

1. Problem The purpose of mWork is to provide a lightweight mobile platform for individuals, particularly the poor and unemployed, to earn quick money by complete micro-tasks that employers need human intelligence for.
2. Violations Found 1. [H2-8 Minimalist Design] [Severity 3] [Found by: B] The icon visibility of the bottom menu buttons is not very good. The gray on green makes everything very hard to read and quickly understand, and it is extremely hard to make out what the icons actually are. Fix: Change the color scheme for better visibility.
2. [H2-7 Efficiency of Use] [Severity 2] [Found by: A, B, C] In the single-handed tasks section, the “Yes” and “No” buttons are unreachable/hard to reach with one hand while holding the phone normally. They are also a long distance away from where a user would normally have their fingers, taking a longer time to get to the button. Fix: Move the buttons to below the pictures instead of above, or to the side of the pictures.
3. [H2-2 Match Sys & World] [Severity 3] [Found by: D] The “Current Task” menu button is very ambiguous in terms of what it does when selected. Are we able to pause a task and return to it where we left off? Or will it provide the user with a randomly selected task? The use case for this needs to be clear. Fix: Change the wording to make the use clearer.
4. [H2-2 Match Sys & World] [Severity 4] [Found by: A, B, C, D] In the “Single Session” task, both sides of the sliders say “Strongly Agree.” This is extremely confusing to the user and does not convey what the question is trying to ask. Fix: Make the two sides different options.
5. [H2-2 Match Sys & World] [Severity 3] [Found by: C, D] The “New Task” button after finishing a task does not do what the user would expect. Instead of taking the user back to the task selection (main) page in all cases, there are two different behaviors. The first is after doing the Single Handed task, where it provides another picture and then at the end goes back to the login screen. The second is after the Single Session task where it does what the user would expect. Fix: Change the action to allow the user to choose a new task in all cases.

**6. [H2-9 Help Users with Errors] [Severity 2] [Found by: A, B, D]**

In the event that a user forgets their username or password, there is currently no (currently viewable) way to retrieve it. Many websites/apps currently have ways to do this, which would help the user prevent any lockouts or errors. Fix: Add an option for "Forgot username or password" to allow user to retrieve that information.

**7. [H2-3 User Control] [Severity 3] [Found by: A, C]**

Throughout the whole 'log in' or 'sign up' process each with couple of UIs, there is currently no option to return back to the previous page. Users might have accidentally pressed the sign up button even though he has already signed up, or may have clicked on a different language. Fix: Support 'Back' button.

**8. [H2-1. Visibility of Status] [Severity 2] [Found by: A]**

Once a user moves from the Name page to the Account section, he might wonder if he has put down the name correctly. Let him know the progress of the signing up. Fix: Put a text box that says "Hello, Mr/Ms. NAME," on the top.

**9. [H2-7. Efficiency of Use] [Severity 2] [Found by: A]**

If the phones are what users regularly use, let them have the option to decide whether to skip the logging in process after the first log in for efficiency. Fix: Provide users with a button in the initial 'log in' page that indicates whether the device is what he uses regularly.

**10. [H2-3. User Control] [Severity 4] [Found by: A, D]**

There was no option for users to sign out throughout the whole interface. A user might want to sign out and let the other user sign in and the current interface does not support this option. Fix: Support 'Sign out' button.

**11. [H2-7 Efficiency of Use] [Severity 2] [Found by: A, B, C]**

Clicking on 'New Task' every time after finishing a single task in 'One Handed' task section is cumbersome and not efficient. Fix: Direct them to the next task without the message.

**12. [H2-4. Consistency and Standards] [Severity 4] [Found by: A, B, C, D]**

If a user chooses the 'Paypal' option to cash out, he is directed to the page that asks for his Venmo account. The inconsistency of the wording will confuse the user. Fix: Change the Venmo to Paypal.

**13. [H2-3. User Control] [Severity 3] [Found by: A, D]**

Once a user clicks on the 'One Handed' task, there is no option for him to go back or save in the middle of the task. A user might want to save in the middle and come back to the task later on to finish. Fix: Support 'back' and 'save and exit' buttons.

**14. [H2-4. Consistency and Standards] [Severity 2] [Found by: C, D]**

For each functional task category, the header at the top of the current task in that category differs from the name of the category presented on the buttons in the "tasks" page. Fix: Make these labels match.

Errors] [Severity 2] [Found by: A, B, D] In the event that a user forgets their username or password, there is currently no (currently viewable) way to retrieve it. Many websites/apps currently have ways to do this, which would help the user prevent any lockouts or errors. Fix: Add an option for “Forgot username or password” to allow user to retrieve that information.

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14. [H2-4. Consistency and Standards] [Severity 2] [Found by: C, D] For each functional task category, the header at the top of the current task in that category differs from the name of the category presented on the buttons in the “tasks” page. Fix: Make these labels match.

**15. [H2-2. Match Between System and Real World] [Severity 3] [Found by: A, B, C, D]**

Completing the one-handed tasks takes you back to the home screen. Fix: Although this may have been unintentional, it is still worth saying that it is logical for the next screen to take you back to the "tasks" screen to select a new task category.

**16. [H2-4. Consistency and Standards] [Severity 3] [Found by: B, C]**

When completing the two-handed, free-response task and the long survey, single session task, a screen is presented reporting my earnings and asking me if I would like to cash out or find another task. This is different from the splash screen that comes up after completing the presented one-handed tasks, as this is a separate screen that looks different and also asks me if I would like to cash out, unlike the splash screen from the one-handed tasks. Fix: Have a separate screen for when a set of tasks are completed (the current list is exhausted) that lists the amount earned from that task set, asks if the user wants to cash out or asks if the user wants to return to the "tasks" screen to select a new task category. Have a splash screen reporting single-task earnings in between tasks.

**17. [H2-7 Efficiency of Use] [Severity 3] [Found by: A, B, C, D]**

Though it is intuitive what the difference between "total balance" and "cash out amount" is, it is unclear how to change this value, as tapping it does nothing. Fix: Make this value adjustable by making it a text field.

**18. [H2-4. Consistency and Standards] [Severity 3] [Found by: B, C]**

For the view for one-handed tasks, it is unclear if you are supposed to swipe right and left or tap the "yes" and "no" buttons to answer yes or no. Fix: Simply use the buttons. When I am answering yes or no, swiping is not intuitive.

**19. [H2-3. User Control and Freedom] [Severity 2] [Found by: C]**

There is no way to confirm my selection for the scroll wheels in the signup process, as tapping on the entry in the scroll wheel may cause me to select an incorrect entry. Fix: For the scroll wheels in the signup process, there should be a "confirm" or "next" button to allow the user to confirm his or her selection.

**20. [H2-2. Match Between System and Real World] [Severity 2] [Found by: A, C]**

After verifying an account and cashing out, it is unclear where the back button on the cash out confirmation page will take you. Fix: Although this currently is not functional, it is still unclear where it leads; a label may be necessary. It would be logical for it to lead back to the "tasks" page to select new tasks, but another solution is to have the confirmation be a splash screen over the "tasks" screen so that the user does not need to hit the back button after every confirmation.

**21. [H2-3. User control and freedom] [Severity 3] [Found by: A, B, C, D]**

When signing up or logging in, the user doesn't have an option to back out of signing up or logging in. If the user decides against wanting to sign up or logging in, then they would not have the option to do so unless exiting from the app entirely. Users should be able to leave these screens if wanted. A solution would be to put a cancel or exit button on the sign up and login pages of the app.

System and Real World] [Severity 3] [Found by: A, B, C, D] Completing the one-handed tasks takes you back to the home screen. Fix: Although this may have been unintentional, it is still worth saying that it is logical for the next screen to take you back to the “tasks” screen to select a new task category.

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**22. [H2-4. Consistency and standards] [Severity 4] [Found by A, B, C, D]**

On the main tasks page, the heading says "What are doing right now?". It is unclear what that means on the main screen. This could be extrapolated to situations, where the user could to guess that the system is asking "What are you doing right now" or "What would you like to be doing right now?" or "What's your situation right now?" However, on the whole, users are left with an unclear header message. This is not consistent with keeping this clear to the users. A simple solution would be to fix the sentence to say what was actually meant, and have the header be a simpler statement such as "Choose a Type of Task to Earn Money". The phrase should just be fixed to reflect what the user would use the page for.

**23. [H2-2. Match between system and the real world, H2-10. Help and documentation] [Severity 4] [Found by A, B, C, D]**

When on the Tasks page, users could be confused by what the "One Handed", "Two Handed", "Secluded", etc. types of tasks mean. The only one that seemed to universally make sense was the "Random" task type, which meant that selection of the Random task type ensured one of the other five task types was chosen at random. Both the icons and the phrases seem to not generally match each other in a way that makes sense to users. A solution could be to have some sort of info page, or a tutorial the first time around, explaining what each of the task types are. Another solution could be to change the task types to something more understandable.

**24. [H2-1. Visibility of system status] [Severity 2] [Found by D]**

When on the main page, after logging in, users could wonder how much they have earned in total after completing tasks. However, currently, the only option available to users is the ability to see how much is earned when they cash out. One way to keep users informed of their current status with total earnings is to have the "Total Earnings" banner at the bottom of the main task page with total current earnings that are un-cashed out.

**25. [H2-4. Consistency and standards] [Severity 3] [Found by A, D]**

Once clicking into the two handed task page, it becomes apparent that users have the option to go "back" to the main page. However, for some reason this option is not available on the one-handed task page, making the interface inconsistent between the types of tasks. A solution would be to add the back button to the one handed task page (as well as all other tasks pages), just so that users not only have autonomy in their navigation of the app, but also to keep the workflow consistent throughout the app.

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### 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]	0	0	2	0	0	2
[H2-2: Match Sys & World]	0	0	1	3	2	6
[H2-3: User Control]	0	0	0	3	1	4
[H2-4: Consistency]	0	0	1	3	2	6
[H2-5: Error Prevention]	0	0	0	0	0	0
[H2-6: Recognition not Recall]	0	0	0	0	0	0
[H2-7: Efficiency of Use]	0	0	3	1	0	4
[H2-8: Minimalist Design]	0	0	1	1	0	2
[H2-9: Help Users with Errors]	0	0	1	0	0	1
[H2-10: Documentation]	0	0	0	0	0	0
<b>Total Violations by Severity</b>	<b>0</b>	<b>0</b>	<b>9</b>	<b>11</b>	<b>5</b>	<b>25</b>
<b>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)</b>						

### 4. Evaluation Statistics

#### 4.1 Table

severity\ evaluator	evaluator A	evaluator B	evaluator C	evaluator D
level 0	N/A	N/A	N/A	N/A
level 1	N/A	N/A	N/A	N/A
level 2	67%	33%	67%	33%
level 3	64%	64%	64%	64%
level 4	100%	60%	80%	100%
<b>total (levels 3 &amp; 4)</b>	<b>75%</b>	<b>63%</b>	<b>69%</b>	<b>75%</b>
<b>total (all levels)</b>	<b>72%</b>	<b>52%</b>	<b>64%</b>	<b>60%</b>



## Category #

Viol. (sev 0)

#

#

#

# Viol.

Viol.

Viol.

Viol. (sev

(sev

(sev

(sev 1)

2)

3)

4)

# Viol. (total)

[H2-1: Visibility of Status] 0 0 2 0 0 2 [H2-2: Match Sys & World] 0 0 1 3 2 6 [H2-3: User Control] 0 0 0 3 1 4 [H2-4: Consistency] 0 0 1 3 2 6 [H2-5: Error Prevention] 0 0 0 0 0 0 [H2-6: Recognition not Recall] 0 0 0 0 0 0 [H2-7: Efficiency of Use] 0 0 3 1 0 4 [H2-8: Minimalist Design] 0 0 1 1 0 2 [H2-9: Help Users with Errors] 0 0 1 0 0 1 [H2-10: Documentation] 0 0 0 0 0 0  
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## 4. Evaluation Statistics

### 4.1 Table severity\ evaluator

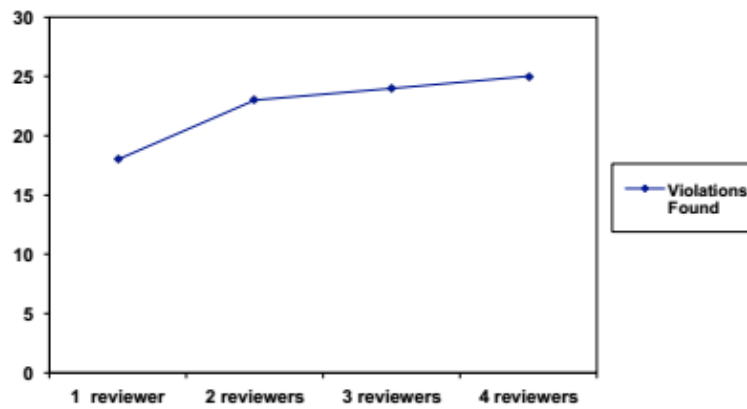
evaluator A evaluator B evaluator C evaluator D

level 0 N/A N/A N/A N/A level 1 N/A N/A N/A N/A level 2 67% 33% 67% 33% level 3 64%  
64% 64% 64% level 4 100% 60% 80% 100% total (levels 3 & 4) 75% 63% 69% 75% total (all  
levels) 72% 52% 64% 60%

Evaluator	# Problems Found	# Problems Remaining & Remaining Problem IDs
A	18 (most found)	7 (1, 5, 14, 16, 18, 19, 24)
B	13	1 (24)
C	16	2 (1, 24)
D	15	0 (no violations remaining)

#### 4.2 Graph

Diminishing Returns with Additional Reviewers



**Evaluator # Problems Found # Problems Remaining & Remaining Problem IDs**

A 18 (most found) 7 (1, 5, 14, 16, 18, 19, 24)

B 13 1 (24)

C 16 2 (1, 24)

D 15 0 (no violations remaining)

**4.2 Graph**

30

25

20

15

10

5

0

1 reviewer 2 reviewers 3 reviewers 4 reviewers

**Diminishing Returns with Additional Reviewers**

Violations Found