

Heuristic Evaluation of [HomeMade]

1. Problem/Prototype

Travel through your kitchen and share meals with new friends from other cultures.

2. Violations Found

1. H2-4 Consistency & Standards / Severity 3 / Found by: A, C, D

The interface used the string “Save” on the first screen for saving the user’s profile, but used the string “Update” on the second screen. Users may be confused by this different terminology for the same function.

Fix: Use the same string on each screen.

[...list violations here with a blank line between each -- number from 1 to n, where n is total # of violations]

1. H3: User control and freedom / Severity 0 / Found by: A, B, D

When viewing a traveler’s recipe as a local after sending a request (as well as after it has been confirmed), there is no way to exit the ingredients list (back button and “Export Ingredients List” are not clickable). This violates user control and freedom because at this point in the pathway, the user is stuck and cannot navigate out!

Fix: A back button or “return to profile/recipes” button to allow user to exit recipe.

2. H7: Flexibility and efficiency of use / Severity 3 / Found by: B

There is no way to view the other party’s recipes or ingredients list from their profile before the meal has actually been scheduled. The user must schedule the meal before viewing the recipes, but this seems unintuitive since the availability of ingredients and meal options is likely a large determining factor to who the user chooses to share a meal with. This violates flexibility of use, as well as match between system and real world because it doesn’t allow users to perform the logical and relevant task of looking at the components of their potential meals.

Fix: Allow users to view a traveler’s recipes and ingredients lists from their profile *before* scheduling a meal, as part of the profile information.

3. H5: Error prevention / Severity 4 / Found by: A, B, C, D

There is no way to edit or cancel a requested (and sent) or accepted mealtime in the case of an emergency or other event that prevents either party from being available at the set time. This is a violation of error prevention because the app does not address how to handle edge cases, and also doesn’t reflect an accurate match of the real world where scheduling conflicts or updates do arise. In the real world, people are flakey and plans fall through. It is important to consider what would occur if either party is unable to make the scheduled meal.

Fix: Allow for scheduling edits after requests have been sent, probably followed with a push notification and other follow-up measures. A way for both parties to confirm their availability closer to the scheduled meal date and time.

4. H3: User control and freedom / Severity 3 / Found by: B, C

After including one time-span of availability on the “Schedule meal with...” screen, the user cannot edit or delete it. This is an issue and violates user control/freedom because it restricts them to the times that they inputted on first thought and doesn’t allow for revision or error prevention.

Fix: Give users the ability to delete an accidental or change a previous time availability. This can look like a trash icon next to the “+” icon currently to the right of the time availability drop-down menus.

5. H8: Aesthetic and minimalist design / Severity 1 / Found by: A, B

When viewing Amrita V.’s profile from the local’s perspective, the back button to get out of that view is hard to see because it blends in with the colorful cover photo behind Amrita’s avatar. This violates minimalist design because the busy cover photo impedes on the otherwise clear functionality of the back button. In general, back buttons are hard to see throughout the entire app.

Fix: Have the back button be a different color, thicker stroke, or icon, or change the profile cover photo so it is less obstructive to function.

6. H7: Flexibility and efficiency of use / Severity 0 / Found by: B

Even after a meal has been confirmed, a traveler still is unable to view the local’s recipes or ingredients lists. This is true in both the “request a meal” and “accept a meal” interactive flows, and poses an issue of flexibility and efficiency of use because the traveler cannot see what the local’s dishes contain.

Fix: Allow travelers to view the ingredients in the local’s dishes so they can make informed requests and decisions.

7. H6: Recognition rather than recall / Severity 3 / Found by: A, B

When viewing the ingredients lists for a recipe, the user must recall the dietary restrictions of the other party because it is not given as a reminder on the same page as the ingredients. This is a problem because it requires recall of potentially deadly or harmful ingredients, which may not always be memorable from other screens.

Fix: Inform users of other party’s dietary needs on ingredients screen in a color and weight that draw attention to the important information.

8. H3: User control and freedom / Severity 2 / Found by: B, D

There is no way to view translations or phrases within the app at any point before or after the meal. This is particularly an issue if either the local or traveler wishes to learn some phrases *before* meeting up for the meal. This violates user control and freedom because it limits the user to only finding translations and phrases during actual mealtime.

Fix: Allow users to access translations before the scheduled mealtime.

9. H5: Error prevention / Severity 3 / Found by: A, B, C, D

When a user requests a meal, there is no confirmation modal or mechanism to review or catch any errors before the request is sent. This could lead to erroneous scheduling, a problem that is exacerbated by the fact that there's no way for a user to cancel or edit a requested or scheduled meal. The same goes for when you accidentally deny a meal.

Fix: Have a pop-up that includes information about the requested meal and requires an additional confirmation before the request is sent.

10. H7: Flexibility and efficiency of use / Severity 3 / Found by: A, B

There is no way to message a local or traveler for clarifications or further inquiries besides using the telephone number. For example, if users wish to inquire more about the recipes or about the other party's dietary needs, they only have the contact of the phone number. This can be an issue if a traveler does not have an international phone plan or SIM card, etc., but still wishes to communicate with the local.

Fix: Allow for in-app communication through messaging feature based on WiFi connection.

11. H9: Help users recognize, diagnose, and recover from errors / Severity 3 / Found by: B, D

There is no way of letting users know that they might be double-booking or scheduling a meal when another already exists. This violates the heuristic to help users recognize from errors because it doesn't caution them against committing to two people when only one of them can be guaranteed. Also, what happens if the user enters an invalid time range?

Fix: Check whether the availabilities that the users input are true availabilities and notify if there are conflicts. If the user enters an invalid time range, display an error message prompting the user to try again and select a valid time range.

12. H4: Consistency and standards / Severity 2 / Found by: B

The bottom tab navigation bar (with Explore, Favorites, Meals, and Profile) is not persistent on all screens - it only exists on the "Explore" screen. This means a user must navigate using the back button to the specific screens that do have the tab navigation in order to access things like their profile or favorites list. This violation of the consistency of the bottom tab navigation bar thus also impedes on user control and freedom.

Fix: Have persistent bottom tab navigation bar or easier access to things like "Favorites" and "Profile" on other screens. Another way is to add an "X" button on the top right of the inputting availability page that leads back to "Explore."

13. H8: Aesthetic and minimalist design / Severity 1 / Found by: B, C

Under the "Accept a meal" embedded prototypes, clicking on the confirmed profile (Amrita for the local and Leila for the traveler) displays some inconsistencies. For example, Leila's avatar (from the traveler's perspective) has a drop shadow behind it while Amrita's avatar (from the local's perspective) does not. The reverse is true about Amrita and Leila's names. Additionally, the phone icon is not centered similarly.

Fix: Consistency in styling of these components will fix these issues!

14. H5: Error prevention / Severity 3 / Found by: B

The click area for each given time in the availabilities dropdowns are very small and nearby to their surrounding time availabilities. This poses issues because it leads to a higher rate of misclicks that would have to be adjusted afterward.

Fix: Offer the options of time availabilities in a different style, perhaps as circles/bubbles with the times inside of them.

15. H1: Visibility of system status / Severity 2 / Found by: A, B, C

When users receive notifications, it is not clear where those notifications are or what items are 'notifications' versus 'non-notifications'. This violates visibility of system status because the app does not make visible these notifications or distinguish them from the other information on the screen.

Fix: Clearly indicate which items are the unread, new notifications (this can be done using a bell icon, dots like unread emails, etc.).

16. H1: Visibility of system status / Severity 3 / Found by: A, B, C, D

The toggle between local mode and traveler mode is easy to miss because the two icons carry similar weight and are not emphasized anywhere else on the user's screen. This violates visibility of system status because it makes it hard for the user to recognize the appropriate flow if the user doesn't know what the current mode is.

Fix: Darken the weight of the active mode or fill it with a color to indicate which mode the user is currently on. Use geolocation services to automatically detect mode based on where the user is when using the app (are they home?). Have the icon and toggle on the profile screen instead and make a small plane icon at the bottom right of the profile icon in the main icon bar if you are in traveler mode.

17. H5: Error prevention / Severity 2 / Found by: A, B, C

It is unclear that the 'Live Translator' and 'Phrases' buttons are distinct options on the 'Your Meals' screen. This could lead to errors not only because they could be grouped together but also because the click area for each choice is small.

Fix: Rearrange the two options side by side, within a button or shape, or replace words with icons. Have only one language action button that goes to screen with more options.

18. H3: User control and freedom / Severity 0 / Found by: A, B

While selecting time availabilities as a local, there is no way to return to the previous screen (i.e. profile). This could be an issue for users because they would be forced to complete the task without the option to backtrack if they no longer wish to follow through with scheduling the meal.

Fix: Allow users in the local mode to go 'back' when in the process of selecting their availabilities.

19. H8: Aesthetics and minimalist design / Severity 2 / Found by: A, B

When displaying the maximum number of profiles on 'Explore' results (or any screen with a profiles list), the interface becomes a little overwhelming and busy. For example, on the 'Meals' screen, there is some information that is not necessarily relevant, such as the word 'Complete' for complete meals (since this can be portrayed using just color like the app currently grays it out). More relevant information is not included and every unit of information competes with the relevant units and diminishes their relative visibility.

Fix: Remove unnecessary words or even information for irrelevant profiles. Make each row a small block and reword phrases, change icon sizes, or reconsider information displayed.

20. H10: Help and documentation / Severity 2 / Found by: A, B, C, D

Though the majority of the app runs intuitively to a returning user, a new user could feel overwhelmed and confused about how the whole exploring, meal-scheduling, recipe-reading, processes work. This could pose an issue because the user has no guidance or hints along the way for what to do next given the abundance of information.

Fix: A help button with a question mark icon that persists in the corner of the app that users can resort to when they are confused or uncertain.

21. H6: Recognition rather than recall / Severity 3 / Found by: D

It's hard to remember important information about guests, especially the meal they'll be sharing.

Fix: Display the meal that the local has requested from the guest when the local is viewing the guest user's profile. For example, highlight the chosen meal in a different color, grey out the other meals, or remove the other meals from view so as not to confuse the user.

22. H1: Visibility of system status / Severity 3 / Found by: C, D

Once the host and guest have scheduled and confirmed their meal, there is no prompt for the host to select a dish for the guest to prepare.

Fix: Instead of displaying that the meetup has been confirmed, display a message to the host to take action and select a dish. You could also notify the host X hours before the meetup to remember to select a dish for the guest to prepare.

23. H1: Visibility of system status / Severity 3 / Found by: D

It is not apparent whether the user has selected a dish for the guest to prepare. This status is not visibly updated after the user has selected a dish.

Fix: On the home page, show a message such as "select a meal" rather than "Confirmed." The host needs to remember to pick up the proper ingredients before the meetup, anyway. As suggested before, display the meal that the local has requested from the guest when the local is viewing the guest user's profile. For example, highlight the chosen meal in a different color, grey out the other meals, or remove the other meals from view so as not to confuse the user.

24. H3: User control and freedom / Severity 0 / Found by: D

There is no way for the user to change their mind and request a different dish instead of the one they originally selected.

Fix: Next to the display of the selected dish, include a button to change the requested dish.

25. H4 Consistency and standards / Severity 2 / Found by: B, D

It's unclear why the user no longer can choose the recipe that the other party will make while using traveler mode. If the user is used to hosting meetups, they might be confused about no longer having this freedom in traveler mode.

Fix: Communicate to the traveling user that they will be notified when the host has selected the meal they'll be preparing and will purchase the ingredients. This will help clear up any confusion.

26. H2 Match between system and the real world / Severity 1 / Found by: D

The user might feel guiltier when "denying" than "declining" and may prefer to use the app if it doesn't result in this kind of guilt.

Fix: "Deny" might better be replaced by "decline" to make the language sound less rude.

27. H2 Match between system and the real world / Severity 2 / Found by: B, D

The user might not know how to pronounce language, even if written in phonetic letters from their native language. Additionally, there are many dialects in different regions and it would be helpful to include *language* information on a user's profile.

Fix: It would be more realistic to allow the user to listen to audio clips of how the foreign word or phrase is pronounced.

28. H4 - Consistency and standards / Severity 1 / Found by: A, C

On the explore page, there are icons for favorite and schedule, while on if you click on someone's profile on the explore page, there are buttons with text saying "favorite" and "schedule". This is a violation of consistency because the icons could have been used for the profile page too.

Fix: Also use the icons on the profile page (maybe with text under it as a reminder).

29. H4 - Consistency and standards / Severity 3 / Found by: C

Each item in the list view (explore page) has multiple buttons that can be clicked. This is a violation of consistency and standards because it's not the platform convention for iOS to be able to click on an item in the list view to get to the profile of a person, as well as to be able to click on more buttons on that item.

Fix: Have favorite and schedule only appear after you click on an item (on the profile page).

30. H2 - Match between system and the real world / Severity 2 / Found by: C

Usually a drop-down menu lets you select one item, but in this case, it's labeled as "interests". This is a violation of H2 because the concept of selecting multiple items using a drop-down menu is foreign to most people.

Fix: Make this part of the search feature, so that you can specify a culture as well as multiple interests there. Maybe add a tagging interests system.

31. H8 - Aesthetic and minimalist design / Severity 1 / Found by: C, D

Even though the font is consistent throughout most of the entire app, I think there could be clearer headings (on the profile page) than how they are implemented now. Currently, there is a violation of aesthetic design because the headers look very similar to normal text (only difference is font size), which is very bland. The layout of information (especially on the user profile page) looks like a word document rather than an app.

Fix: Give some other indication for different sections or even a different font color.

32. H1 – Visibility of system status / Severity 0 / Found by: C

What happens to a request if the user on the other end never responds to it? This is not necessarily a violation yet because it seems like you might just not have considered this scenario in your medfi prototype.

Fix: Have an expiration date of a couple of days on requests.

33. H8 – Aesthetic and minimalist design / Severity 1 / Found by: C

On the list view, there is both a button for “view profile” as well as just the item in the list you can click on. This is a violation of minimalist design because the extra “view profile” is unnecessary and clutters the screen.

Fix: Get rid of the extra “view profile.”

34. H7 – Flexibility and efficiency of use / Severity 2 / Found by: C, D

There’s no way for the app to know your schedule for a given day. This is a violation of flexibility and efficiency of use because regular users might always try to schedule the meal at certain times and right now they have to go through the trouble of manually putting in all the times.

Fix: Allow user to sync the app with a calendar app like Google Calendar.

35. H4 – Consistency and standards / Severity 2 / Found by: C, D

In the traveler interface (as opposed to the local one), there is no message telling you who is supposed to provide the ingredients. This is a violation of consistency and standards because such a message is displayed in the local interface.

Fix: Add a similar message as in the local interface to the traveler interface.

36. H1: Visibility of System Status / Severity 1 / Found by: A

Description: The confirmation check is orange both when someone sends and when someone confirms a request. However, these are different stages of the process: the first is technically pending and the second is truly confirmed. Even though there is smaller text below that differentiates the two scenarios, I’m still left confused as to what stage of the process I’m at, because the first thing I see, the giant check, has the same color. Have I finished everything I need to do?

Rationale: The system is not keeping the user informed on what stage of the process they’re at via a clear check color scheme.

Fix: Change the color of check after a person successfully sends a request to be black to match with the “requested” color scheme. Change the color of check after a person successfully confirms a request to be green to match with the “confirmed” color scheme.

37. H1: Visibility of System Status / Severity 2 / Found by: A

Description: When you “explore” on host mode, a list of people with country of origin shows up. While distance isn’t a key concern for the host, there must be an upper bound in distance, as a host wouldn’t want to be inviting a traveler 100 miles away. However, there’s no clear indication of that upper bound anywhere. How far away are these listed travelers from me?

Rationale: The system is not keeping the user informed on the max distance it’s using to limit travelers that appear on their “explore” page.

Fix: Include a small note under the “Origin” and “Interests” tabs that says, “All travelers listed are within 20 miles.” This could also be added into a FAQ as well.

38. H2: Match Between System & Real World / Severity 2 / Found by: A

Description: The statement “The status of the request will be reflected in your inbox” that pops up when you request or confirm a meal doesn’t feel user friendly. It’s passive tense, and the choice of words feels archaic.

Rationale: The statement uses more system-oriented terms so does not speak the user’s language.

Fix: Change wording of statement to something that is easier to digest and is active tense, like “Check your email for your request’s status.”

39. H4: Consistency & Standards / Severity 2 / Found by: A

Description: There seems to be an inconsistency in what colors represent across the platform. From the requester flow, I get the sense that dark pink colors any area that the user can interact with, while orange is used for instruction or feedback communicated to the user. However, from the responder and during meal flows, that consistency is broken. “Respond” and the microphone are objects that the user can interact with, and so they should be dark pink, but instead they’re orange. In addition, users can’t interact with the dark pink translations. And a new color, bright pink, has been introduced as another interactive color. However, it’s used to “view profile” and “deny.” Are there similarities in these two actions? Why are they grouped together in color? I noticed one consistency in button transparency: finalizing buttons are solid color, while intermediate buttons have a white background. I would love to see that same consistency reflected in text color.

Rationale: Because color is a huge attention grabber for users, it’s important that it be used intentionally and consistently. For example, users might associate “orange” with text that they can’t interact with and not realize that they can click “respond.”

Fix: Make a clear rule sheet for what each color should represent across the platform and make respective changes. For example, if orange is text that user can’t interact with, make sure that’s reflected across all flows.

40. H4: Consistency & Standards / Severity 1 / Found by: A

Description: Both “Unavailable” and “Complete” users on “Your Meals” are faded out with gray letters. However, these two users represent entirely different things. It would be expected that because they’re not in the same category, that they would have a different color scheme.

Rationale: “Unavailable” and “Complete” users shouldn’t have the same meaning. But because they have the same color scheme, I am left wondering if they mean the same thing. The consistency of having a separate color theme for each separate user category is broken here.

Fix: Keep “unavailable” faded out in gray, but change “complete” color scheme to something else. I might suggest leaving out the word “complete” entirely. It seems intuitive that listed meals without any pending descriptions (like “confirmed” and “respond”) are those that have been completed.

41. H4: Consistency & Standards / Severity 3 / Found by: A

Description: The “Explore” page lacks some consistency. In both traveler and host mode, it makes sense that users should be able to search. The “Explore” icon at the bottom left itself indicates some sort of search functionality. However, the search bar is only present in host mode, not in traveler mode. But what if I’m a traveler who wants to search up a specific host’s name? In addition, the origin tab on “Explore” seems irrelevant for travelers.

Rationale: As a traveler, I might be expecting to be able to search up a specific host’s name judging from the “Explore” icon and assuming consistency. However, I’d be disappointed to find that I can’t. In addition, because of this inconsistency, I might find it confusing to see an origin filter and would question if I’m on the right mode.

Fix: For the traveler “Explore” page, replace “Current Location” with a search bar, and replace “Origin” filter with “Current Location.”

42. H4: Consistency & Standards / Severity 3 / Found by: A, C

Description: There are some inconsistencies on the profile pages. The “Explore” page is centered around Country of Origin for the host and around distance for the traveler. So based on this standard, I expect profile pages to reflect the same info. If I’m a host clicking on a traveler’s profile, I see the Country of Origin listed right under the traveler’s name. However, if I’m a traveler clicking on a host’s profile, I expect to see the distance listed under the host’s name. However, instead I see Country of Origin which might make me question if I’m on the right mode. Another minor inconsistency on the profile pages is that the recipe names are underneath the recipe picture for every flow except for if you’re a traveler requesting a meal, in which case they’re above.

Rationale: The platform convention of hosts selecting for Country of Origin and travelers selecting for distance was set out at the beginning of the user flow on the “Explore” page, but it’s broken here. If I’m a traveler who sees Country of Origin when perusing user profiles, I’m left wondering whether I’m on the same mode as before.

Fix: Be consistent with what is displayed on the profile page depending on mode. If mode is host, keep Country of Origin, but if mode is traveler, replace Country of Origin with distance. Also, fix the recipe names on the requesting traveler flow to be below the recipe pictures.

43. H4: Consistency & Standards / Severity 2 / Found by: A

Description: There seems to be an inconsistency in the info and color scheme on the scheduling page across both users. As the user sending a request, the page includes only the person’s first name, no extra info, and the instructional statement is marked in orange. However, as the user responding to a request, the page include the person’s first name and last initial, country of origin, and no statements marked in orange.

Rationale: Users will wonder why more information is provided on the responder end and might miss the main instruction, since it's not marked in orange. Because the scheduling pages for requester and responder stylistically differ, I'm left wondering if I've done something wrong.

Fix: Be consistent with info and color scheme displayed on the scheduling pages. Decide on just first name or first name, last initial, and Country of Origin. Change "Here is Leila's availability for the next 48 hours" to the more instructional "Match Leila's availability for the next 48 hours" and mark it as orange.

44. H5: Error Prevention / Severity 2 / Found by: A

Description: The "Favorite" and "Schedule" button when viewing another user's profile have the same styling. This might cause error, because the only difference is the actual text itself. This case is similar to that of Venmo users who sometimes complain of accidentally clicking on "pay" when they mean to click "request," because the buttons look basically the same.

Rationale: "Favorite" and "Schedule" looking basically the same can easily cause a user to make a mistake, like click "Favorite" when they actually want to schedule.

Fix: Make the two buttons look more different to reduce error. Maybe, make them have different colors. I might suggest using the heart and calendar icons alone from the "Explore" page to maintain consistency across the platform as well.

45. H8: Aesthetic & Minimalist Design / Severity 2 / Found by: A, B

Description: The "Ingredients" page can be hard to digest where there are many ingredients. The short dashes that precede the ingredients make the whole list feel like a dull block of text. It's hard to glance at the list and quickly gather what I need to get at the grocery store.

Rationale: Every ingredient added on the "Ingredients" page diminishes its relative visibility. The page can get cluttered. The design is no longer minimalistic.

Fix: Prioritize the most important ingredients, replace the dashes with checkboxes, and add space between ingredients.

3. Summary of Violations

Category	# Viol. (sev 0)	# Viol. (sev 1)	# Viol. (sev 2)	# Viol. (sev 3)	# Viol. (sev 4)	# Viol. (total)
H1: Visibility of Status	1	1	2	3	0	7
H2: Match Sys & World	0	1	3	0	0	4
H3: User Control	3	0	1	1	0	5
H4: Consistency	0	2	5	3	0	10
H5: Error Prevention	0	0	2	2	1	5
H6: Recognition not Recall	0	0	0	2	0	2
H7: Efficiency of Use	1	0	1	2	0	4
H8: Minimalist Design	0	4	2	0	0	6
H9: Help Users with Errors	0	0	0	1	0	1
H10: Documentation	0	0	1	0	0	1
Total Violations by Severity	5	8	17	14	1	45

Note: check your answer for the green box by making sure the sum of the last column is equal to the sum of the last row (not including the green box)						
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4. Evaluation Statistics

Severity / Evaluator	Evaluator A	Evaluator B	Evaluator C	Evaluator D
sev. 0	40% (2 tot)	60% (3 tot)	20% (1 tot)	40% (2 tot)
sev. 1	50% (4 tot)	25% (2 tot)	50% (4 tot)	25% (2 tot)
sev. 2	59% (10 tot)	53% (9 tot)	35% (6 tot)	35% (6 tot)
sev. 3	43% (6 tot)	57% (8 tot)	43% (6 tot)	43% (6 tot)
sev. 4	100% (1 tot)	100% (1 tot)	100% (1 tot)	100% (1 tot)
total (sev. 3 & 4)	47% (7 tot)	60% (9 tot)	47% (7 tot)	47% (7 tot)
total (all severity levels)	51% (23 tot)	51% (23 tot)	40% (18 tot)	38% (17 tot)

***Note that the bottom rows are *not* calculated by adding the numbers above it.**

5. Summary Recommendations

[merge the general recommendations you made here]

Great work overall! This app looks exciting to use and includes a manageable number of elements on each page.

For the purpose of this evaluation, we'd like to focus on constructive criticisms. The main problems with the app lie in the consistency and standards violations. There are a lot of small inconsistencies in the medfi prototype with regards to where certain things are displayed, especially across modes (local or traveler). Sometimes the text appears above the pictures of food while sometimes it appears underneath. Some help messages are displayed for the local mode but not for the traveler. On some of the screens, icons are used while on other screens buttons with plain text are used with the same functionality. Lastly, we sometimes get different background colors for buttons and the background photos of people's profiles don't show in certain screens. These are all rather minor things that can be fixed by looking more closely at where exactly things seem different than before throughout the app.

One big takeaway among our suggestions is to create ways to influence the user to schedule a meal and follow through with the preparations and event. This includes inputting a valid time, accepting another user's request, selecting the dish and purchasing the ingredients (if they're the host), and remembering to show up. To assist users in the follow-through and execution process, we suggest including features such as confirmation popups, push-notifications, and reminders when the scheduled meal is approaching. On that note, we'll suggest another feature that would help users follow through with meals. Although I'm not sure if it would be necessary in the MVP, but it might be helpful to integrate your app with the user's calendar. People are forgetful, and they might forget to show up to their Homemade meal if the event is only saved in the app and not in their personal

calendar. Furthermore, it might help to notify the user a few hours before the event. This could qualify as a sort of “error prevention.”

Another takeaway is that users aren’t able to view another profile’s recipes or ingredients from any screen before a meal has been scheduled, which seems like a very probable and important course of action that users would take before deciding who to share a meal with.

You might also want to spice up your buttons/clickable areas with better visibility and more appropriate sizing. In general, it isn’t always easy to tell which links are clickable. You might want to consider converting some of your clickable text into buttons to make this clearer. Another situation that we suggest you consider is the clickable area size of the time availability drop-down menus and icons. The close spacing and small component size could lead to errors on the user’s end from misclicking or accidentally selecting incorrect dates and then being unable to edit them.

And lastly, we know you mentioned that one of the prototype’s limitations was that the user history page was left out, but we might ask, would that be redundant with the existing “Your Meals” that already lists completed meals? Something else to consider in the future when building out the high-fi prototype is having the interests of your converser automatically imported into “Phrases” to increase conversation value.

As for aesthetics -- I like the warm color scheme you used and the overall simple design! However, some elements of the interface may strike the user as a bit unpolished, leading them not to trust the service. If the user questions whether the service is legitimate, they may not feel comfortable going to the host’s house or inviting a stranger into their own home. Polishing while maintaining simplicity and consistency across components, screens, and modes will be a worthwhile aesthetic challenge moving forward.

All things considered, awesome job! We would totally want to try this product out.

Severity Ratings

- 0 - don’t agree that this is a usability problem
- 1 - cosmetic problem
- 2 - minor usability problem
- 3 - major usability problem; important to fix
- 4 - usability catastrophe; imperative to fix

Heuristics

H1: Visibility of System Status

- Keep users informed about what is going on

H2: Match Between System & Real World

- Speak the users' language
- Follow real world conventions

H3: User Control & Freedom

- "Exits" for mistaken choices, undo, redo
- Don't force down fixed paths

H4: Consistency & Standards

H5: Error Prevention

H6: Recognition Rather Than Recall

- Make objects, actions, options, & directions visible or easily retrievable

H7: Flexibility & Efficiency of Use

- Accelerators for experts (e.g., gestures, kb shortcuts)
- Allow users to tailor frequent actions (e.g., macros)

H8: Aesthetic & Minimalist Design

- No irrelevant information in dialogues

H9: Help Users Recognize, Diagnose, & Recover from Errors

- Error messages in plain language
- Precisely indicate the problem
- Constructively suggest a solution

H10: Help & Documentation

- Easy to search
- Focused on the user's task
- List concrete steps to carry out
- Not too large