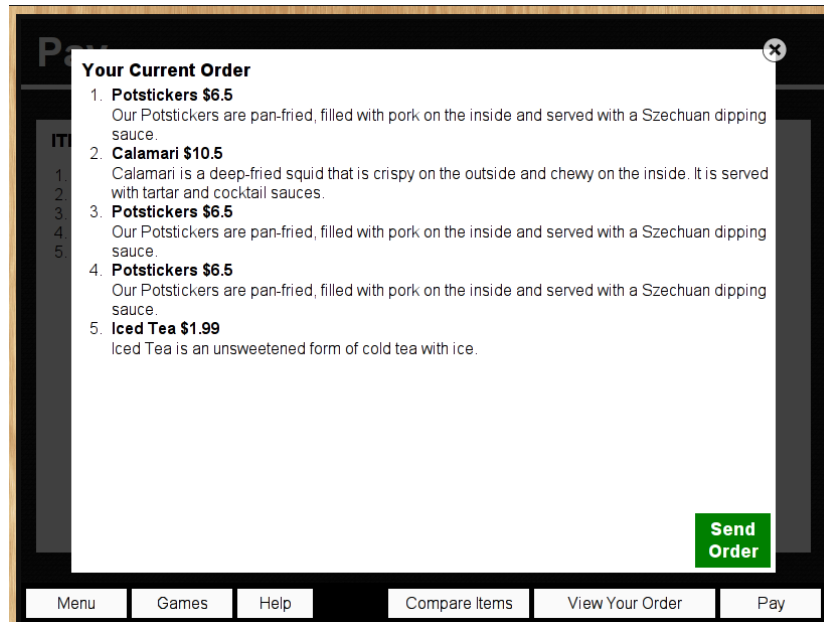


Figure 6: View Order



Figure 7: Menu With Dialog Open

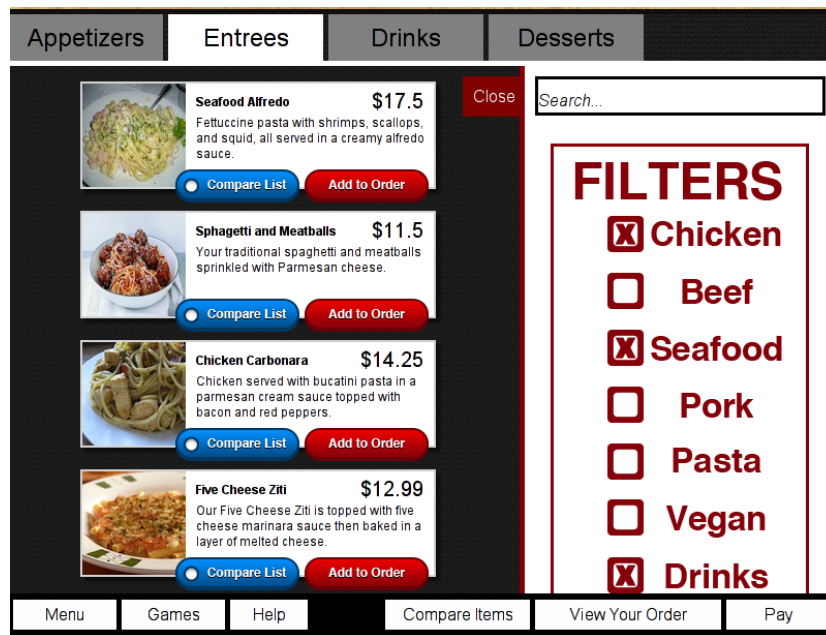


Figure 8: Filter

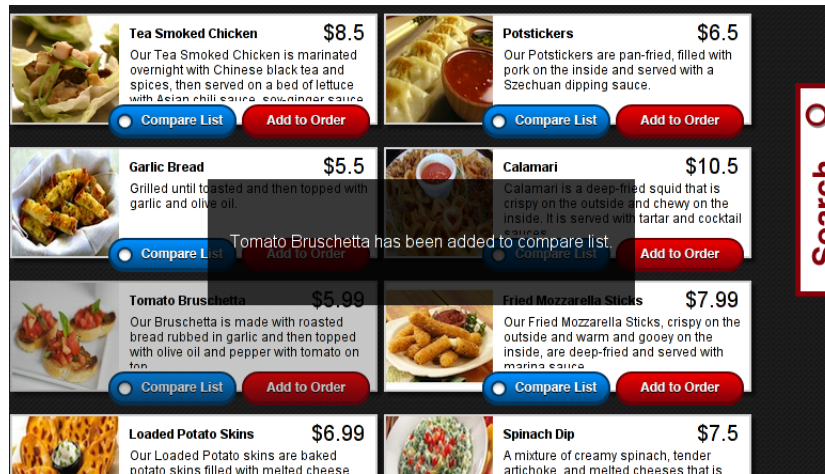


Figure 9: Notification

Add items you would like to order and view/send them here

Figure 10: Notification

Add a few items you like to compare them side by side

Figure 11: Notification