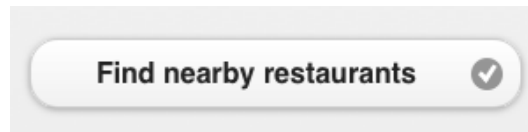# Heuristic Evaluation of menu.io

Hu Dou

1. Major: *Find nearby restaurants* **button has a check mark**. (Consistency and standards)

   The icon on the *Find nearby restaurants* button looks like a check box. It may confuse user why a check box is there. Does it mean the search has completed? But if user must click the button to go to the next page, searching completed or not makes no difference.

   Recommendation: remove the icon.

2. Minor: **Map does not show restaurants directly**. (Flexibility and efficiency of use)

   Many map widgets on the Internet and smart phones use annotation to show points of interest. Adding such capability to the app would make perfect sense. Currently, a big portion of the screen is wasted by just showing the current location.
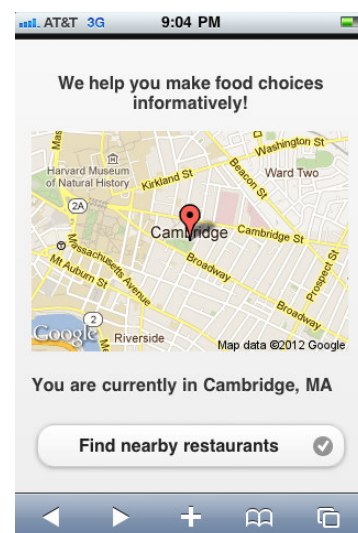
   Recommendation: Add annotation to show restaurants on the map.

3. Minor: **Can't change location**. (Consistency and standards)

   Location based apps should allow user to change locations. Although you may not implement the complete function in the class project, an UI mockup would help show the user interface of a real world product.

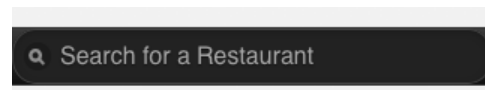   Recommendation: Add UI mockup for changing location.

4. Good: **Restaurant list on the second page is simple and clear.** (Aesthetic and minimalist design).

   The list is simple and clear. Sorting the restaurant by distance also makes sense. A fully complete app may also allow user to see and sort by ratings of the restaurants.

5. Good: **Search box has a hint**. (Help and documentation)

   The hint helps user realize the search function, improving learnability. The "pending delete" feature also makes it not decrease efficiency.

6. Major: **Filter toolbar lacks affordance and feedback** (Visibility of system status; Consistency and standards)

   Although creative, the filter toolbar as it is now has a few issues.
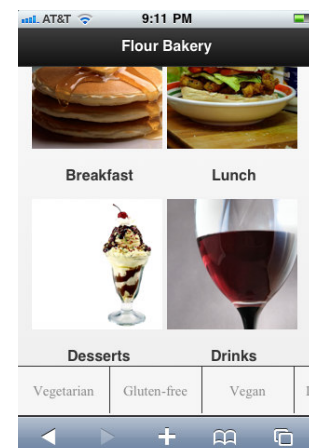   - It's not obvious that it can be scrolled horizontally.
   - When pressed, the only feedback is that they toggle between bold and normal fonts, and otherwise it is not clear how they will be used.
   - There is no easy way to clear all the filters.
   - When part of the bar is off the screen, the selections on that part is invisible.
   - For users that don't care about the allergy filters, there is no way to hide the bar.

   Recommendations: Add arrows on the left and right sides of the toolbar. Provide tooltip to indicate how the application will use it once selected. Allow user to hide it.

7. Good: **Main menu page has clean layout and clear pictures**. (Aesthetic and minimalist design; Recognition rather than recall).

   The page is simple and clean. Pictures are self-explanatory. Color selection is good too.

8. Minor: **Not adjusting image sizes based on the screen size** (Flexibility and efficiency)

If user opens the interface in a phone with smaller screen, it won't fit in screen and requires user to scroll horizontally and vertically. They should be adjusted to fit in one screen.

Recommendation: define the picture size as the percentage of the window size.
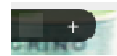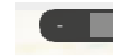
9. Good: **Picture scroll bar is easy to use**. (Flexibility and efficiency of use; Consistency and standard)

The scroll bar is consistent with similar widgets used in many web apps to browse pictures. It's easy to use. It moves automatically when user swipes the screen to change pictures, providing feedbacks. It also allows user to directly press the squares inside bar to jump to a specific picture.

10. Major: **Using +, - icons for the picture scrollbar is misleading.** (Consistency and standards)
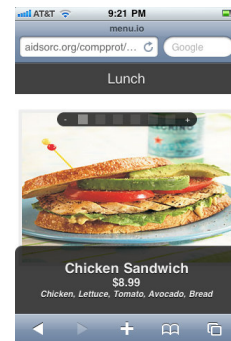
The + and – icons on the scrollbar are frequently used for zoom in and out respectively. Using them here to browse pictures is inconsistent with many applications.

Recommendation: change them to arrows.

11. Good: **Food presenter is simple**. (Aesthetic and minimalist design; Recognition rather than recall)

The page is simple and contains only necessary information. Pictures help users recognize their favorites so they don't have to remember dishes' names.
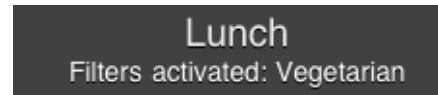
12. Minor: **Food presenter won't scale well when items are many**. (Flexibility and efficiency)

When a restaurant offers many items, say 20 entrees, it will be inefficient to find an item. When a user has narrowed down his or her choices, it will be difficult to compare them or even just come back re-visit them.

Recommendation: Allow user to make selects in the interface. When efficiency is needed, provide alternative interfaces, such as list view with picture as icons.

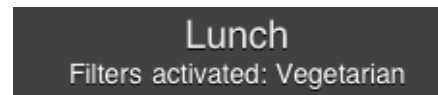13. Major: **Phrase "Filter activated" is associated with food**. (Map the real world)

In real world, it is unlikely that people will use words "Filter activated" for food. It doesn't help appetite.

Recommendation: Simply remove the phrase.

14. Good: **Caption reflects the user selections.** (Visibility of system status)

Besides the issue mentioned in the previous item, user selection is accurately reflected in the caption of the interface.

15. Good: **User can use Back button of the phone to go back.** (User control and freedom)

Once a user selects a wrong option, he or she can quickly go back and correct it.