



Heuristic Evaluation

We observed 10 people using the nēdl app and identified the following heuristic violations as related to usability in a car:

KEY TAKEAWAY: The core functionality of nēdl is strong but the app is currently not useable for drivers

Issue	Heuristic Violated	Severity		
Small text is hard to read quickly	Learnability, Satisfaction			
Only way to search is to type	Efficiency			
Some actions require two hands	Efficiency			
Lack of colors make it hard to scan content	Efficiency, Satisfaction, Learnability			
Too many items on screen at once	Efficiency			
Vertical view only	Efficiency, Satisfaction			
No voice control	Learnability, Satisfaction			
no recommendations	Efficiency, Satisfaction			
search results can be unexpected	Satisfaction			
Large number of search results	Satisfaction			
No efficient auto-correct in search bar	Error Management			
Twitter is the only social media integration	Learnability, Satisfaction			
Must have Twitter account to login	Learnability, Satisfaction			
Profile payment button does not describe what you are paying for	Learnability, Satisfaction			
Heuristics Key(LEMErS)	Severity key: 0-4, 4 is most severe			
Learnability	4-catastrophic problem			
Efficiency	3-major problem			
Memorability	2-minor problem			
Error Management	1-cosmetic problem			
Satisfaction	Cool			