

1. *Problem Mix connects people who are interested in meeting new people over similar interests and activities.*

2. Violations Found

1. [H21 Visibility of Status][Severity 2][Found by: A] The interface shows how many people are needed for an activity, but does not show how many people have currently “joined” the activity, making the activity’s status less conspicuous. Use the string format “5/8 people have joined” to show the current status of an activity.

2. [H23 Control & Freedom][Severity 3][Found by: A, D] The interface brings users into the details page when they select an activity and allows them to “join” the activity, but does not allow the users to “unjoin” the activity. There is no way to cancel from the activity after they decide that they are not interested doing that activity. Add “Leave” function on details page.

3. [H24 Consistency & Standards][Severity 1][Found by: A] The Activities screen and Recents screen both show the activity name in large, bold font and participant names in smaller font, but on the Messages screen, their placements are swapped, violating consistency. Use large, bold letters for activities and small, gray letters for participants on all pages.

4. [H27 Flexibility & Efficiency][Severity 3] [A, B, C, D] The interface has “Filter Activities” option in the Personal tab, which could potentially speed up the user’s search for an activity. The first action I would make is to filter my own activities within the Activities tab, but the filter feature is not easily discoverable. Move the “Filter Activities” option from Personal tab to Activities tab.

5. [H24 Consistency & Standards][Severity 1][Found by: A] Most of the screens use a white arrow to signify that the box is clickable for more details; however, the arrow on the Recents page is almost invisible, violating consistency with the rest of the pages. Use the same white arrow on the Recents page.

6. [H25 Error Prevention][Severity 2][Found by: A] The interface shows the number of people needed for each activity, but the number of people who have “joined” may exceed that number. Prevent users from joining an activity that is already full.

7. [H2-4 Consistency & Standards][Severity 1][Found by: A, D]

In this interface, all the main tabs does not have a “Back” option to go to the previous page, except the Personal tab, violating consistency. Remove the “Back” option in the Personal screen.

8. [H2-7 Flexibility & Efficiency][Severity 3][Found by: A, D]

In the Messages interface, there is no way to control the list of messages (e.g. adding a “chatroom” or removing a “chatroom”), reducing flexibility of the messages feature. The messages feature should not be confined to the “joined” activities, since a user may want to ask questions to the host about details before actually joining. Add a ‘+’ button for adding and a “Delete” option for removing a thread of messages.

9. [H2-8 Aesthetic Design][Severity 2][Found by: A, B]

In the Activities tab, the “Apple Picking” activity has a star, but it is not intuitively clear why this particular activity has a star, so it seems irrelevant and excessive. Remove the star from the Activities page.

10. [H2-4 Consistency & Standards][Severity 3][Found by: A]

The interface uses “number of people needed” as one of the main data types, but in the “Add Activity” stage, users do not have to input this information, reducing consistency. Allow users to input “number of people needed” information in the “Add activity” page.

11. [H2-2 Match with the Real World][Severity 1][Found by: A]

The interface uses first names to show who are the current participants of a particular activity, but in the real world, there are many people with identical first names. Users expect to see first and last name in the realworld conventions. Use full name for participants.

12. [H2-6 Recognition rather than Recall][Severity 2][Found by: A, B]

The Activities interface shows a short description of each activity, along with a page with detailed when users click on an activity. Thus, when we click on an activity, we expect to see exhaustive information about it, but the “number of people needed”, time, and date information are not represented in the details page, requiring users to go “back” if they want that information. Add *all* information in the details page.

13. [H2-3 Control & Freedom][Severity 2][Found by: A, D]

The interface currently does not allow users to remove their activity when they decide that they do not want to “host” the activity that they have posted, reducing users’ control over their own activities. Add a feature for deleting/modifying users’ own activities.

14. [H2-7 Flexibility & Efficiency][Severity 3][Found by: A, B,C, D]

The interface uses a basic list to show the activities, but it can be increasingly difficult to search for an activity of interest when the list becomes very long, decreasing efficiency. Add a “search” feature (along with the filter feature already implemented) in the Activities tab.

15. [H2-8 Aesthetic and Minimalist Design][Severity 1][Found by: B]

The shadow under the Activities description box is weird and out of place. I would remove.

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11. [H22 Match with the Real World][Severity 1][Found by: A] The interface uses first names to show who are the current participants of a particular activity, but in the real world, there are many people with identical first names. Users expect to see first and last name in the realworld conventions. Use full name for participants.
12. [H26 Recognition rather than Recall][Severity 2][Found by: A, B] The Activities interface shows a short description of each activity, along with a page with detailed when users click on an activity. Thus, when we click on an activity, we expect to see exhaustive information about it, but the “number of people needed”, time, and date information are not represented in the details page, requiring users to go “back” if they want that information. Add all information in the details page.
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16. [H2-4 Consistency and Standards][Severity 3][Found by: B]

The stars on the activity details page seem out of place--are they the user's rating as a measure of how good her previous events have been? Why do I not see my rating on the personal page? Or are they rating the activity after? I would clarify this and make the star's purpose clear.

17. [H2-6 Recognition Rather than Recall][Severity 2][Found by: B]

Seems like recents and messages could be one tab--recent or upcoming activities are suggested group messages. You should be able to access information about the trip from/near the group message.

18. [H2-1 Visibility of System Status][Severity 4][Found by: B]

It is unclear how public posting an activity is--can anyone in the area see it? Just your "friends" or network? Anyone in the world? The concept of "friends" seems to be introduced on the personal page, but I think it should be more clear.

19. [H2-8 Aesthetic and minimalist design][Severity 2][Found by: D]

On the Recents->Kayak Trip screen, the pictures of the members are too large and possibly unnecessary. It works fine when only 3 people attend an activity, but if 30 people attended, the current design wouldn't be easily expanded. Perhaps have a scrollable list of names, or a button saying *View More*.

3. Summary of Violations

Category	# Viol. (sev 0)	# Viol. (sev 1)	# Viol. (sev 2)	# Viol. (sev 3)	# Viol. (sev 4)	# Viol. (total)
[H2-1: Visibility of Status]			1		1	2
[H2-2: Match Sys & World]		1				1
[H2-3: User Control]			1	1		2
[H2-4: Consistency]		3		2		5
[H2-5: Error Prevention]			1			1
[H2-6: Recognition not Recall]			2			2
[H2-7: Efficiency of Use]				3		3
[H2-8: Minimalist Design]		1	2			3
[H2-9: Help Users with Errors]						
[H2-10: Documentation]						
Total Violations by Severity	0	5	7	6	1	19

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Viol. (total) [H2-1: Visibility of Status] 1 1 2 [H2-2: Match Sys & World] 1 1 [H2-3: User Control] 1 1 2 [H2-4: Consistency] 3 2 5 [H2-5: Error Prevention] 1 1 [H2-6: Recognition not Recall] 2 2 [H2-7: Efficiency of Use] 3 3 [H2-8: Minimalist Design] 1 2 3 [H2-9: Help Users with Errors] [H2-10: Documentation] Total Violations by Severity 0 5 7 6 1 19

4 Evaluation Statistics

severity\evaluator	evaluator A	evaluator B	evaluator C	evaluator D
level 0				
level 1	5	1		1
level 2	4	3		1
level 3	5	3	2	4
level 4		1		
total (levels 3 & 4)	5	4	2	4
total (all levels)	14	8	2	6

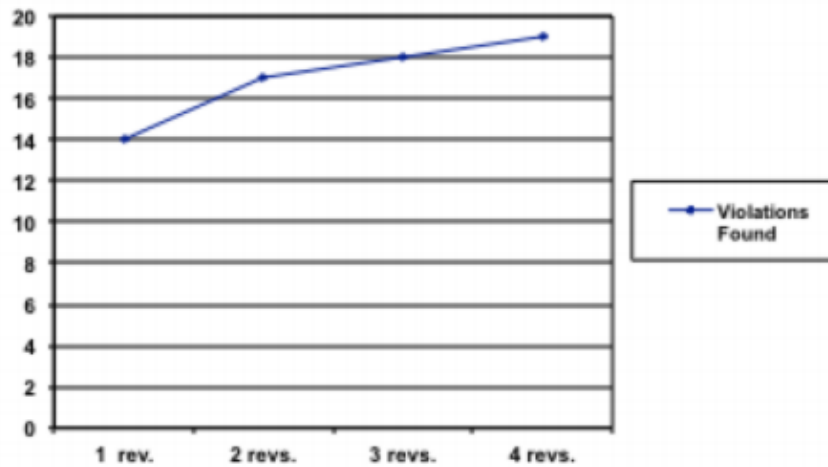
Diminishing returns:

A: 14

B: 17

C: 18

D: 19



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severity\evaluator

evaluator A evaluator B evaluator C evaluator D

level 0 level 1 5 1 1 level 2 4 3 1 level 3 5 3 2 4 level 4 1 total (levels 3 & 4)

5 4 2 4

total (all levels)

14 8 2 6

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4

Severity Ratings

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

Heuristics

[H2-1: Visibility of System Status]

- keep users informed about what is going on

[H2-2: Match Between System & Real World]

- speak the users' language
- follow real world conventions

[H2-3: User Control & Freedom]

- "exits" for mistaken choices, undo, redo
- don't force down fixed paths

[H2-4: Consistency & Standards]

[H2-5: Error Prevention]

[H2-6: Recognition Rather Than Recall]

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

[H2-7: Flexibility & Efficiency of Use]

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

[H2-8: Aesthetic & Minimalist Design]

- no irrelevant information in dialogues

[H2-9: Help Users Recognize, Diagnose, & Recover from Errors]

- error messages in plain language
- precisely indicate the problem
- constructively suggest a solution

[H2-10: Help & Documentation]

- easy to search
- focused on the user's task
- list concrete steps to carry out
- not too large

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