

Project Name: TCCL

Device / Browser: Macbook Pro / Chrome

App / Version: TCCL / ver 1.4

Rating

**Yes** = Support good usability and user experience

**No** = Do not support good usability and user experience

**N/A** = Not applicable to this system design

## 1. Visibility of system status

Always keep users informed about what is going on, through appropriate feedback within reasonable time.

No	Review	Yes	No	N/A	Comments
1.1	Does every display begin with a title or header that describes screen contents?	<div></div>	<div></div>	<div></div>	Most of the display items are with labels.
1.2	Is there a consistent icon design scheme?	<div></div>	<div></div>	<div></div>	Same icon designs are used for different labels.
1.3	Is a single selected icon clearly visible when surrounded by unselected icons?	<div></div>	<div></div>	<div></div>	All the dashboard icons are the same in active and default states.
1.4	Do menu instructions, prompts, and error messages appear in the same place on each menu?	<div></div>	<div></div>	<div></div>	prompts display in the same place in each menu.
1.5	If pop-up windows are used to display error messages, do they allow the user to see the field in error?	<div></div>	<div></div>	<div></div>	Though the error field is visible, it is not emphasised.
1.6	Is there some form of system feedback for every operator action?	<div></div>	<div></div>	<div></div>	When data is loading, the user is not informed about the action.
1.7	Is there visual feedback in menus or dialog boxes about which choices are selectable?	<div></div>	<div></div>	<div></div>	hover is emphasised.
1.8	Is there visual feedback when objects are selected or moved?	<div></div>	<div></div>	<div></div>	All the dashboard icons are the same in active and default states.
1.9	Is the current status of an icon clearly indicated?	<div></div>	<div></div>	<div></div>	Icons are the same in active and default states.
1.10	If there are observable delays (greater than fifteen seconds) in the system's response time, is the user kept informed of the system's progress?	<div></div>	<div></div>	<div></div>	The user is not informed about the waiting time or delay.
1.11	Are response times appropriate to the task?	<div></div>	<div></div>	<div></div>	Most of the tasks take longer time to respond.
1.12	Are response times appropriate to the user's cognitive processing?	<div></div>	<div></div>	<div></div>	If the response takes longer time, the user is not informed anything after an action.
1.13	Is the menu-naming terminology consistent with the user's task domain?	<div></div>	<div></div>	<div></div>	Some menu names are not consistent in the task window.
1.14	Does the system provide visibility: that is, by looking, can the user tell the state of the system and the alternatives for action?	<div></div>	<div></div>	<div></div>	Most of the time the user is not informed about the state of the system.
1.15	Do GUI menus make obvious which item has been selected?	<div></div>	<div></div>	<div></div>	Dashboard buttons do not emphasise in active state.
1.16	Do GUI menus make obvious whether deselection is possible?	<div></div>	<div></div>	<div></div>	Selected states are emphasised.

Overall

25% Support good usability and user experience

75% Do not support good usability and user experience

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2. Match Between System and the Real World

*The system should speak the user's language, with words, phrases and concepts familiar to the user, rather than system- oriented terms. Follow real-world conventions, making information appear in a natural and logical order.*

No	Review	Yes	No	N/A	Comments
2.1	Are icons concrete and familiar?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Some of the icons are confusing.
2.2	Are menu choices ordered in the most logical way, given the user, the item names, and the task variables?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	The menu is not in as order or grouped.
2.3	Do related and interdependent fields appear on the same screen?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Though they appear in the same screen, similar fields are not grouped.
2.4	If shape is used as a visual cue, does it match cultural conventions?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Most of them are form elements.
2.5	Do the selected colors correspond to common expectations about color codes?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	In Inventory→Locations, Same color is used for table content and hover which is confusing.
2.6	When prompts imply a necessary action, are the words in the message consistent with that action?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	In some prompts, the prompt text does not match with the page text. Eg. prompt says "user" but in page its mentioned as "customer".
2.7	Do keystroke references in prompts match actual key names?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	In some prompts, the prompt text does not match with the page text. Eg. prompt says "user" but in page its mentioned as "customer".
2.8	On data entry screens, are tasks described in terminology familiar to users?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Users are expected to have basic training to understand the abbreviations.
2.9	Do menu choices fit logically into categories that have readily understood meanings?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Menu names logically fits the meaning.
2.10	Does the system automatically enter a rupee sign and decimal for monetary entries?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Rupee sign is not displayed for monetary entries.
2.11	Does the system automatically enter commas in numeric values greater than 9999?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	No, numeric values are not grouped.
2.12	Do GUI menus offer activation: that is, make obvious how to say "now do it"?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Some dropdowns have followup actions.

Overall

☒ **25%** Support good usability and user experience

☒ **66.66%** Do not support good usability and user experience

☐ **8.33%** Not applicable to this system design

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3. User Control and Freedom

Users should leave the unwanted state without having to go through an extended dialogue. undo and redo.

No	Review	Yes	No	N/A	Comments
3.1	When a user's task is complete, does the system wait for a signal from the user before processing?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	The system requires the user to click buttons to start a process.
3.2	Are users prompted to confirm commands that have drastic, destructive consequences?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Not always, logout happens directly.
3.3	Is there an "undo" function at the level of a single action, a data entry, and a complete group of actions?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	There are "clear" buttons.
3.4	Can users cancel out of operations in progress?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	No, th user can not do any actions "in process" state.
3.5	Can users reduce data entry time by copying and modifying existing data?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Users can copy paste data.
3.6	If the system has multiple menu levels, is there a mechanism that allows users to go back to previous menus?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Previous menu is not saved to go back.
3.7	If users can go back to a previous menu, can they change their earlier menu choice?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	The user cannot go to previous menu.
3.8	Do function keys that can cause serious consequences have an undo feature?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	No undo option is available.
3.9	Can users easily reverse their actions?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	The user can clear the data at any point before saving.
3.10	If the system allows users to reverse their actions, is there a retracing mechanism to allow for multiple undos?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Basic system undo ('ctrl' or 'cmd' + z) is supported but it loads error inputs.

Overall

☒ **40%** Support good usability and user experience

☒ **60%** Do not support good usability and user experience

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4. Consistency and Standards

Users should not have to wonder whether different words, situations, or actions mean the same thing.

No	Review	Yes	No	N/A	Comments
4.1	Are icons labeled?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	All the icons are labeled.
4.2	Are there salient visual cues to identify the active window?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	The active windows are not emphasised.
4.3	Does each window have a title?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Most of the windows have titles.
4.4	If "exit" is a menu choice, does it always appear at the bottom of the list?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Logout is placed in the top right corner.
4.5	Do on-line instructions appear in a consistent location across screens?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	The instruction prompts are not consistent.
4.6	Are field labels and fields distinguished typographically?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Field labels and fields are different.
4.7	Are field labels consistent from one data entry screen to another?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	The field labels are not consistent.
4.8	Are there no more than four to seven colors, and are they far apart along the visible spectrum?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	There are no more than seven colors.
4.9	Is a legend provided if color codes are numerous or not obvious in meaning?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Legends for color codes are not required.
4.10	Are system objects named consistently across all prompts in the system?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	The system prompts and menu names are not consistent.
4.11	Does the command language have a consistent, natural, and mnemonic syntax?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	The prompt language does not follow a consistent syntax.

Overall

☒ **36.36%** Support good usability and user experience

☒ **45.45%** Do not support good usability and user experience

☐ **18.18%** Not applicable to this system design



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## 5. Help Users Recognize, Diagnose, and Recover From Errors

Error messages should be expressed in plain language(NO CODES).

No	Review	Yes	No	N/A	Comments
5.1	Is sound used to signal an error?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Sound is not used.
5.2	Are prompts stated constructively, without overt or implied criticism of the user?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Prompts are stated constructively.
5.3	Are error messages worded so that the system, not the user, takes the blame?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	The error messages do not blame the users.
5.4	Do all error messages in the system use consistent grammatical style, form, terminology, and abbreviations?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	The styles are not consistent.
5.5	If an error is detected in a data entry field, does the system place the cursor in that field or highlight the error?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	The error field is not emphasised.
5.6	Do error messages inform the user of the error's severity?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	The severity is not conveyed.
5.7	Do error messages suggest the cause of the problem?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	the email validation does not say the cause.
5.8	Do error messages indicate what action the user needs to take to correct the error?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	the email validation does not suggest correction action.

Overall

25%

Support good usability and user experience

75%

Do not support good usability and user experience

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## 6. Error Prevention

*Even better than good error messages is a careful design which prevents a problem from occurring in the first place.*

No	Review	Yes	No	N/A	Comments
6.1	Are the function keys that can cause the most serious consequences in hard-to-reach positions?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	The logout is in top right corner and no prompt is triggered when logout is clicked.
6.2	Are the function keys that can cause the most serious consequences located far away from low- consequence and high-use keys?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	The clear button is very close to the search button. high chances to click clear after entering the values.
6.3	Does the system prevent users from making errors whenever possible?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Not in all the scenarios.
6.4	Does the system warn users if they are about to make a potentially serious error?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Not in all the scenarios.
6.5	Do data entry screens and dialog boxes indicate the number of character spaces available in a field?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	The number of character space is not informed to the users.
6.6	Do fields in data entry screens and dialog boxes contain default values when appropriate?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Some places the default values are set.

Overall

16.66%

Support good usability and user experience

83.33%

Do not support good usability and user experience

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## 7. Recognition Rather Than Recall

Minimize the user's memory load by making objects, actions, and options visible.

No	Review	Yes	No	N/A	Comments
7.1	Does the data display start in the upper-left corner of the screen?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	The data display starts from the upper-left corner.
7.2	Are multiword field labels placed horizontally (not stacked vertically)?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	In menu, multi word name is stacked one below the other.
7.3	Are all data a user needs on display at each step in a transaction sequence?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Related data fields are not grouped.
7.4	Are prompts, cues, and messages placed where the eye is likely to be looking on the screen?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Prompts are displayed in the middle slightly above the center.
7.5	Have prompts been formatted using white space, justification, and visual cues for easy scanning?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Prompts styles are not consistent.
7.6	Is white space used to create symmetry and lead the eye in the appropriate direction?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	White space is not consistent.
7.7	Have items been grouped into logical zones, and have headings been used to distinguish between zones?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Items are not grouped logically.
7.8	Are optional data entry fields clearly marked?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	At some places mandate and optional do not have differences.
7.9	Are size, boldface, underlining, color, shading, or typography used to show relative quantity or importance of different screen items?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	The typography and shaping are not consistent.
7.10	Is color coding consistent throughout the system?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	"choose file" field color code is not consistent.
7.11	Are there salient visual cues to identify the active window?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	In dashboard, the active state is not emphasised.

Overall

☒ 18.18%

Support good usability and user experience

☒ 81.81%

Do not support good usability and user experience

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## 8. Flexibility and Minimalist Design

Dialogues should not contain information which is irrelevant or rarely needed.

No	Review	Yes	No	N/A	Comments
8.1	Does the system offer "find next" and "find previous" shortcuts for database searches?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	system does not support find next or previous shortcuts.
8.2	On data entry screens, do users have the option of either clicking directly on a field or using a keyboard shortcut?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	The system supports basic tab navigation.
8.3	Are all icons in a set visually and conceptually distinct?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	the icons are confusing.
8.4	Are meaningful groups of items separated by white space?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	In some pages, meaningful items are not grouped.
8.5	Is each lower-level menu choice associated with only one higher level menu?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	There is only one higher level for each menu.
8.6	Are there pop-up or pull-down menus within data entry fields that have many, but well-defined, entry options?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Some dropdowns have large number of enteries.

Overall

☒

33.33%

Support good usability and user experience

☒

66.66%

Do not support good usability and user experience

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## 9. Help and Documentation

Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation.

No	Review	Yes	No	N/A	Comments
9.1	Are on-line instructions visually distinct?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Some menu and table names do not match.
9.2	Do the instructions follow the sequence of user actions?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	When users select some fields, its related field is activated.
9.3	Is the help function visible; for example, a key labeled HELP or a special menu?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	There is no help function.
9.4	Navigation: Is information easy to find?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Its hard to navigate.
9.5	Presentation: Is the visual layout well designed?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Its a complex management software.
9.6	Can users easily switch between help and their work?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	There is no help menu.
9.7	Can users resume work where they left off after accessing help?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	There is no help menu.

Overall

14.28%

Support good usability and user experience

85.71%

Do not support good usability and user experience

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## 10. Skills

The system should support, extend, supplement, or enhance the user's skills, background knowledge, and expertise - not replace them.

No	Review	Yes	No	N/A	Comments
10.1	Can users choose between iconic and text display of information?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	The users do not have that access.
10.2	Are window operations easy to learn and use?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Most of the operations are data entry.
10.3	If the system supports both novice and expert users, are multiple levels of detail available.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Multiple level of detail is not available.
10.4	When the user enters a screen or dialog box, is the cursor already positioned in the field users are most likely to need?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	The user has to do manually.
10.5	Is the method for moving the cursor to the next or previous field both simple and visible?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	switching between fields is not supported.
10.6	Has auto-tabbing been avoided except when fields have fixed lengths or users are experienced?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Auto tabbing is not supported.
10.7	Does the system correctly anticipate and prompt for the user's probable next activity?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Though in some places the system unlocks the next action to make, they are not grouped together.

Overall

☒ 28.57%

Support good usability and user experience

☒ 71.42%

Do not support good usability and user experience

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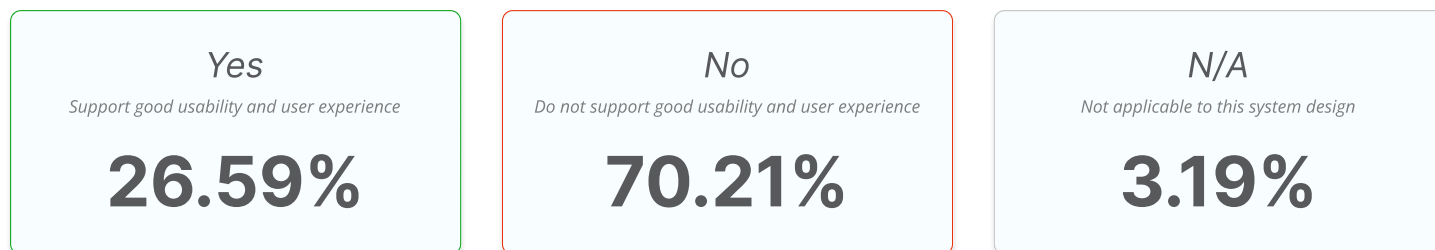
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## Summary



## Conclusion

While the system does offer a wide range of functionalities, users might encounter challenges due to its intricate interface, extended loading times, lack of cohesive design aesthetics, absence of logical grouping for seamless navigation, inadequate error prevention measures, and the absence of a helpful documentation resource. These factors collectively could potentially impede users from fully engaging with the system, thereby impacting their ability to promptly update information via SMS.

## Suggestion

To enhance user experience and encourage timely information updates via SMS, the following design objectives can be considered in the redesign.

1. Simplicity - Minimalistic Approach.
2. Consistent design.
3. user Friendly - Example: Good navigation, input suggestion, Edit in place.
4. Powerful Search.
5. Deal with mistakes immediately.
6. Personalised user experience - Well split modules.
7. Error preventive measures when possible.
8. Implementing help document.