

Heuristic Evaluation of TONGUES

1. *Problem*

Tongues uses the power of the crowd to provide real-time colloquial translations of phrases.

2. *Violations Found*

1. [H2-1 Visibility of System Status][Severity 3][A,B,C,D]

The Ask/Translate buttons of the “French Translator” screens are too small and on the upper right corner of the screen. Users may miss that as the main status indicator of the screen. Remove the “TONGUES” text and make those two buttons larger and centered.

2. [H2-4 Consistency and Standards][Severity 4][A,B,C,D]

The interactive portion of the interface of the Translator screens is misleading as it seems to resemble a messaging app. The user might mistake this as a conversation with someone else. Fix by providing a clear flow with a “Translate” button or with distinct portions of the screen reserved for input/output.

3. [H2-4 Consistency and Standards][Severity 3][A,B,C,D]

The “upvote” button for phrases doesn’t seem to resemble the function of upvoting. Rather, it looks like moving or a traffic sign. Replace with something like thumbs up that is more indicative of voting up.

4. [H2-2 Match between system and the real world][Severity 2][A,B,C,D]

After upvoting a translation, a gold star shows up next to the phrase. It is unclear whether this marks the phrase the user upvoted or whether that is the most chosen choice since gold stars are usually associated with a reward system (i.e., you got the translation right). Replace with highlighting or some other confirmation mechanism. Furthermore, the gold star shows up in different places in different screen.

5. [H2-5 Error prevention][Severity 2][B, C]

It’s unclear why the screen for choosing regions has certain countries in blue vs white. On the distinction for green makes sense in this case since those are the regions where translation is available. Choose one color for countries where localization is not available.

6. [H2-10 Help and documentation][Severity 3][A,B,C,D]

The “German Translator” page is completely blank with no instructions or content. Fix this by adding elements. Furthermore, there is no clear home page with guidance to the tasks, and there is no documentation while using the app.

7. [H2-1 Visibility of System Status][Severity 1][A,B]

The “French Translator 1” page has no top status bar when directly click on it. Keep this consistent with other screens.

8. [H2-7 Flexibility and efficiency of use][Severity 3][A,B,C,D]

When selecting a region for localization, the user has to click on the location on a map. It would be nice to also allow users to type in the name of the city/region/country they are in (similar to the functionality available for weather apps).

Additionally, consider adding a crowdsourced version for dialects. For example, in different regions of Switzerland, French, German, and Italian are spoken differently than in their home countries.

9. [H2-8 Aesthetic and minimalist design][Severity 1][A,B]

Although the message-like design of the “Ask” functionality is familiar and simple, it does take up a lot of space that could be better utilized. Perhaps reshaping the balloon and reducing the size to resemble the usual chat interfaces would be more effective.

10. [H2-7 Flexibility and Efficiency of Use][Severity 3][A,B,C,D]

Right now, languages are taken directly from the area; the user finds the area he/she is searching in, and the language for that area pops up. But the same area could have multiple languages, so the user should be able to tailor the *language* he/she wants to translate instead of just the *area*. Add a button somewhere that allows the user to specify his/her language of choice regardless of geography.

11. [H2-3 User Control and Freedom][Severity 2][B,C,D]

There is no “back” button on the map that lets you exit the interface and go back; you have to click on a region to exit the map. This should never be the case; if, for instance, a user enters the map screen and realizes he/she needs to Google where his/her area of choice is, then there’s no way for him/her to exit the maps without choosing an area, which is exactly what he/she is not sure how to do. Add a back button on top of the maps screen.

12. [H2-3 User Control and Freedom][Severity 2][D]

On the translate page, if a user doesn’t know the translation of the current phrase and just wants to move on to the next one, there’s no intuitive way of skipping the current phrase without upvoting some translation. Add a “forward” button on the translate page so users can skip translations.

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		1		2
[H2-2: Match Sys & World]			1			1
[H2-3: User Control]			2			2
[H2-4: Consistency]				1	1	2
[H2-5: Error Prevention]			1			1
[H2-6: Recognition not Recall]						0
[H2-7: Efficiency of Use]				2		2
[H2-8: Minimalist Design]		1				1
[H2-9: Help Users with Errors]						0
[H2-10: Documentation]				1		1
Total Violations by Severity	0	2	4	5	1	12
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
level 0			0%	
level 1	100%	100%	0%	0%
level 2	25%	75%	75%	75%
level 3	100%	100%	100%	100%
level 4	100%	100%	100%	100%
total (levels 3 & 4)	100%	100%	100%	100%
total (all levels)	75%	92%	75%	75%

evaluator # Ex. C	# problems found Ex. 7	# problems remaining & problem IDs Ex: 5 (1, 7, 11, 13, 17)
A	9	3 (5, 11, 12)
B	11	1 (12)
C	9	3 (7, 9, 12)
D	9	3 (5, 7, 9)