Heuristic Evaluation

This document is a heuristic evaluation of the prototype in https://sites.google.com/site/teamprojecthci/home/team-homework-6

Problems

Credit Card Accounts

*Minor*
*Match between system and the real world*

I usually say “credit cards” instead of “credit card accounts”. A credit card is linked to a bank account. The word “account” confused me at first and I matched it with Paypal or other payment platforms where I actually have a [user] account.

*Error messages are unclear*

*Major*
*Recognize, diagnose and recover from errors*

When I tried to delete a credit card account, a pop-up window appeared saying “are you sure?”
The system asks for a confirmation about an action that I might have started accidentally and doesn't tell me what it is.

And if I delete it, there is no way to undo it. The error message didn't warn me about this.

Add an expired card

*Major*
*Error prevention*

I can add an expired card. The system doesn't warn me when I submit the form.

“Pay from” not clear

*Minor*
**Consistency**

I can't tell where the 4 options of the combo box come from. I expected them to be the alias (the text on the left of the account number?) of my bank accounts listed in “my accounts”

**Add bank account closer to credit cards**

*Major visibility*

<table>
<thead>
<tr>
<th>Bank Accounts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anna's BoA - 532532532532 - 432532 - Bank of America</td>
</tr>
<tr>
<td>Anna's Chase Checking - 5325235325 - 43242 - Chase</td>
</tr>
</tbody>
</table>

the link to add a bank account is closer to the credit cards box than to the bank accounts box. Without reading the page, I couldn't see any widget to start this action.

**Can't find the scheduled payments**

*Major Visibility and error recovery*

If after all the confirmation steps I realize that I did something wrong, or if I change my mind later and I want to edit the scheduled payment, I can't. There isn't any component in the window that suggests “schedule”, “calendar”, or “list of payments”.

**Thank you!**

Your payment has been scheduled.
No feedback when there is nothing to display

Minor
Visibility of system status

If I have no bills, I would expect the system to tell me “you have no bills”. If the screen is left blank, I don't know if the system is working, if there was an error or if I actually don't have any bills.

Forms aren't consistent

Minor
Internal Consistency

The design of forms is different for adding a new bank account and for adding a new credit card. Labels should be in the field in both cases.

**New Bank Account**

Nickname

Bankname

**Add a New Credit Card**

First Name

Last Name

Buttons aren't consistent

Minor
Internal Consistency
In some forms the confirmation button is on the right, whereas in some others it is on the left.
This is Update your profile

Unuseful error message

Major
Recognize, diagnose and recover from errors.

When adding a credit card, I submitted an empty form and I got an unuseful error message

We're sorry, but something went wrong.

Date format

Minor
Internal consistency
In some forms the expected date format is MM/DD/YY
However, the UI shows dates like this

Redundant information on the main screen

Minor
Minimalist design

There are repeated messages on the main screen
I expect them to appear and disappear at the same time. A message is important when the due date is close or overpast and the main screen shows bills due this month.

Where are the bills that I never paid? e.g. in September. Would they appear as important messages? In this case, the messages should be the starting point of an action (make them clickable?). However, they are plain text messages.

**Important messages have low contrast**

*Minor
Aesthetic and minimalist design*

The important messages box has a low contrast with the rest of the page and makes it hard to standout from the context. However, it's visible because it's in the middle.

The font color might not work well with visually impaired users.

**Good things**

**Payment confirmation – Error prevention**

I wasn't expecting it but the system asked me to confirm the details of the payment before submitting it.

**Payment feedback**

The system confirms the payment with a “thank you”.

**Immediate feedback after actions**

Having immediate feedback after completing an action helps me see that the system status changed.
User control and freedom

If I go to set an alert accidentally, I can go back using the back link instead of clicking the browser’s back button.

Recognition rather than recall

Instead of writing my e-mail or phone number, an action prone to errors, I only have to select it from the combo box.

Tabs

Consistency and standards

Using tabs lets users get started easily because they are familiar with them.