

## Heuristic Evaluation of [Flavr]

### 1. Problem

The app is trying to connect hungry students to free food on campus, thus solving the problem of wasted food when there are people who would readily eat it (connecting supply to demand).

### 2. Violations Found

#### 1. [H2-7: Efficiency of Use] [2][C]

While this app is for both event organizers and student attendees, I suspect there will be many more students browsing for free food events than there are people who are posting event information. Since the home page displays both options right now, it is causing unnecessary delay for potential attendees, who likely outnumber the event organizers. To improve efficiency, giving food can be moved to a suboption so that the main page can be converted to one that immediately displays the current feed of free food events. This may also be useful to event planners, who will see a list of current event offerings before they post their own event. This will help prevent them from catering food that is already being offered at another event.

#### 2. [H2-4: Consistency and Standards][1][C]

Home page has “give food” and “get food” options. It is slightly difficult to distinguish the two binary choices, because the words (first one begins with g, second word is “food”) and buttons look so similar. Make it easier to tell them apart at first glance, perhaps by using contrasting colors and appropriate icons.

#### 3. [H2-2: Match Between System and World][1][C]

The word “get” doesn’t strike me as the best word, because the user is *finding* food, not using the app to order and obtain food. Changing the word choice to “Find Food” can also help mitigate the problem stated above, which is that the two buttons look too similar in part due to their similar letters.

#### 4. [H2-2: Match Between System and World][1][B,C]

There are ambiguous terms in the “Create a Post” page. First, what does “Food Title” really ask for? It is the name of the restaurant or the general category of the food being served? Second, does “Expires in” refer to the expiration of the RSVP time frame, or does it refer to the end of the actual event?

#### 5. [H2-6 Recognition Rather Than Recall][2][C]

There is only one description box, and the helper text inside asks the poster to describe both the event as well as the food. Presumably, once the user starts typing this help text will go away. The potential problem is that the poster will remember to describe the event but forget to describe the food, due to there only being one box for both fields. I advise creating two separate description boxes: one to describe the event, another for the food/restaurant/cuisine.

#### 6. [H2-2: Match Between System and World][1][C]

Since this app is designed for use on college campuses, having event organizers fill in street addresses for location might not make sense, as people tend to remember buildings on campus by

name rather than by street address. I would recommend changing this to field so that it includes building name and room number, with street address as an optional field.

**7. [H2-3: User Control][4][B,C]**

On the screen after event organizers have posted their event, there isn't an edit button in case they notice that they've made a typo. It would be good to include an edit button so that they can edit their event listing, as well as a cancel button in case the event was canceled altogether.

**8. [H2-5 Error Prevention][2][A,B,C]**

Right not, it's unclear which fields in the process of listing an event are mandatory, and which are optional. Is an image required for listing an event? It might be helpful to have an asterisk for required fields, like they have on Google forms.

**9. [H2-8 Aesthetic and Minimalist Design][1][C]**

This is feedback regarding improving the "Food Nearby" page. In one of the videos about typography, we learned how changing the formatting of different lines of text can help distinguish them from one another. I would suggest changing the formatting of the three headers (Restaurant, event name, and event location) so that it's more clear that they are separate things rather than one long header that has been divided into three lines.

**10. [H2-3: User Control][3][C]**

In case a user accidentally taps the "I'm Going" button while viewing an event, there should be a cancel or undo button.

**11. [H2-4 Consistency][1][C]**

The "See You There" after a user has confirmed "I'm Going" is confusing. Is this a clickable button that wasn't implemented in the medium-fi prototype? It looks a lot like the "I'm Going" button, which implies that it's clickable. If it is clickable, what function does it serve? I see a question mark, but it hasn't yet been implemented.

**12. [H2-2: Match Sys & World][2][A,B,C]**

While changing notifications settings in the options menu, it is unclear what duration means. It would be easier for a user to understand a time setting for the first parameter, so that he or she can indicate "Notify me until 10pm," for example.

**13. [H2-2: Match Sys & World][2][A,B,C]**

People don't typically have a quantifiable threshold for how many notifications they would like to receive. Perhaps you should offer a digest mode and a mute option for people who aren't so fond of notifications. Or, if you do want to keep it to the number of times, perhaps you should change the menu to say "Up to" [user input field] "number of notifications" so that it is clear what "number of times" refers to.

**14. [H2-8: Minimalist Design][1][C]**

There is an extra header for "Notifications" when the tab already indicates what setting the user is changing. I would remove this.

**15. [H2-4: Consistency][1][C]**

It is unclear whether “Categories” in the filter by menu is a category of food or a category of event. Clarify this in the button name.

**16. [H2-2: Match Sys & World][2][A,B,C]**

It is unclear whether expire time refers to a number of hours in the future, or a specific time that the event meets, or a time that RSVPs must come in by. Change the wording, or add helper text.

**17. [H2-8: Minimalist Design][1][C]**

Again, there is an extra “Filter By” header when the option tab already indicates which menu the user is in. Also, their names are inconsistent. Have one or the other for less redundancy.

**18. [H2-1: Visibility of Status][3][A,B,C]**

Listings don’t have indicator after a user has confirmed that he is going to the event. There should be some sort of symbol overlay to indicate that he/she has already responded to the listing.

**19. [H2-4: Consistency][2][A,B]**

Back button behaves differently for give food and get food options. For give food screens, it goes all the way back to home screen. For get food, it goes back one screen at a time.

**20. [H2-3: User Control and Freedom][2][A,B]**

Within get food section, it’s impossible to skip right back to the food listings, as opposed to just one screen at a time once attendance has been confirmed. We suggest having a home button that goes directly back to listings.

**21. [H2-7: Efficiency][2][A]**

There doesn’t seem to efficiently create a recurring event. The event organizer would have to create a new listing every single time, so this option might be helpful.

**22. [H2-6: Recognition not Recall][4][A,B]**

There isn’t a way to view previously created events for event organizers, which makes it difficult to check the details and number of people who have RSVP’d to a created event.

**23. [H2-1: Visibility of System Status][3][B]**

After creating the event, there isn’t a confirmation that the event has been created. The only available action after describing an event is to hit the back button, which can be misleading. It would be helpful to have a done button to indicate that an event has been successfully created, which would potentially take the event organizer to a listing of created events.

**24. [H2-5: Error Prevention][3][A,B]**

For users listing an event, rather than just listing an expiration time, it would be good to have both a start and an end time.

**25. [H2-6: Recognition not Recall][2][B]**

## CS 147 Autumn 2014: Assignment 13

Instructor: James Landay

On the dietary restrictions page, there are only five checkboxes. It would be more helpful to have options that reflect the tags that are used with each event.

### 26. [H2-5: Error Prevention][3][B]

There's a field that reflects the number of people attending in the event listing, but there is no way for event organizers to limit the number of people who can attend their event due to a limited amount of food.

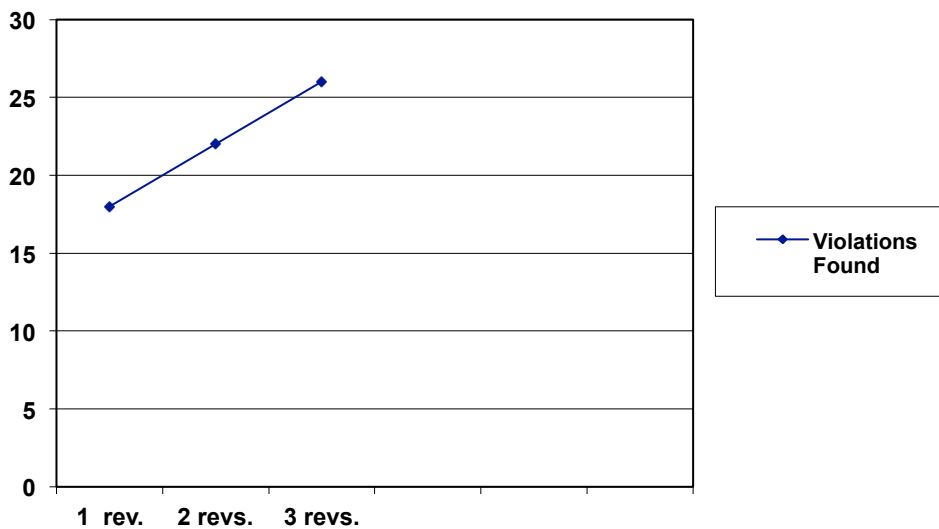
### 3. Summary of Violations

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	0	2	0	2
[H2-2: Match Sys & World]	0	3	3	0	0	6
[H2-3: User Control]	0	0	1	1	1	3
[H2-4: Consistency]	0	3	1	0	0	4
[H2-5: Error Prevention]	0	0	1	2	0	3
[H2-6: Recognition not Recall]	0	0	2	0	1	3
[H2-7: Efficiency of Use]	0	0	2	0	0	2
[H2-8: Minimalist Design]	0	3	0	0	0	3
[H2-9: Help Users with Errors]	0	0	0	0	0	0
[H2-10: Documentation]	0	0	0	0	0	0
<b>Total Violations by Severity</b>	<b>0</b>	<b>9</b>	<b>10</b>	<b>5</b>	<b>2</b>	<b>26</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

severity\evaluator	evaluator A	evaluator B	evaluator C	evaluator D	evaluator E
level 0	0	0	0		
level 1	17%	17%	66%	12	(2,2,8)
level 2	20%	40%	40%	15	(3, 6, 6)
level 3	29%	29%	42%	7	2, 2, 3
level 4	40%	40%	20%	5	2, 2, 1
<b>total (levels 3 &amp; 4)</b>	<b>33%</b>	<b>33%</b>	<b>33%</b>		
<b>total (all levels)</b>	<b>23%</b>	<b>31%</b>	<b>46%</b>		
<b>evaluator #</b> Ex. C	<b># problems found</b> Ex. 7	<b># problems remaining &amp; problem IDs</b> Ex: 5 (1, 7, 11, 13, 17)			
A	9	17			
B	12	14			
C	18	7 (19, 20, 21, 22, 23, 24, 25, 26)			

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



## **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