

Heuristic Evaluation of right2vote

1. Problem

Performing a Heuristic Evaluation for right2vote mobile application.

2. Violations Found

1. [H2-10 Help and Documentation] [Severity 3] [Found by: A, B, C]

The home screen is not self-explanatory; without prior knowledge, there is no documentation to tell the user to click on the 'policies' to find a candidate, or to click on the title to get to the ballot. The user needs some help to be able to figure these out, especially the first time. A tutorial should be added, or some subtitles/headers to tell the user how to use it.

2. [H2-4 Consistency and Standards] [Severity 4] [Found by: A, B]

The pinching in and out to agree/disagree with a statement is not intuitive. In the real world, one agrees generally by checking a box, not by pinching – even in other apps, pinching is not used to agree or disagree - it is used to zoom in and out. To fix this, a checkbox yes/no or a vote yes/no button should be added instead of the pinching motion.

3. [H2-3 User Control and Freedom] [Severity 2] [Found by: A]

There is no way to remain undecided on a particular policy statement. Many users may feel ambivalent about certain statements, and currently, there is no way for them to express that in the app. An 'Ambivalent' option should be added.

4. [H2-3 User Control and Freedom] [Severity 2] [Found by: A]

There is no way for a user to go back and change their opinion on a policy statement. Peoples' opinions on policy change, so they should be able to update their opinions. There should be an option to scroll backwards to change previously formed opinions.

5. [H2-1 Visibility of System Status] [Severity 1] [Found by: A]

There is no display in the app that shows the candidate that was selected for a voted on policy other than on the final candidate screen and the ballot. It would be good for the user to be able to see the results of their choices immediately, perhaps in a subtitle under the policy name on the home page.

6. [H2-6 Recognition Rather than Recall] [Severity 3] [Found by: A, B, C]

The way to get from the home screen to the ballot is to click on the right2vote title. In the real world, someone picks up a ballot by taking it from a box, or something specifically marked for ballots. Generally, clicking on titles of apps takes users to a home page, not to a specific sub-

page in the app. The app should have a button labeled 'ballot box' or something similar, to allow the user to not be confused.

7. [H2-6 Recognition Rather than Recall] [Severity 2] [Found by: A]

The final candidate screen and the ballot only show the general categories that a candidate was chosen for. A user might be interested in seeing what specifically in the category the candidate agreed with them on. There should be an option to expand each category on the ballot to see what opinions are shared with the candidate.

8. [H2-10 Help and Documentation] [Severity 4] [Found by: A, B, C]

The ballot just shows the candidate, with categories listed underneath them. It is not immediately obvious that these are the categories which the candidate agrees most with the user on. In fact, some evaluators thought that those categories were the primary platforms the candidates were running on. It should be made clearer, perhaps through explanation at the bottom of the screen, that the categories under the candidate are those which the candidate agrees most with the user on.

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

The check mark used to get to the 'voting logistics' page is not immediately obvious. In most apps and software, people schedule things with a calendar, not using check marks. The icon to reach the voting logistics page should be a calendar icon or something similar.

10. [H2-3 User Control and Freedom] [Severity 2] [Found by: A]

There does not seem to be a way to change the voting date. Some people cannot vote on election day and thus would prefer to vote on early voting days. This option should be available to the user through a drop-down menu under the 'when' section.

11. [H2-3 User Control and Freedom] [Severity 2] [Found by: A]

There is no way for the user to feel more strongly about different policy statements. In real life, even within categories, people feel more strongly about some issues than others. There should be an option (perhaps a drop-down menu) to communicate how strongly the user feels about an opinion (Very strong, Strong, Moderate, Little, Very little).

12. [H2-3 User Control and Freedom] [Severity 2] [Found by: A]

There is no way for the user to switch between elections. In real life, elections other than the presidential election can be important: primaries, gubernatorial races, etc. There should be an option on the ballot to switch between election types to see the candidates who fit the user's opinions for each different race.

13. [H2-7 Flexibility and Efficiency] [Severity 3] [Found by: B, C]

If a user is interested in looking at a list of candidates instead of a list of voting topics, it seems like he or she would have to put all the candidates on his or her ballot to get a bird's eye view. While the topics funnel is useful for people who only care about a few topics, some users might want to start with candidates and narrow their choices down using topics. Add a pathway that lets users look at candidates instead of topics.

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

Because the ballot is not actually cast from within the app and because the voting center is the same regardless of ballot choices, it doesn't make sense to have to build up a ballot before going to voting logistics. It would be more efficient for the voting logistics page to be accessible before having to complete the ballot.

15. [H2-3 User Control and Freedom] [Severity 2] [Found by: B]

There doesn't seem to be a way to remove a candidate from the ballot or to replace him or her with a different candidate. It would be good to be able to remove a candidate by choice.

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

Depending on the path that the user has already taken, selecting the right2vote logo does different things. On most platforms clicking the logo gets the user back to home, but this isn't the case, so it is confusing. Make the logo be a pathway to home or at least consistent.

17. [H2-4 Consistency and Standards] [Severity 2] [Found by: C]

When users enter the map to view voting locations, there are certain locations marked with pins, and one marked with a circle. The user may be confused as to what the different symbols mean. There should be a legend on the map to indicate what the various symbols are.

18. [H2-8 Aesthetics and Minimalist] [Severity 1] [Found by: C]

The app is not engaging due to the lack of color. There is too much minimalism - the user probably wants a more exciting experience. Color and interesting graphics should be added.

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	1	0	0	0	1
[H2-2: Match Sys & World]	0	0	0	0	0	0
[H2-3: User Control]	0	0	6	0	0	6

CS 147 Autumn 2014: Assignment 13
Instructor: James Landay

[H2-4: Consistency]	0	0	1	2	1	4
[H2-5: Error Prevention]	0	0	0	0	0	0
[H2-6: Recognition not Recall]	0	0	1	1	0	2
[H2-7: Efficiency of Use]	0	0	0	2	0	2
[H2-8: Minimalist Design]	0	1	0	0	0	1
[H2-9: Help Users with Errors]	0	0	0	0	0	0
[H2-10: Documentation]	0	0	0	1	1	2
Total Violations by Severity	0	2	8	6	2	18
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)						

4 Evaluation Statistics

severity\evaluator		evaluator A	evaluator B	evaluator C	evaluator D	evaluator E
level 0		0%	0%	0%		
level 1		50%	0%	50%		
level 2		75%	12.5%	12.5%		
level 3		50%	100%	83.33%		
level 4		100%	100%	50%		
total (levels 3 & 4)		50%	100%	75%		
total (all levels)		75%	80%	65%		

evaluator # Ex. C	# problems found Ex. 7	# problems remaining & problem IDs Ex: 5 (1, 7, 11, 13, 17)
A	12	
B	9	
C	8	

Right right-click on the chart and select “Edit Data...”



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