

## Heuristic Evaluation of [@Home]

### **1. Problem :**

@Home is a platform that helps individuals access home service providers available nearby while helping service providers establish a market for their services.

### **2. Violations Found :**

#### **1. [Consistency and Standards (H2-4)] [Severity 1] [Found by: A]**

The menu is positioned on the top of the screen on the very first page. However, when you click on the settings icon on the following page, the menu is at the bottom of the screen. It is important to have consistency across pages. Fix: Have the menu always remain in one spot (top).

#### **2. [Consistency and Standards (H2-4)] [Severity 3] [Found by: A,B]**

The menu has an icon which appears to be a cog. Convention would state that you intend this option to be 'Settings'. When clicked, a page appears where you can select "profile" or "settings" which makes use of the same icon of a cog. How are these two "settings" buttons different? Moreover, accessing a profile from a settings list does not make intuitive sense. Fix: Instead of having the cog in the menu bar, there could be a icon with the three horizontal lines which is the convention used on most apps today as a "main menu".

#### **3. [Error prevention (H2-5)] [Severity 2] [Found by: A]**

On the location page, interacting with the map takes the individual to the next page. However, based on design principle, it is hard to believe that a user is trying to maneuver to the next page with this action. Fix: Utilize a map you can zoom in and interact with or simply a static image that won't take you to the next page.

#### **4. [User control and freedom (H2-3)] [Severity 2] [Found by: A,B]**

Regardless of where one is situated in the process of service selection, they should be able to get themselves back to the home option seamlessly. Currently, a series of indirections exist such that the user must repeatedly hit 'back' or, I assume, go to their profile page and back to home. Fix: Create a home icon or gesture such that you can cancel or 'force quit' anywhere.

#### **5. [Aesthetic and minimalist design (H2-8)] [Severity 1] [Found by: A]**

On the “How quickly page” there are two strings which convey the same information right next to each other: “how quickly?” and “I need this done in...”. Fix: It would be less cluttered if you removed “How quickly” and added a clock icon instead to mirror your service icons on other pages.

**6. [Recognition rather than recall (H2-6)] [Severity 2] [Found by: A,B]**

The customer/user should always be aware of what is occurring with regards to the status of their ‘order’. As we progress through our choices, we forget what we may have chose earlier and we’re offered no summary page before being dispatched or ordering a service. Fix: Unlike a confirmation notification, a review page allows a quick summary of information that can be easily parsed — this can either be at the end of the process or represented by a small icon that can pop-up and deliver relevant information.

**7. [Match between system and the real world (H2-2)] [Severity 1] [Found by: A]**

Users prefer that information appears in a natural and logical order. There was no order to which users or service providers were listed first (by price, rating etc). Fix: Best suggestions should appear at the top to help facilitate the process of choosing.

**8. [Error prevention (H2-5)] [Severity 4] [Found by: A,B]**

When a service provider decides on a customer, it seems like tapping on the customer dispatches the provider automatically. This leaves room for mistakes if the provider is being quick with their fingers, in which case, the customer may be faced with needing a service and watching providers cancel their calls if they’ve made a mistake. Fix: There should be a clearly labeled button to confirm their reservation or some kind of confirmation screen.

**9. [Match between system and the real world (H2-2)] [Severity 2] [Found by: A]**

It’s not clear whether the map signifies that the service provider has already been booked, or whether you still need to choose a service provider. Fix: Create clear notifications/alerts to show the map pertains to the provider having already been dispatched.

**10. [Help and documentation (H2-10)] [Severity 1] [Found by: A]**

The payment page lacks clarity. Does one confirm their booking by making the payment or do they pay them after they have completed the job? Does clicking the ETA box in the location page confirm an appointment? In terms of wording it should be more clear. Fix: Something as easy as adding “Confirm appointment by making payment” would help clarify screens.

**11. [H2-10 Help and documentation] [Severity 3] [Found by: B]**

Certain terms on a specific services' selection page are rather non-specific and can be perceived as open-ended. Under 'Handyman', what does 'construction' entail and what're the limits of the customer's request. Fix: Add a help icon or create an interaction with each option to give the user more information as to each service. In general, the service provider needs to know what they're signing up for.

**12. [H2-5 Error prevention] [Severity 2] [Found by: B]**

While the usage of 'other' allows the customer the freedom to specify their task, it would be best to prevent the user from being over-specific and requesting a task for which there are no providers. Fix: Create a drag list or list of entries that is highly specific but limited to a realistic number.

**13. [H2-8 Aesthetics and minimalist design] [Severity 2] [Found by: B]**

The time frames used in the interface {1, 3, 6, other} provide quick, fluid movement through the input; however, most people will have non-integer or specific time frames for jobs and use a more detailed input, and therefore use other. Fix: A wheel of values in increments of '15/30 minutes' allows quick movement through values and can be placed below a choice of the most common time frames, which preserves the acceleration of having {1 hr, 3 hrs, 6 hrs} as choices.

**14. [H2-7 Flexibility and efficiency of use] [Severity 1] [Found by: B]**

There is an inability for users to shortcut input to receive the quickest possible help in an emergency situation. This can be coupled with [4] to create an essential quick job task. Some people will panic and want a provider immediately, a 'quick job' feature can shortcut the process and tell you the first available service provider regardless of time constraint. Fix: Add a shortcut to expedite the process.

**15. [H2-4 Consistency and standards] [Severity 2] [Found by: B]**

On the service provider 'selection' screen, all of these potential individuals have varying times in their contact information. Just previously, I stated how long I need an individual for, so these values exist without basis. Fix: Allow for a small title or description tag for potentially ambiguous values (free for: 4 hours).

**16. [H2-8 Aesthetics and minimalist design] [Severity 1] [Found by: B]**

Identifying photos on the profiles list can create a stark contrast to the previous minimalistic design, this creates a lot of clutter in the confined space. Moreover, in the service industry, photos may bias customer choice regardless of their quality of service. Fix: Potentially remove photos unless you are specifically on the provider's profile seeking one.

**17. [H2-5 Error prevention] [Severity 4] [Found by: B]**

Unfortunately, there will be occasions where the customer feels it necessary to contend/dispute the charge amount. 'Make payment' does not allow for variation and may fool individuals by not allowing them to follow up the payment. Fix: Dissect the 'make payment' screen into the possible options of 'dispute' and 'tip'. The service provider should also be able to edit the payment amount (for example, when expensive materials were needed over the time commitment).

**18. [H2-1 Visibility of system status] [Severity 2] [Found by: B]**

The ETA function reduces the 'where are they?' aspect when ordering a service; however, it fails to provide a follow-up if the provider is not on their way. The user should always be able to contact their allocated provider if they're taking longer than anticipated. Fix: Add a phone/message icon to directly link the customer and provider if issues arise.

**19. [H2-1 Visibility of system status] [Severity 3] [Found by: B]**

When choosing a potential customer, there may exist several factors that could influence your decision. The list of customers for the providers is rather devoid of information and makes me wonder if I should know about more these customers? The service provider doesn't know whether he is capable of performing the task, or what tools he will need. Fix: Add a small tag to each individual on this screen explaining the job / critiques of working for this individual.

**20. [H2-7 Flexibility and efficiency of use] [Severity 1] [Found by: B]**

The application does a great job of expediting the access of the average resident to home services; however, it is inevitable that certain people will use the service more than others. In this case, these individuals shouldn't have to overextend themselves each time they use the service. Fix: Add a quick "favorite customer" / "favorite provider" tags to create a community of 'regulars'.

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

Once a job is accepted, the provider has no option to cancel the job if they arrive and the task is too difficult. This may also manifest as the user creating a poor description of the task at hand;

thereby, reaching out for the wrong type of service. Fix: A simple 'cancel job' option following confirmation.

**22. [H2-4 Consistency and standards] [Severity 2] [Found by: B]**

As food for thought, what aspect of the customer's decision is more important — the specificity of their request or the time remaining in which they need the task done? There may be providers who're not as adept but may be able to get the job done in the time frame requested such that if no one is responding to a request local individuals can see a task is about to pass and maybe help. Fix: Create a priority ranking based on either time remaining or how closely local tasks pertain to you.

**23. [H2-6] [Recognition rather than recall] [Severity 2] [Found by: C]**

In the Service Provider app, the "Who?" page is very unclear. Initially I thought that the options were different service providers who had accounts on the app. But the fact that clicking on one person leads you to a map implies that the options are different customers. Fix: The app should make this distinction clear by asking "Which customer would you like to help?" instead of "Who?" Similarly, the customer app has a "Who?" page which instead should say "Which service provider would you like to hire"?

**24. [H2-2] [Match between system and real world] [Severity 1] [Found by: C]**

The 'service provider' flow should match how users will behave in using the app. For example, we know that several hours may pass between the service provider accepting a job and rating the customer. Fix: The app should be aware of this time difference by encouraging the user to completely close the app, and giving a notification to come back and rate the customer and receive payment later.

**25. [H2-6] [Recognition rather than recall] [Severity 2] [Found by: C]**

On the "Satisfaction" page for the service provider, it's unclear what we're actually supposed to do. The app should provide some guidance about what exactly we're rating. For example, "Rate your experience working for John Doe". The app should also provide a text box for comments. This would allow service providers to warn others about what exactly is wrong or right with the customer. Similar changes should be made for the "Satisfaction" page for customers.

### **3. Summary of Violations :**

*Severity Ratings :*

0 = No Problem / 1 = Cosmetic / 2 = Minor / 3 = Major / 4 = UI Catastrophe

| Category | # Viol. | # Viol. | # Viol. | # Viol. | # Viol. | # Viol. |
|----------|---------|---------|---------|---------|---------|---------|
|----------|---------|---------|---------|---------|---------|---------|

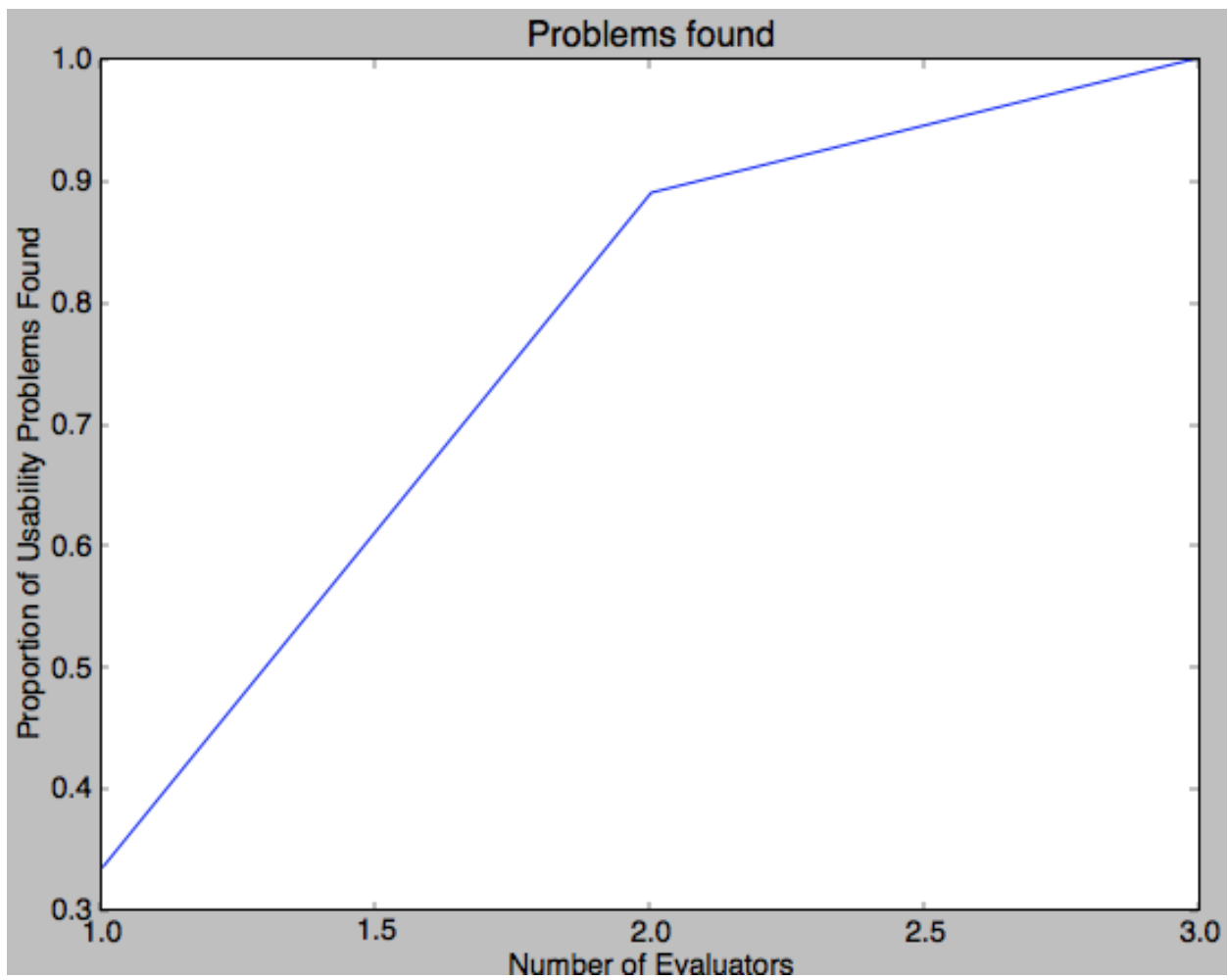
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|                                     | (sev 0) | (sev 1) | (sev 2) | (sev 3) | (sev 4) | (total) |
|-------------------------------------|---------|---------|---------|---------|---------|---------|
| [H2-1: Visibility of Status]        | 0      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

#### 4. Evaluation Statistics :

| severity\evaluator              | evaluator A | evaluator B | evaluator C |
|---------------------------------|-------------|-------------|-------------|
| level 0                         | 0           | 0           | 0           |
| level 1                         | 4 (50%)     | 3 (37.5%)   | 1 (12.5%)   |
| level 2                         | 4 (31%)     | 7 (54%)     | 2 (15%)     |
| level 3                         | 1 (20%)     | 4 (80%)     | 0           |
| level 4                         | 1 (33%)     | 2 (66%)     | 0           |
| <b>total (levels 3 &amp; 4)</b> | 2 (25%)     | 6 (75%)     | 0           |
| <b>total (all levels)</b>       | 10 (40%)    | 16 (64%)    | 3 (12%)     |

| Evaluator | Problems found | Unique?   |
|-----------|----------------|---|
| A         | 10             | 4 (shared with B) → 6                               |
| B         | 16             | 4 (shared with A) → 12                              |
| C         | 3              | 0 (done with knowledge of A and B's problems found) |



## ***Heuristics Summary :***

### **[H2-1: Visibility of System Status]**

- Add tags explaining jobs or critiques of service providers
- Add phone/message links to put user in contact with provider

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

- Best suggestions appear to top
- Clear notification/alerts to show status of screen you're on
- Sustain time difference between job accept and job completion

### **[H2-3: User Control & Freedom]**

- No way to 'force quit' or return to home
- 'Cancel job' option for both user and provider

### **[H2-4: Consistency & Standards]**

- Menu should remain in same position
- Cog to a 'main menu' icon
- Descriptions next to ambiguous strings or values
- Priority ranking throughout application

### **[H2-5: Error Prevention]**

- Create more intuitive map interface
- Confirmation page
- Create a finite set of entries for services
- Dissect 'make payment' to increase user control

### **[H2-6: Recognition Rather Than Recall]**

- Order review page for summary of services
- "Who?" page is unclear and requires distinctions
- Satisfaction page is indescrpt and devoid of potential for feedback

### **[H2-7: Flexibility & Efficiency of Use]**

- Add shortcuts to "quick jobs" where services is first available
- Add 'favorite customer' or 'favorite provider' tags to expedite service

### **[H2-8: Aesthetic & Minimalist Design]**

- "How quickly" and "I need this done in" are redundant
- Time will most likely be variable so use a variable input
- Potentially remove profile photos from service provider list

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

### **[H2-10: Help & Documentation]**



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- Clear statements accompanying actions
- Help icon or more information for services offered in subcategory