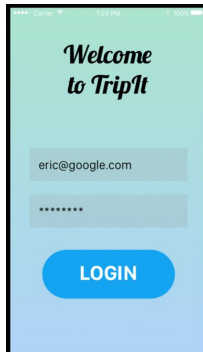


Heuristic Evaluation of [Triplt]

1. Problem

We are reviewing the app Triplt, and its task flows to make group-planning easier/faster.

2. Violations Found



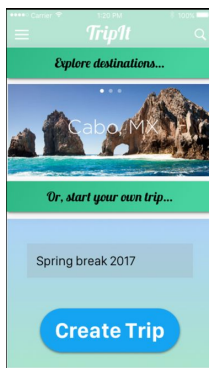
1. H2-1: Visibility of Status / Severity 3 / Found by: C

At the login screen there is no indication as to what the user is logging into and why. The system should always keep the user informed as to what is going on. This can be remedied by including a short five-word description and a reason to logging in.

2. H2-7. Flexibility and efficiency of use / Severity 3 / Found by: B

The user should have the possibility to connect through some famous social network (facebook, twitter, etc...) in order to avoid the struggle of typing his email address and figuring out a password.

The solution is simply to add a “connect through facebook” button



3. H2-8: Aesthetic & Minimalist Design / Severity 2 / Found by: A, C

The banners on the screen after login that state, “Explore destinations” and “Or, Start your trip own trip ” are ambiguously designed. Therefore, they do not clearly delineate that there is a separation

between the top and bottom. They also almost look clickable. Changing the colour and making the design simpler yet clear can solve this.

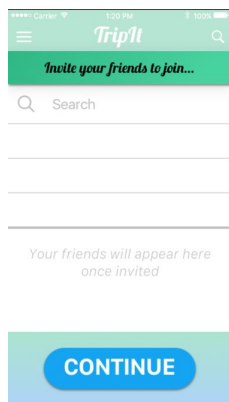
4. **H2-1. Visibility of system status / Severity 3 / Found: B, C**

It is here unclear what to type. The Readme helps to understand that it is about naming the trip, but what if we are choosing a destinations like suggest the first title “Explore destinations..”?

The designers should make this first page clearer, by separating the destination choice and the trip naming phase.

5. **H2-5: Error Prevention / Severity 2 / Found by: A, C**

It is not clear what the purpose of the photos on the first screen after login is. The user cannot tell easily that they are clickable. Therefore, they might mistakenly not click on them. Including a click here button can solve this.



6. **H2-8: Aesthetic & Minimalist Design / Severity 3 / Found by: C**

When all the friends are chosen and the invite is clicked, the friend display page becomes cluttered and hard to read. Making the friend display page more minimal can solve this. For example, once invite is clicked, the invited friends can be displayed on another page.

7. **H2-2. Match between system and the real world / Severity 3 / Found B**

Which friend are we talking about, is it directly linked to my contact, should I add their email. If I connect through facebook, could it be my fb friends?

Make the steps clearer, not in the app but in the readme about the different options.

8. **H2-3. User control and freedom / Severity 1 / Found B**

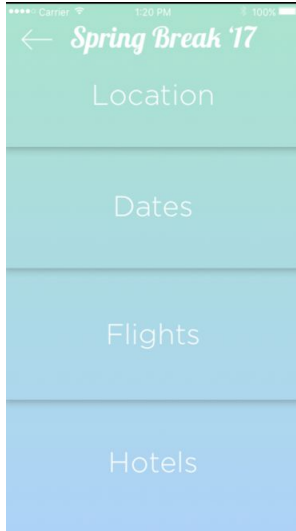
The top left button seems to send back to a menu that we've never seen in a first place (because the burger menu is often represented this way), whereas we are looking at moving back.

Change the button by an arrow.

9. **H2-4. Consistency and standards / Severity 1 / Found B**

There is twice the control touch “search”: in the middle of the menu, and on the top right.

The designers should only have one.

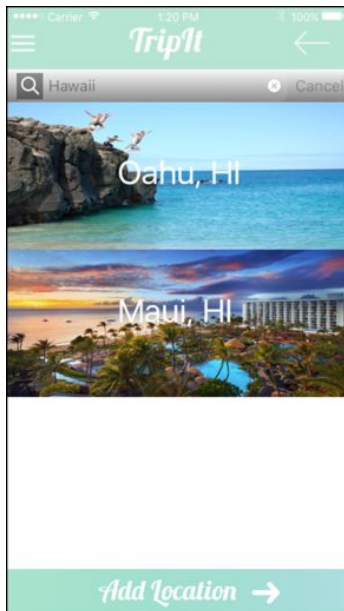


10. H2-3: User Control & Freedom / Severity 4 / Found by: B, C

After the messages are sent to the group of individuals who are picked, there is no way to go back and add people to the group. There needs to be a button that allows the user to go back and add individuals rather than going all the way back to the 'create trip' screen.

11. H2-3. User control and freedom / Severity 2 / Found by: A, B

The top left button seems to send back to a previous screen, whereas NOW we are looking at this burger menu containing all our trips.
Change the arrow by a burger menu.

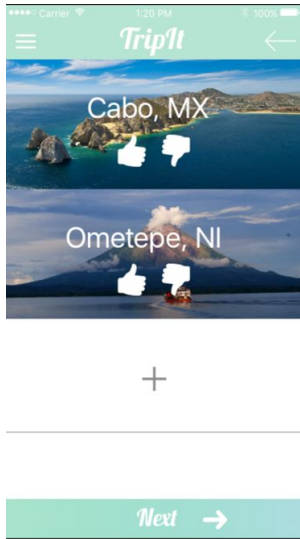


12. H2-4: Consistency & Standards / Severity 1 / Found by: A, C

The search box for adding new locations, where "Hawaii" is currently displayed, is not consistent with other search boxes. A unified white background search box has to be used so that it is clear for the user.

13. H2-8. Aesthetic and minimalist design / Severity 1 / Found by: B

It seems that to add a location, you have to go on the bottom after selection, though in this case, we need to click on the destination. The bottom touch is useless and should be remove

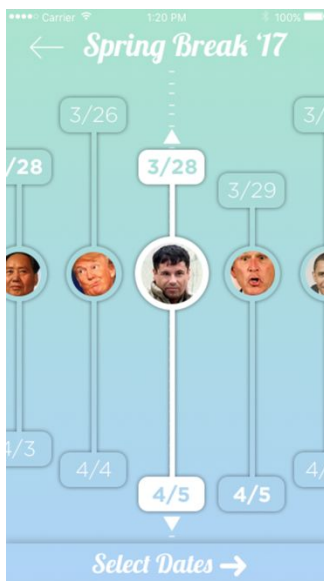


14. H2-2: Match Sys & World / Severity 2 / Found by: A, B, C

On the locations screen with the likes and dislikes, there is no overall score for what others have chosen. Although it makes sense for the system the user can not gage the value of their decision. Adding a score next to each location would be helpful.

15. H2-4. Consistency and standards / Severity 2 / Found by: A, B

The button "previous screen" i.e. top right (right-left arrow) is un-intuitively on the top right side They should put it back on the top left side

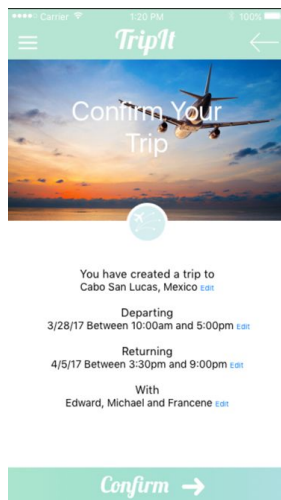


16. H2-10: Help & Documentation / Severity 4 / Found by: A, C, B

There should be more explanation around the location and date screens. The user is jumped into these screens without explaining what purpose they serve. An explanation prior to each one of the screens would be highly beneficial.

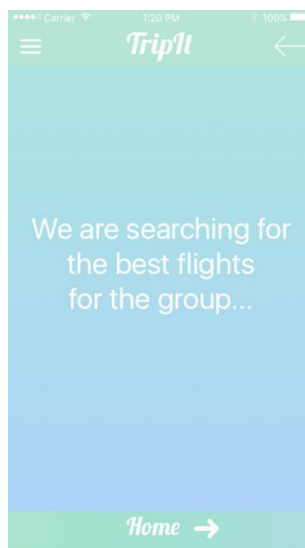
17. H2-8: Aesthetic & Minimalist Design / Severity 3 / Found by: B, A, C

Although the date screen design looks nice, it is hard to read, as the design is too ambitious. A simpler calendar design or different type of relative timeline would be better. Also, using the greater than sign when showing the dates selected is confusing. A simpler hyphen would look better and serve the purpose.



18. H2-5. Error prevention / Severity 2 / Found by: B

Not clear at all how to pick or change the flight. The user might end up being confused and purchasing the wrong flight. The edit button is also really small; user might take some time to tap on it.



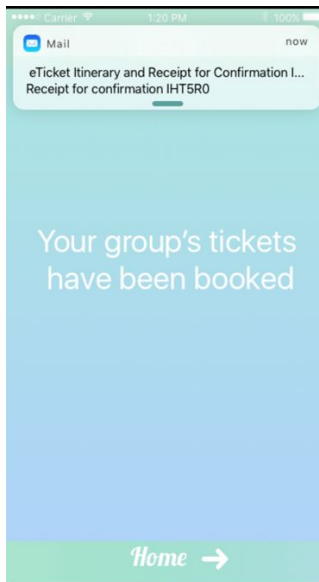
19. H2-4. Consistency and standards / Severity 2 / Found by: A, B

We are in a search mode, the Home button on the bottom is irrelevant and confusing. Which home are you referring to? What's Home?

Remove the Home (bottom) button, or clearly define a 'Home' page.

20. H2-1 Visibility of Status / Severity 2 / Found by: A

Though the 'We are searching for best flights' page indicates that the app is doing work, I wouldn't be sure if the app got frozen/stuck, or if I was supposed to press the home button to continue going forward, etc. Fix: a loading bar, or some way to indicate the progress the app is making to find flights.



21. H2-5. Error prevention / Severity 4 / Found by: B

Really scary, now I haven't even gave my bank or credit card number, or even had displayed the options I wanted to check, and I'm purchasing something

A lot of steps have been skipped here, the consumers might feel trap or robbed. Need 3 intermediate steps and most of all A GLOBAL CONFIRMATION FROM THE GROUP.

22. H2-8. Minimalist Design / Severity 0 / Found by: A

Sometimes the buttons on pages don't match the 'color gradient' of the entire page. The 'Your group's tickets have been booked' page has a different colored home button than the rest of the page, but the 'Location, Dates, Flights' page has the entire page as a single color gradient.

Consistency of button colors & background colors would be nice. Sometimes buttons would also be written in CAPS or not caps; like the 'CONTINUE' and 'Start Trip' buttons. Have consistent button colors & font type.

3. Summary of Violations

Category	# Viol. (sev 0)	# Viol. (sev 1)	# Viol. (sev 2)	# Viol. (sev 3)	# Viol. (sev 4)	# Viol. (total)
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[H2-1: Visibility of Status]			1	2		3
[H2-2: Match Sys & World]			1	1		2
[H2-3: User Control]		2			1	3
[H2-4: Consistency]		2	2			4
[H2-5: Error Prevention]			2		1	3
[H2-6: Recognition not Recall]						
[H2-7: Efficiency of Use]				1		1
[H2-8: Minimalist Design]	1		2	1		4
[H2-9: Help Users with Errors]				1		1
[H2-10: Documentation]					1	1
Total Violations by Severity	1	4	8	6	3	21

4. Evaluation Statistics

Severity / Evaluator	Evaluator A	Evaluator B	Evaluator C
sev. 0	100%	0	0%
sev. 1	25%	75%	0%
sev. 2	87.5%	62.5%	37.5%
sev. 3	16.65%	66.6%	66.6%
sev. 4	33.3%	66.6%	66.6%
total (sev. 3 & 4)	22.2%	66.6%	66.6%
total (all severity levels)	52.3%	66.6%	42.8%

5. Summary Recommendations

Have a consistent color scheme and font type for buttons and text, explain the purpose of each page (or provide directions on how and why the user is doing what they're doing on a certain page). Also, have a consistent layout for lists and button placement (ie. the back buttons and burger buttons on certain pages).

Visibility of status is pretty important; let the user know when you're doing something to their credit card (!!!!!!!), grabbing their friends/contacts, basic instructions for voting on a trip (biggest issue is when it seems like you're just choosing a flight for the user arbitrarily, because it seems like we're not picking from a list of flights).

Severity Ratings

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