HEURISTIC EVALUATION REPORT

HEADSPACE®

TEAM 3

SANJANA KARTIK TEJASH ABHIRAMI
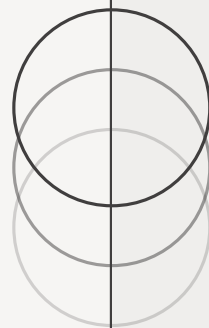
Introduction

USABILITY HEURISTICS

HEADSPACE APP

Jakob Nielsen's 10 Usability Heuristics serve as a universal framework for assessing the usability, efficiency, and user experience of digital interfaces. These principles help identify design flaws and areas for improvement by focusing on how users interact with the app, navigate its features, and complete tasks smoothly.

Headspace is a leading meditation and mindfulness app designed to help users improve mental well-being through guided meditations, sleep aids, and stress management exercises. The app offers a calm and intuitive interface with a variety of meditation sessions tailored to different needs, such as stress relief, focus, better sleep, and emotional balance.

What is it about?

GUIDED MEDITATIONS
Short & long sessions.

MINDFULNESS COURSES
Themes like anxiety, focus, and sleep.

VISUAL LEARNING
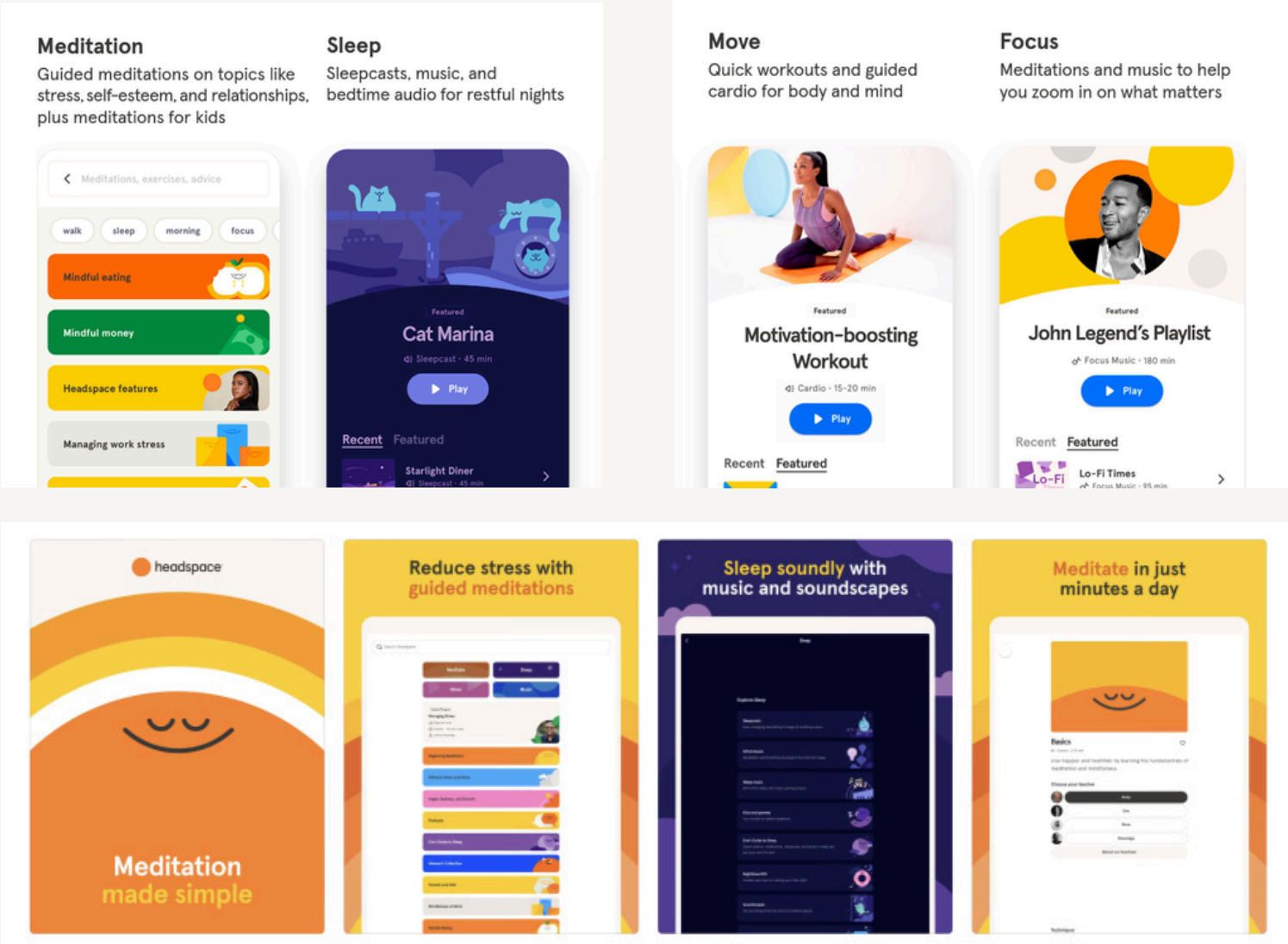Animations & expert insights.

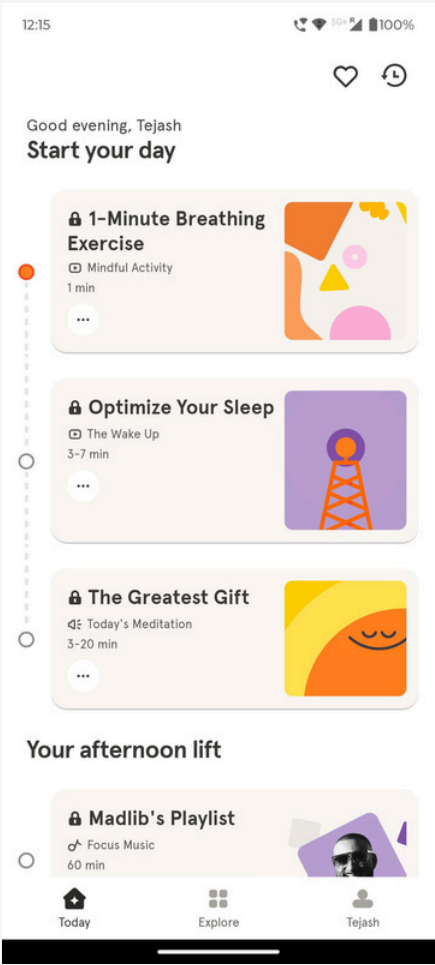## PROGRESS TRACKING
Set goals & monitor practice.

SLEEP AIDS
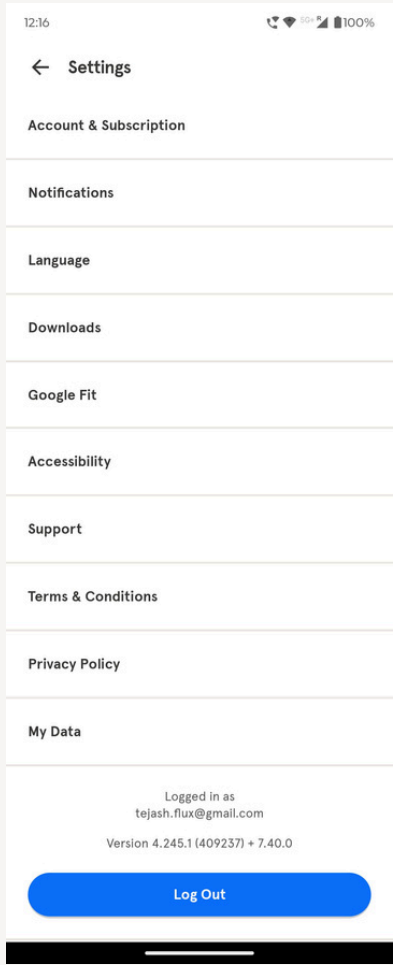Sleepcasts, soundscapes, wind-down exercises.

MINDFUL MOVEMENT
Gentle yoga & exercises.

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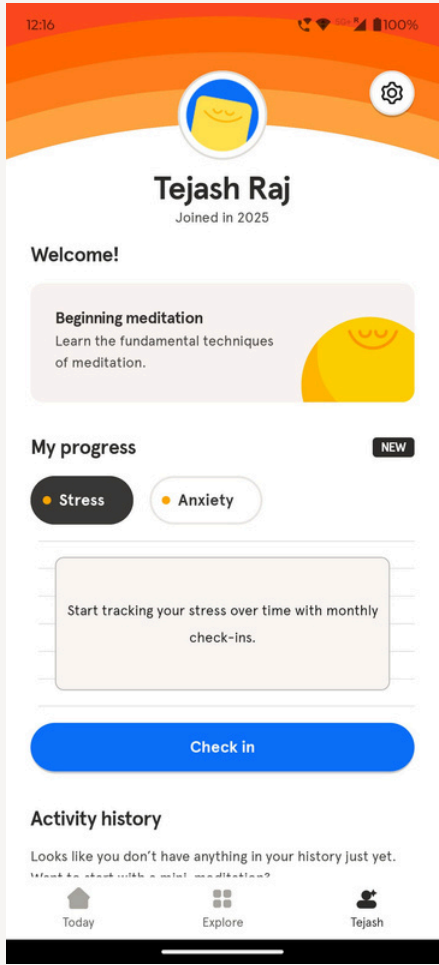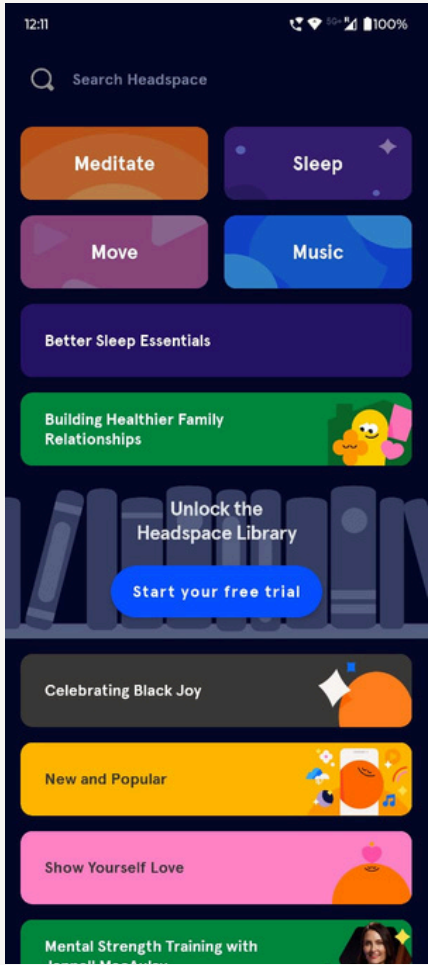
SANJANA KARTIK TEJASH ABHIRAMI
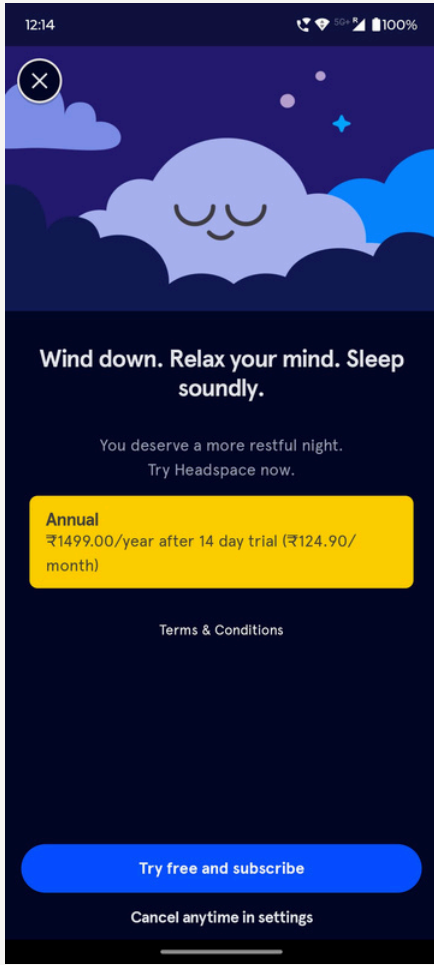
Screens

HOME

SETTINGS

ACCOUNT

EXPLORE

PAYMENT

We have chose 5 screens to perform the evaluation.

Each of us have evaluated all 5 screens individually with respect to all 10 JN's Usability Heuristics:
- Sanjana's Report
- Kartik's Report
- Abhirami's Report
- Tejash's Report

We have discussed the same and documented the major praises, issues and suggestions in the trailing slides.

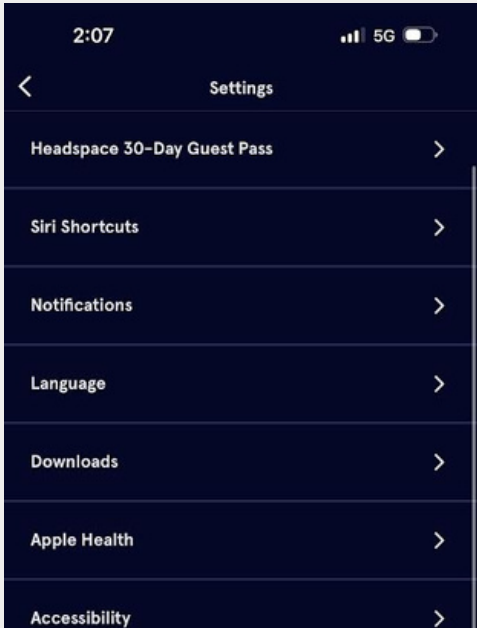Finally, we have agreed upon a scoring for the app.
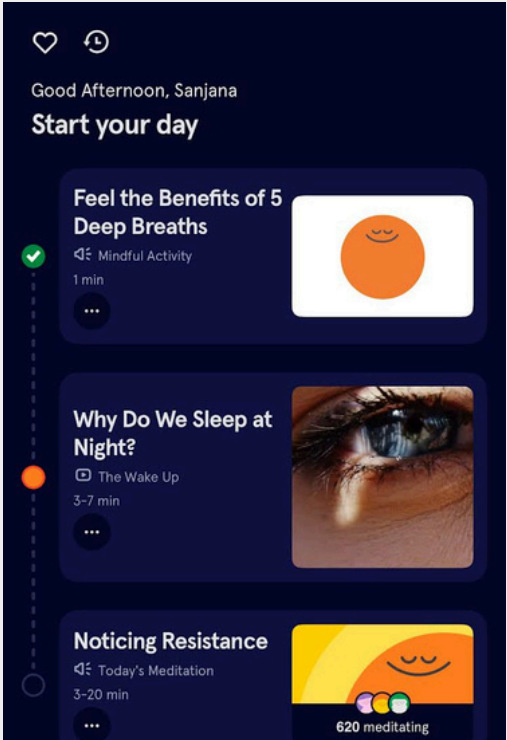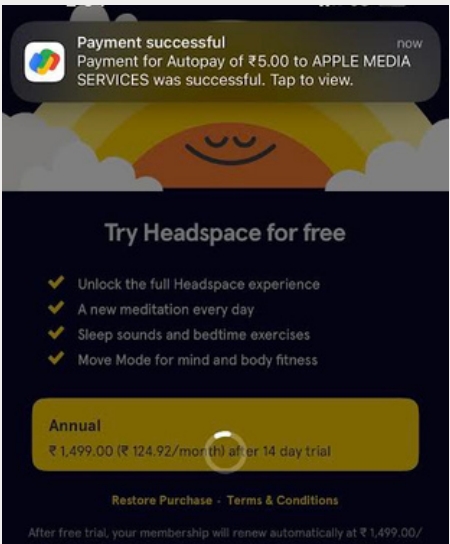
Visibility of System Status

Performance Overview

The app should keep users informed about what is happening through appropriate feedback within a reasonable time.

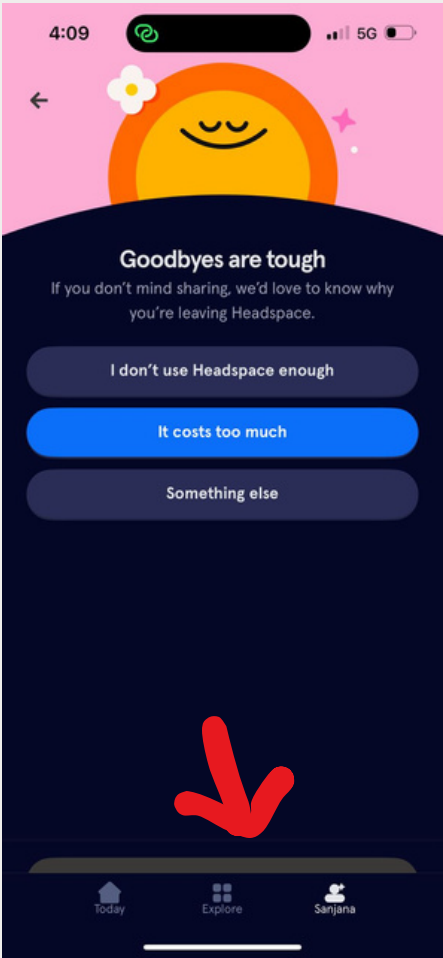| GOOD	BAD
Meditation progress and streaks are displayed clearly	Meditation progress updates are sometimes delayed.
Search results appear quickly when typed.	Users don't always know if a payment is processing.
Profile is easy to access.	No seperate 'Subscribe' option in settings, only visible in paid features.
Users can see the current status of toggled settings.	No confirmation when saving changes.
Transaction confirmation is provided after payment.	**Cancel Button is partially hidden (Bug)**

Add a 'Subscribe Now' option

Show a visible progress bar.

Add a 'Changes Saved' message.

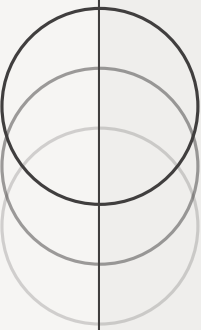**Add a loading bar if progress is delayed.**

Cancel Button Hidden
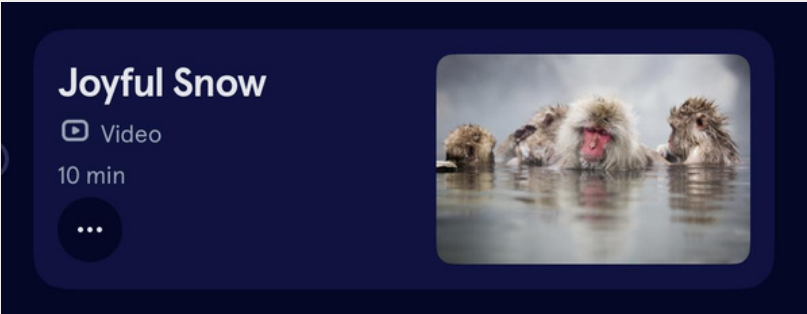
No way to scroll down either

Match Between System & Real World

The app should use language and concepts familiar to the user rather than system-oriented terms.
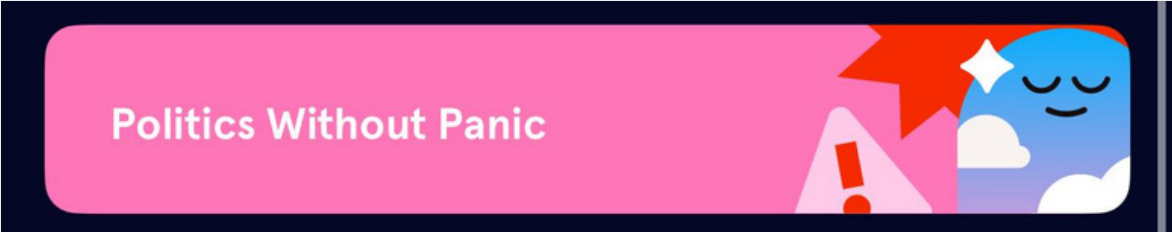
Performance Overview

GOOD	BAD
Uses friendly, calming language suitable for a meditation app.	Meditation names like "Joyful Snow" may be unclear.
Categories are based on real-life emotions and situations.	Some categories (e.g., "Videos and More") are too broad.
Subscription and profile information use familiar terms.	Terms like "Politics without Panic" may be confusing.
Uses standard labels for notifications, display, and sound options.	Some terms may be unfamiliar.
Familiar icons (credit card, PayPal) and standard billing fields.	

Joyful Snow
Video
10 min

Very Confusing Name, add a short description

Very Vague

Videos and More

Politics Without Panic

Confusing & Misleading

What is Binaural?

Binaural Beats

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User Control & Freedom

Users should have the ability to undo or exit actions easily.

Performance Overview

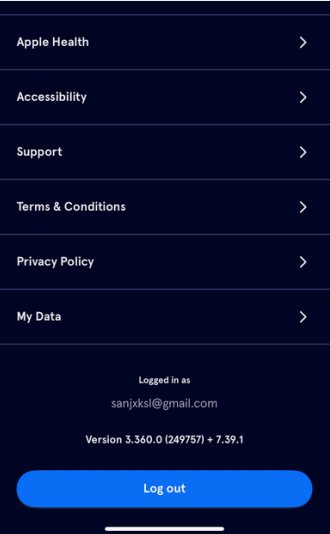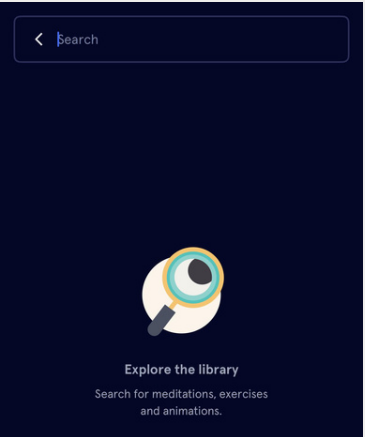| GOOD	BAD
Users can pause and skip sessions.	No restart or undo skipped sessions.
Back button allows users to navigate freely.	No Search history or "Clear Search" option.
Users can log out anytime.	No way to switch accounts.
Users can toggle settings without needing to confirm each time.	No "Reset to Default" option.
Users can cancel a purchase before submitting.	Users can't edit payment details before confirming.

Feel the Benefits of 5 Deep Breaths

Mindful Activity · 1 min

Got 60 seconds? Check in with yourself right now by taking five cleansing breaths.

▶ Play

This page stayed the same even after watching the video. Add a progress along with 'restart' option

Sanjana KSL
Joined in 2025

Add a way to Switch Accounts

Display Search History and Clear Search

Search

Explore the library
Search for meditations, exercises and animations.

Apple Health ›
Accessibility ›
Support ›
Terms & Conditions ›
Privacy Policy ›
My Data ›

Logged in as
sanjxksl@gmail.com

Version 3.360.0 (249757) + 7.39.1

Log out

Add a Reset Setting

Try Headspace for free

Double-Click to Subscribe

App Store   ✕

Annual Subscription
Headspace: Sleep & Meditation Subscription

2-week free trial
Starting today

₹ 1,499 per year
Starting on 26 Mar 2025

No commitment. Cancel at any time in Settings ›
Apple Account at least one day before each renewal date. Plan automatically renews until cancelled.

Account: +91 96000 35812

Confirm with Side Button

No way to change Card while Paying

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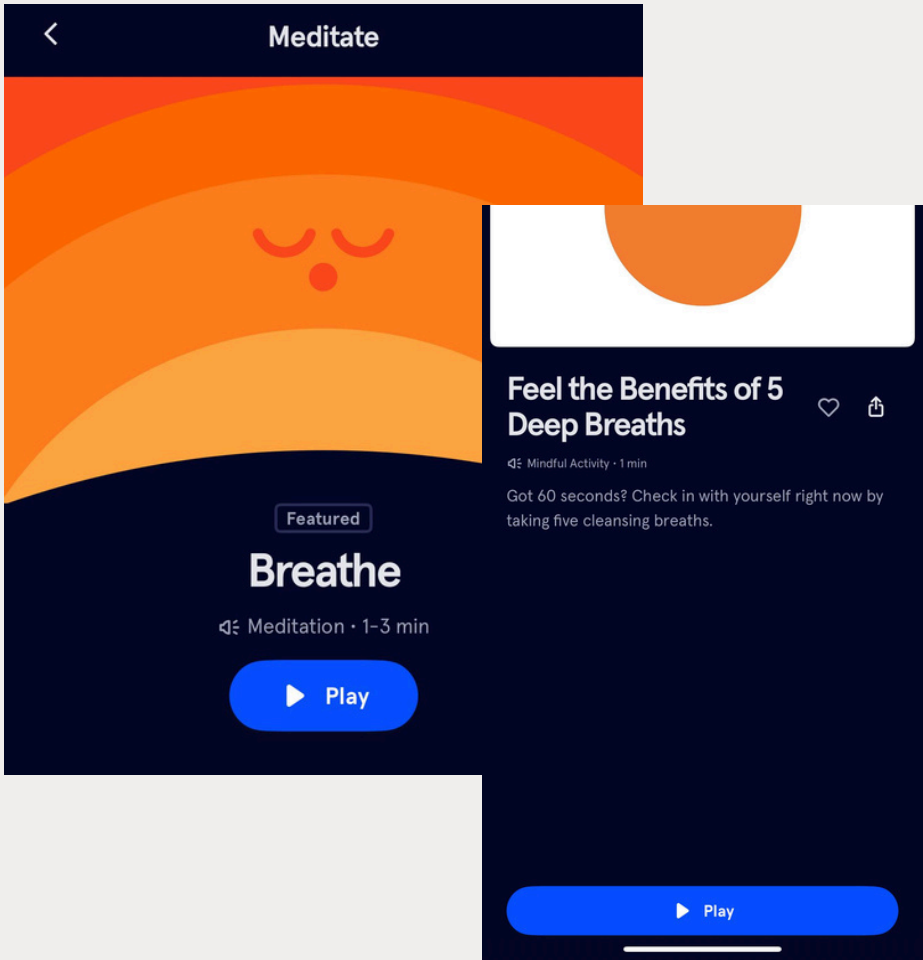
Consistency & Standards

Performance Overview

The app should follow platform conventions and ensure design elements are uniform.

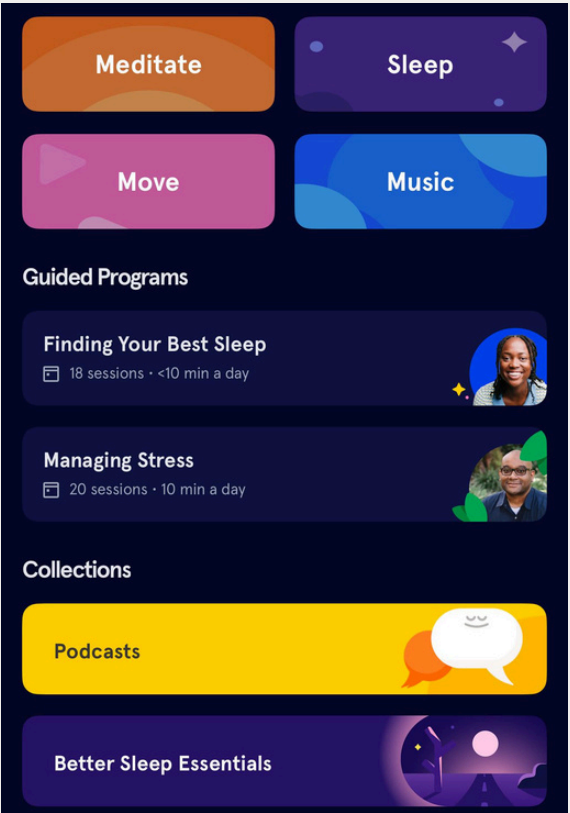| GOOD	BAD
Meditation buttons and icons are consistent throughout.	Button styles don't always match other screens.
Categories follow a logical structure.	Search results layout differs from recommendations.
Profile sections are laid out in a familiar way.	Font sizes vary across different sections.
Uses common toggle switches.	Some toggle switches look different from Android/iOS defaults.
Standard credit card input fields are used.	

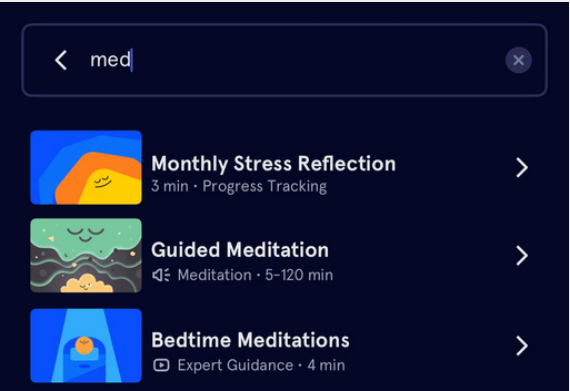Inconsistent Font

Different Styles for same video

Different layout than the rest
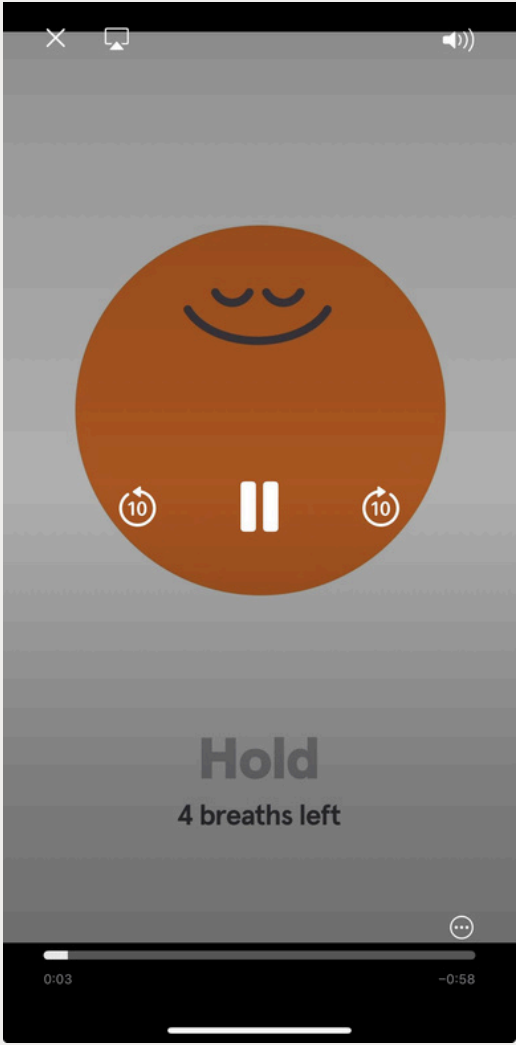
Basic Logo itself is different in android and ios.

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Error Prevention

Performance Overview

The app should prevent errors before they happen by offering warnings and confirmations.
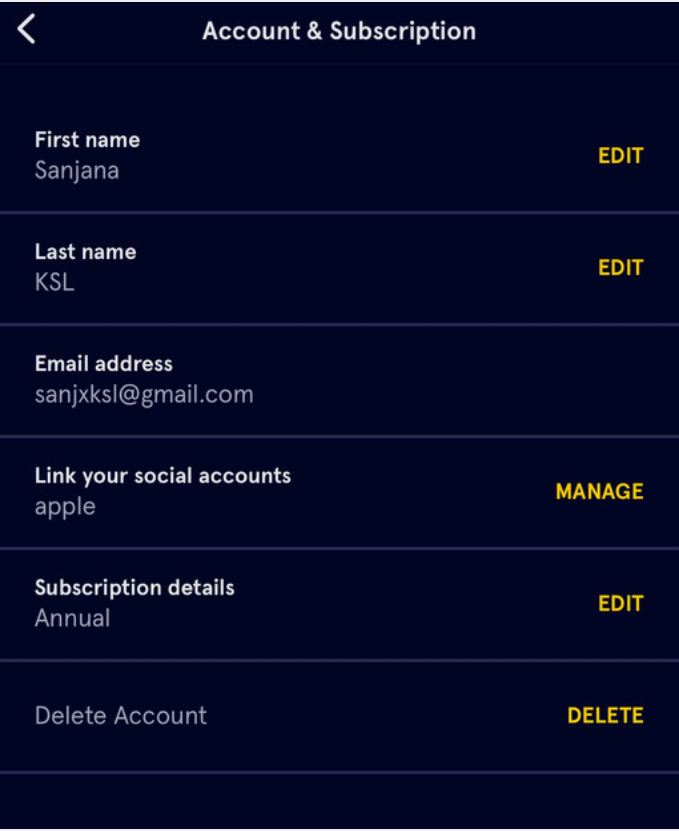
GOOD	BAD
Encourages daily check-ins to maintain streaks.	Users can accidentally exit sessions.
Filters help users find content faster.	Users can accidentally delete their account.
Settings are locked to prevent accidental changes.	
No complex actions that might lead to major errors.	
Payment process includes confirmation before submission.	

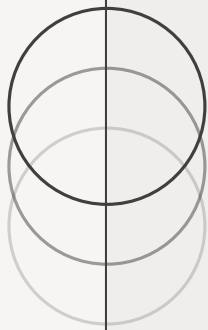**Very Small Cross button in the corner that people often touch by mistake while gripping**
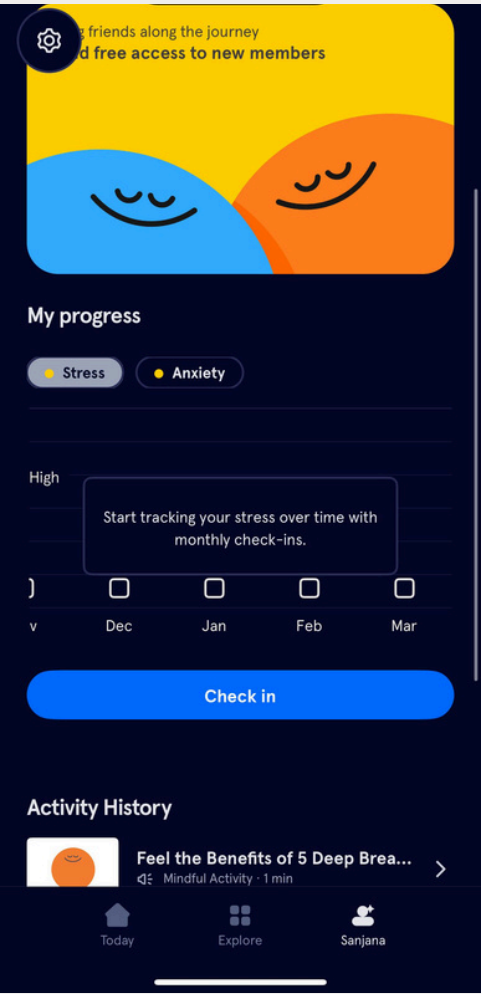
Very Accessible 'Delete' Option

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Recognition Rather Than Recall

Users shouldn't have to remember details; relevant options should be easily accessible.

Performance Overview
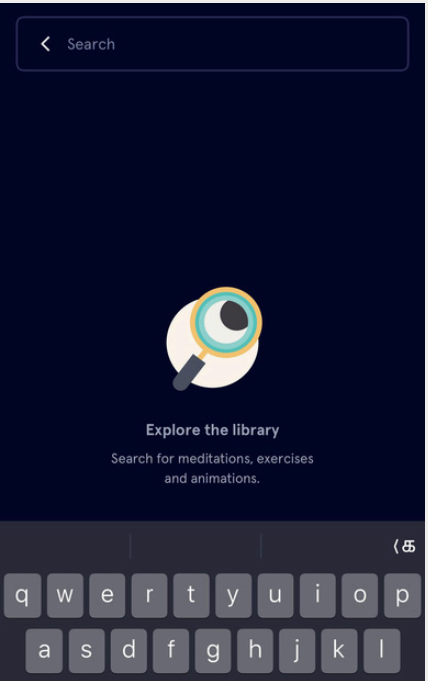
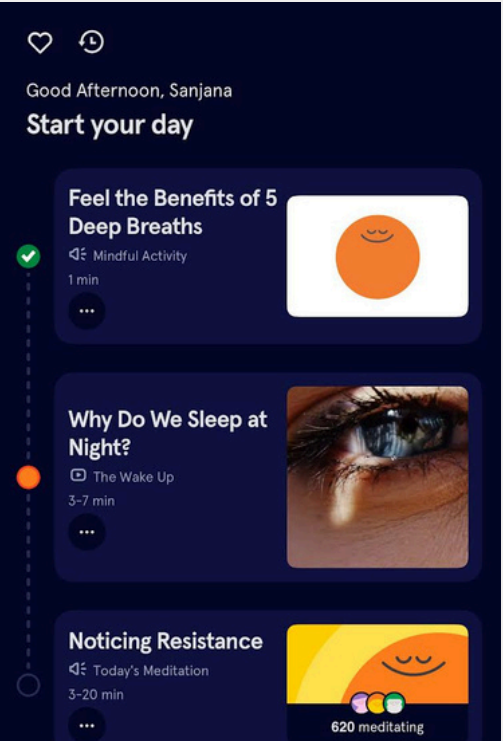| GOOD	BAD
Displays recent meditations.	Recently played meditations aren't easy to find.
Past searches appear in history.	Users must retype searches.
Profile picture and name appear for easy recognition.	Subscription settings are hard to find.
Uses labeled categories instead of requiring users to recall settings.	Some options are buried in menus.
Shows previously used payment methods.	

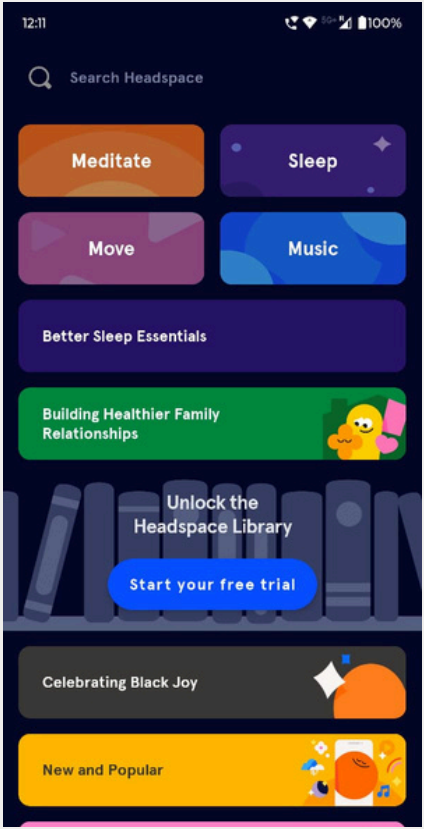**Recently Played (History) is buried in last section of last page**

No Search History

No Settings button in any page except the profile

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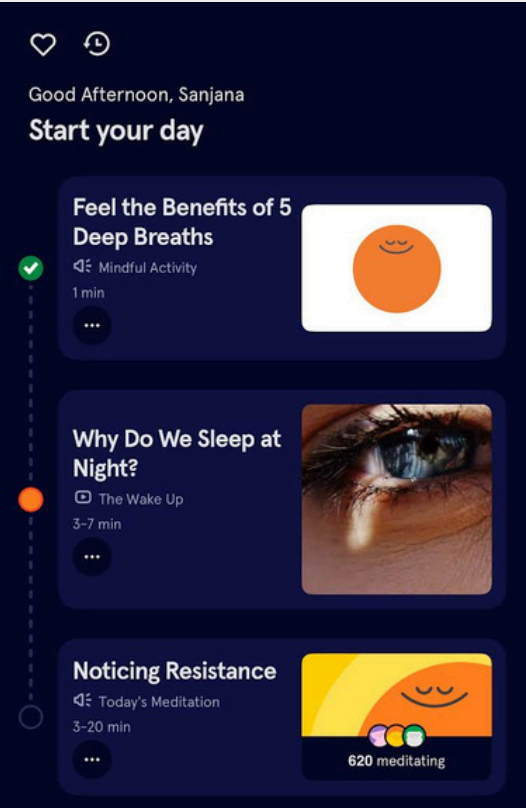
Flexibility & Efficiency of Use

Performance Overview

The app should allow novice users to perform tasks easily while enabling experienced users to speed up their workflow.

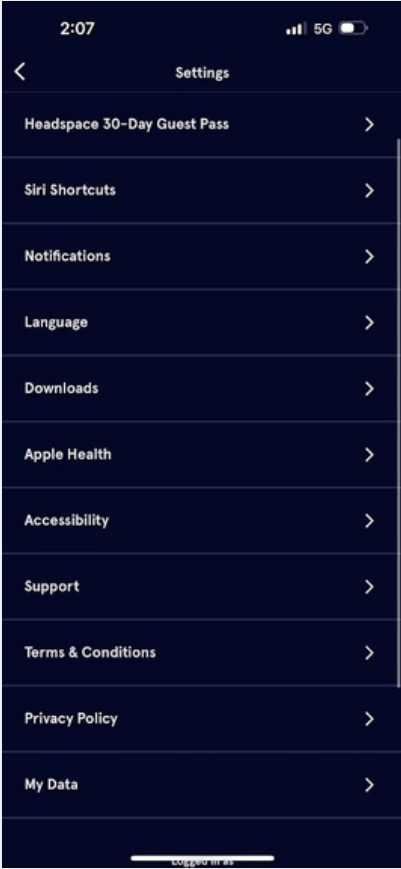| GOOD	BAD
Quick access to recently played meditations.	No filters for session length or guide preferences.
Search feature works well.	No quick access to account settings on Home.
Users can update details easily.	Dark mode toggle is buried.
Frequently used settings are accessible.	No saved cards for faster checkout.
Autofill speeds up checkout.	

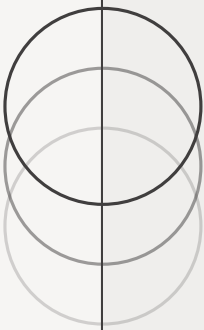**Add Filters in the Search Page**

No "Settings" in Home

No "Saved Cards" anywhere

No Dark Mode Toggle
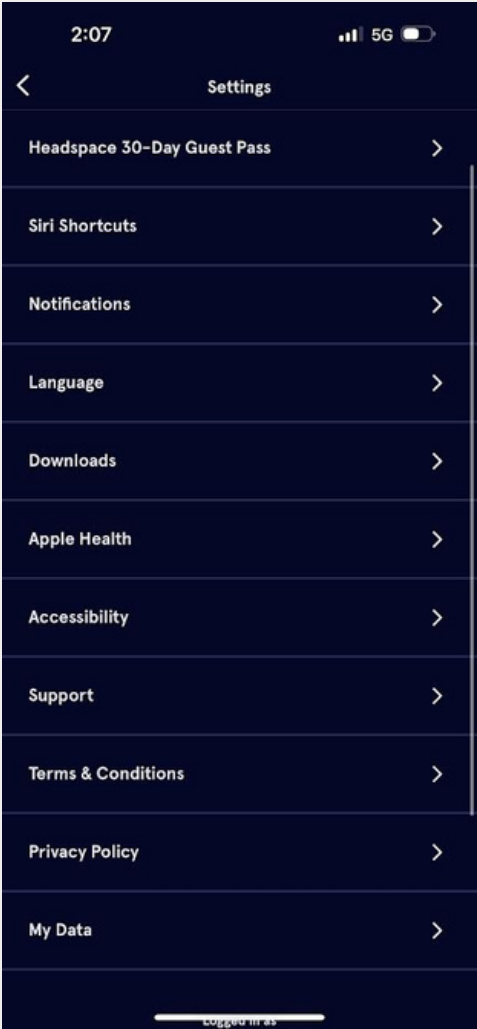
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Aesthetic & Minimalist Design

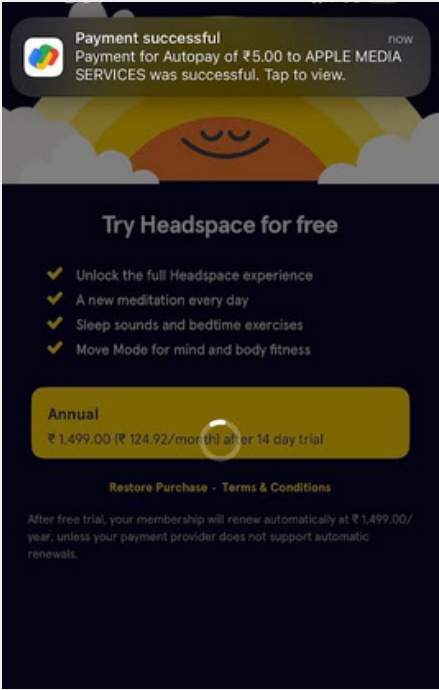The interface should avoid unnecessary information and focus on essential elements to maintain clarity and simplicity.

Performance Overview

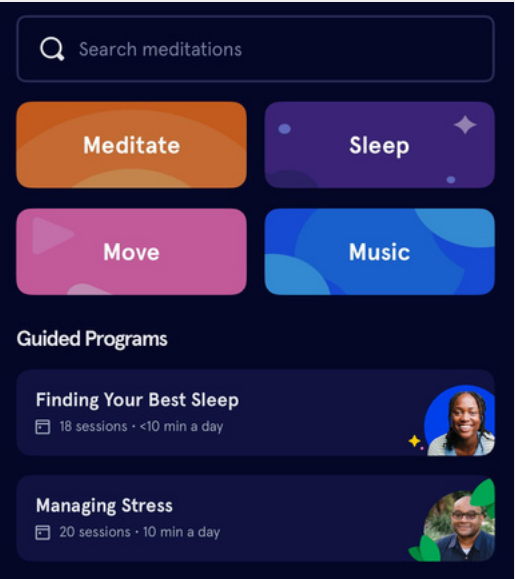| GOOD	BAD
Clean, visually appealing design with minimal distractions.	Some meditation thumbnails are large, making it harder to see more options at once.
Well-structured categories with intuitive navigation.	The text hierarchy is inconsistent in some sections.
Simple layout with essential profile details.	The subscription details section is too minimal, lacking key information.
Uses whitespace effectively, making it easy to read.	Too many options in one list can be overwhelming.
Straightforward checkout process with minimal clutter.	

Add in more vital information about security and terms

Way too many unorganised options

Inconsistent Text

Large Thumbnails of same options available in Home
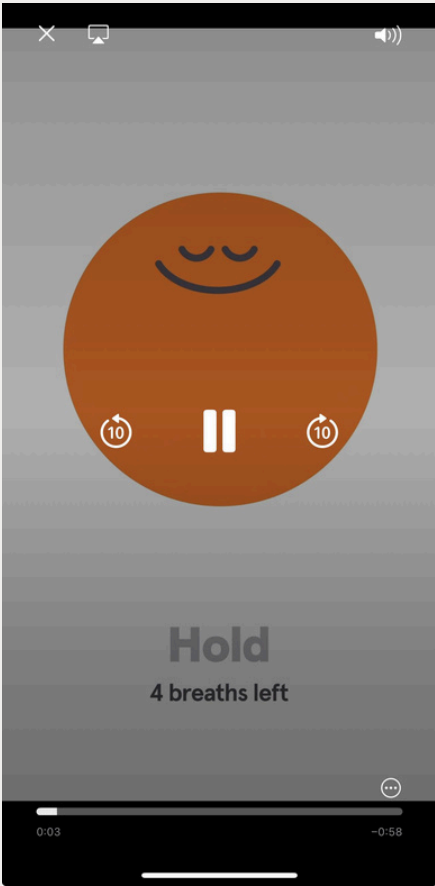
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Help Users Recognize, Diagnose, and Recover from Errors

Error messages should be clear, easy to understand, and provide guidance on how to fix issues.
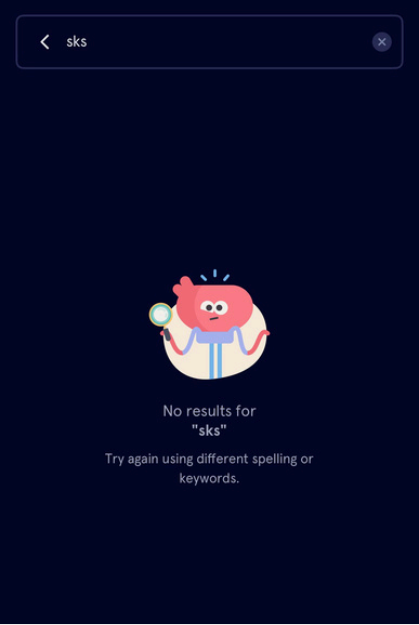
Performance Overview

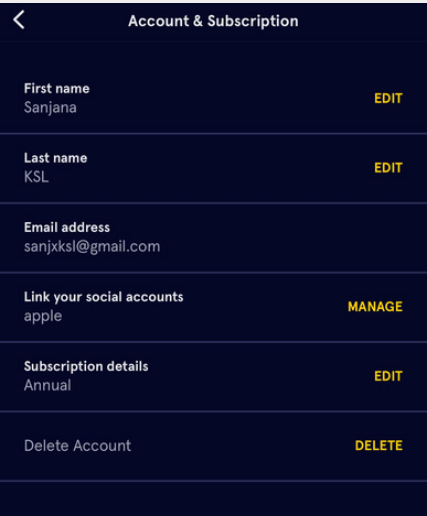| GOOD	BAD
No critical errors; users can easily restart a session.	If an audio session fails to load, no clear error message is shown.
Shows a "No Results Found" message when searches don't match anything.	The "No Results" page doesn't offer alternative suggestions.
Displays errors if login credentials are incorrect.	No explanation when login fails.
Warns users before making irreversible changes.	No feedback when a setting change fails to save.
Shows error messages for declined payments or incorrect card details.	

add a loading bar if session fails or is still loading

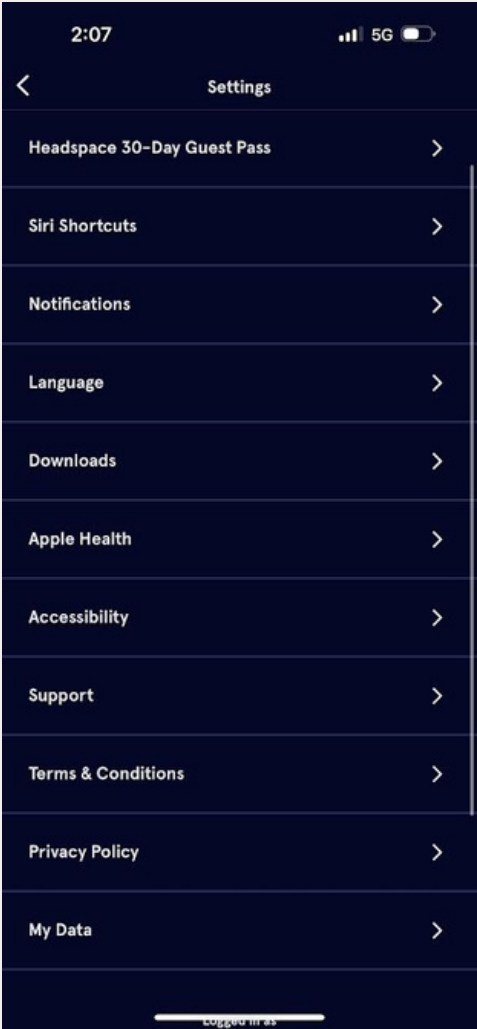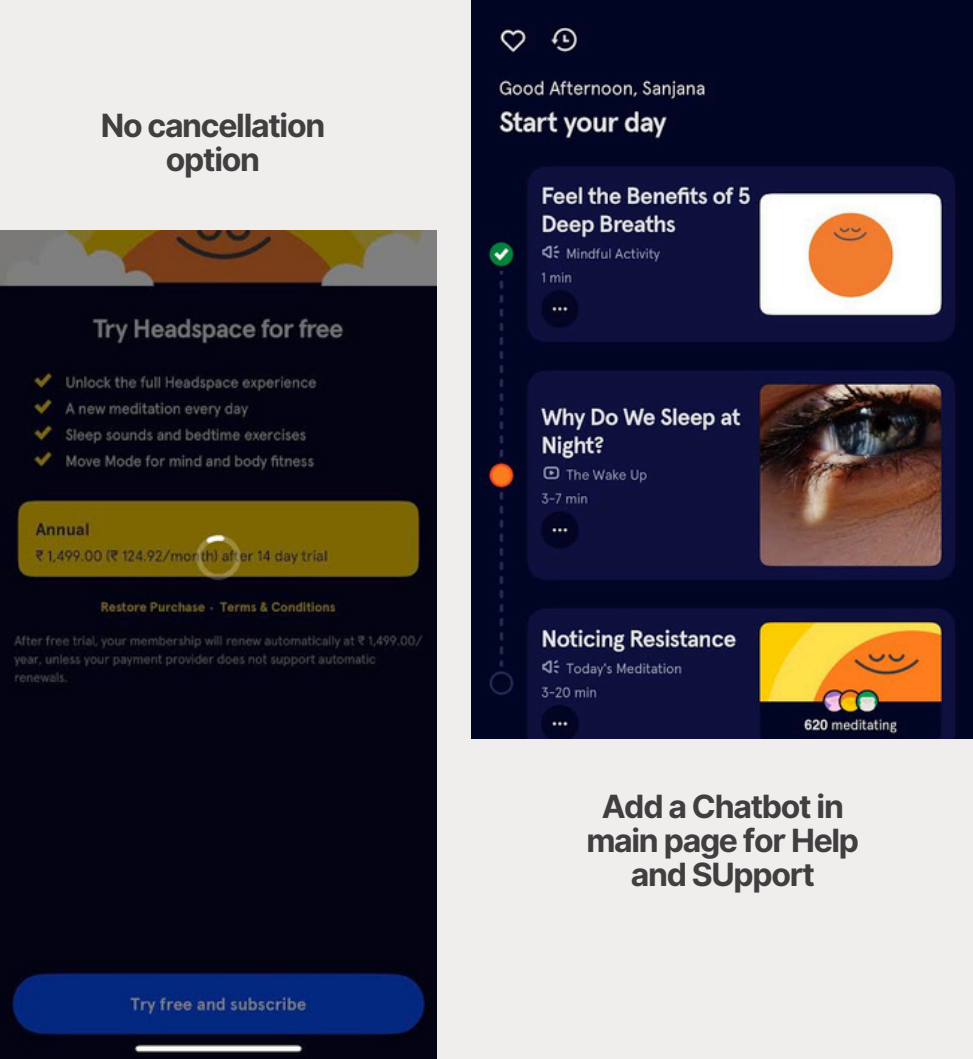**Add suggested content**

No Feedback after changing Name

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Help & Documentation

Performance Overview

The app should provide easily accessible help and guidance for users when needed.
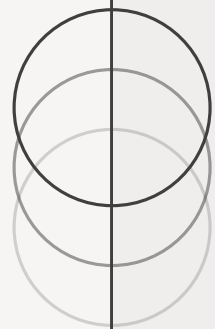

GOOD	BAD
Offers onboarding tips for first-time users.	No quick access to help if users need guidance.
Some tooltips explain features when first used.	No chatbot or instant support for payment issues.
FAQs cover common profile and subscription questions.	Subscription cancellation steps aren't immediately clear.
Help section includes links to customer support.	No Help Topic in Settings
The checkout page has brief explanations for each step.	

No cancellation option

Add a Chatbot in main page for Help and SUpport

Add a 'Help' option

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Summary

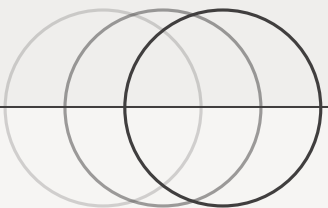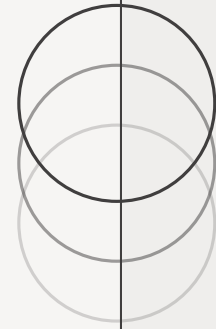| HEURISTIC	RATIONALE
Visibility	Clear instructions and feedback make it easy to understand the system.
Consistency & Standards	Design elements and behaviors are consistent across interactions.
Error Prevention	Some opportunities exist to further reduce user errors.
User Control & Freedom	Users have intuitive control and can navigate easily.
Feedback & Responsiveness	The system provides prompt and appropriate feedback during interactions.
Aesthetic & Minimalist Design	Clean, uncluttered design contributes to a pleasant user experience.
Help & Documentation	Sufficient support is available for users when needed.
Flexibility & Efficiency	Additional shortcuts or customization options could enhance efficiency.
Recognition over Recall	Visual cues and recognizable elements help reduce cognitive load.
Real-World Match	Some elements could be better aligned with user expectations.
Overall Average	**Most areas perform well; focused improvements in error prevention and real-world match can boost usability further.**

Recommendations

ENHANCE ERROR PREVENTION:

Improve safeguards and design cues to minimize the chance of user mistakes. This may include better validations, clearer warnings, or proactive tips that prevent errors before they occur.

ALIGN WITH REAL-WORLD EXPECTATIONS:

Refine system behaviors and interface elements to more closely match user expectations. This can involve redesigning certain interactions to be more intuitive and reflective of everyday usage patterns.

INCREASE FLEXIBILITY AND EFFICIENCY:

Introduce more shortcuts, customization options, or alternative pathways to improve task efficiency for power users. This would allow users to tailor their experience according to their needs while maintaining overall usability.

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THANKYOU

Please get in touch if you have any
questions or concerns about this report.

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