

Heuristic Evaluation of Huddle

Problem

Huddle aims to eliminate the hassles that come with making group plans and events – finding availability, booking reservations, communicating and scheduling with friends – to encourage people to explore new things more easily.

Violations

1. [H2-7: Flexibility & Efficiency of Use] [Eval. B] [3]

When adding friends to a new huddle, there is no way to organize the list of friends. The user is obligated to scroll to find a specific friend. Adding categories of friends, sorting them in alphabetical order, and adding a search bar will make adding friends quicker and more convenient.

2. [H2-1: Visibility & System Status] [Eval. B] [1]

When viewing a specific huddle, it is hard to identify which huddle it is because of the small font. Maybe replacing the Huddle name on the navigation bar with the title of the huddle (Friday, Nov 9) will alert users that (1) they are viewing a specific huddle and (2) which huddle it is. This will also make the “leave” button more clear as to what exactly the user is “leaving.”

3. [H2-8: Aesthetic & Minimalist Design] [Eval. B] [1]

The alert message titled “Leave this Huddle” has a lot of text for a simple action. The phrase “Leave this Huddle” is pretty intuitive on its own; leaving it means you’re no longer part of the huddle, so you naturally won’t be able to vote/see activities.

4. [H2-3: User Control & Freedom] [Eval. B] [2]

Upon leaving a Huddle, there is no option to rejoin or message that says somebody else can add you back in. Users may leave a Huddle, and then realize they want to be re-added or simply have a reference to past huddles. Having a saved history of Huddles that the user was added to allows them more freedom and chance to recover from mistakes. When viewing this history, the user can then have the option to remove the huddle from their saved history.

5. [H2-2: Match Between System & Real World] [Eval. B] [1]

When viewing a specific Huddle, there are a lot of events, both “leading” and “suggested.” There’s not a strong distinction between the two categories, which may confuse the user as to what events belong to what. Perhaps moving the “suggested events” to the screen where users create a new event, and have “suggestions” as a link users can click on will consolidate things and make things sleeker/more intuitive.

6. [H2-7: Flexibility & Efficiency of Use] [Eval. B] [2]

On the “view” huddle screen, there’s no option to sort events by time if users only have a specific time frame they can make that day. Adding a filter by time could eliminate irrelevant suggested results from search and pull up more options that previously were hidden.

7. [H2-3: User Control & Freedom] [Eval. B] [3]

Currently, when users get invited to a huddle, it is unclear what happens. Do they receive a notification? Can they decline the invitation? Allow the users to choose their own path and accept the invitation simply by implementing a notification page/profile page or something to alert the user they’ve been added.

8. [2-4] Consistency and Standards [Eval. C] [1]

The Create Huddle button at the bottom of the home screen is big and catches my attention, but if the list is longer than the length of the iPhone then that might lead me to believing the list ends earlier than it actually does. iPhone platform conventions for adding an item to a list is generally a “+” icon in the top right of the navigation bar which is what I would recommend here.

9. [2-7] Efficiency of Use [Eval. C] [1]

The “Please Vote” and “New” prompts on the “Sunday Nov 16” Huddle on the home screen do not immediately catch my eye and are not visually distinct enough that they come across to me as items that should be acted on. This might lead me to forget to vote or do so too late. I would either move all items that need to be acted on to the top (have two sections: “Your Huddles” and “Huddles you need to vote on” or make the visual distinction of un-voted items a little more bold.

10. [2-4] Consistency and Standards [Eval B & C] [2]

When Creating a new huddle, you initially see a Calendar. Once the date is selected, I select the “Next” button in the top right of the screen. However, on the select friends screen, the top right button is now to edit groups. The top right button changing function from next to groups is a bit confusing. Have the “next” button on the bottom of the screen for each phase and leave the top right corner for editing the current screen. Also, on the calendar screen, the top left button cancels the creation of a new huddle but seems to indicate going back a step in the process with the back arrow. It might be more intuitive to replace the top left button with the word “cancel,” as is present in other iOS applications.

11. [2-2] Match between real world [Eval. C] [1]

To me, a “star” icon denotes that something is in my favorites/ is important. When in the “Activities Feed” page, there are star icons on the right of every single event - I am not quite sure what pressing star does. Does this vote for the item? I would only have the star on the item that is leading or the item that is voted for, and clicking the item should toggle “star” status.

12. [2-3] User control [Eval. C] [2]

On the “Activity Info” page, I don’t see any easy way to vote for the activity; rather it seems as if I would have to go back to the feed to vote. Is this what the star on the Activity Info page does?

If so, this is unclear. I personally would utilize the space in the top right of the navigation bar to have a "Vote" action.

13. [2-5] Error Prevention [Eval. C] [2]

After selecting a date and selecting the people I want to invite to a newly created Huddle, it was not immediately clear to me that it took me to the central "hub" page for that Huddle (I thought I would have to choose an activity before the Huddle was actually created). In addition, on the "Activities Feed (no votes)" page, the "Create Activity" button misled me slightly as I thought it meant I would have to click on a Suggested/Searched activity then click Create, not that it was meant to create an entirely new activity. Maybe instead of the create activity button, I would make the top item in the list be "Create Custom Activity" or something along those lines.

14. [2-4] Consistency and Standards / [2-8] Aesthetic Design [Eval. C] [1]

All the icons in the left and right of the navigation bar are round circle icons, but on the "Activities Feed (no votes)" page the icon is a rounded rectangle that says "Leave". Is there a way to make all the icons consistent and have this be rounded too? I think it would look more professional!

15. [2-8] Aesthetic and Minimalist Design [Eval. C] [1]

On several screens the small rounded icons on the left/ right of the nav-bar (e.g. the Settings icon on the home screen) are too close to the bottom of the nav-bar. I would move them up a few pixels to center them vertically, for aesthetic purposes and also to separate the icons from the "main content" on each screen.

16. [2-7] Efficiency of Use [Eval. C] [2]

Since the program is so date-based, and the entire home screen emphasizes dates, it may be useful to have a calendar view of the events planned in addition to a list view. Perhaps a toggle in the top navigation bar to switch between the two views could be useful.

17. [2-6] Recognition / [2-5] Error Prevention [Eval. C] [1]

On an event screen, there are several icons at the bottom. What do the phone/e-mail icons mean? I don't want to call a number without knowing what it is. My first thought is that it calls the actual venue where the event is, but it could potentially also be a shortcut to call friends I am going to the event with? I would make this clearer - perhaps add some text to aid the user.

18. [2-10] Help [Eval. A, C] [2]

There is no help or guidance throughout the app - perhaps a guided tutorial on the first time it runs would be helpful!

19. [2-1 Visibility of System Status] [Eval. A] [2]

The system does not inform the user of the status of the event creation process. This process is a multistep process, so users should be aware of where in this process they are. (Progress bar, tabs, etc.)

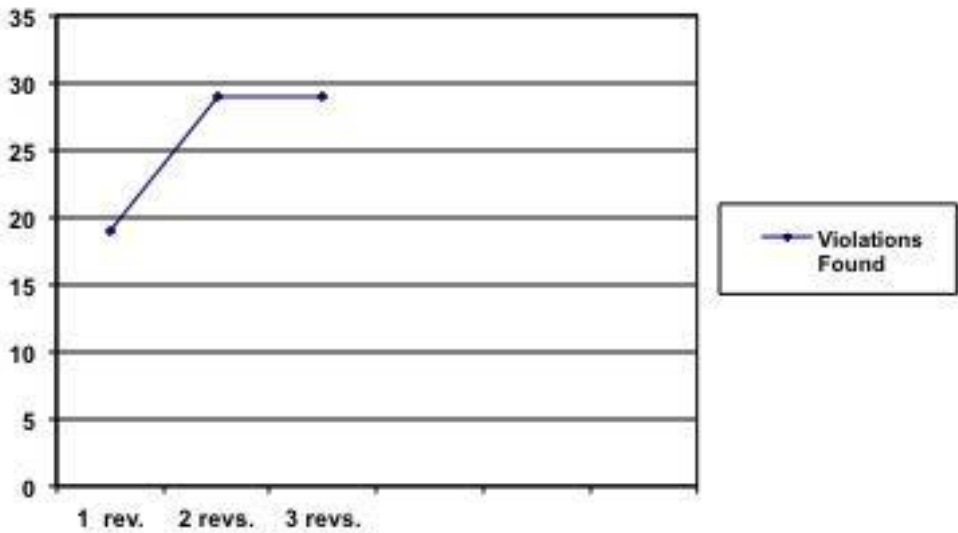
20. [2-2 Match the Real World] [Eval. A] [2]
The word “Huddle” implies a group of people. Therefore pressing “Create Huddle” in order to get the option to do something solo is unintuitive. Implementing a “Browse Activities” feature that provides this functionality might be worth looking into.
21. [2-2 Match the Real World] [Eval. A] [2]
Generally, when something is up for a vote, there is a time limit for voting. Once the time limit is reached, the top choice becomes the winner. Huddle should implement a system like this, so users know when plans are finalized.
22. [2-3 User Control and Freedom] [Eval. A] [2]
Once user creates a huddle, there is no way to edit the members of the huddle. Users may appreciate the ability to add or remove members.
23. [2-3 User Control and Freedom] [Eval. A] [2]
Once a user creates an activity, there is no way to edit that activity. Users should be able to edit their activities to provide more details.
24. [2-3 User Control and Freedom] [Eval. A] [1]
There should be a final “Create” button before the huddle is actually created so that users who are just browsing the creation process to see what’s available will be able to bail.
25. [2-4 Consistency and Standards] [Eval. A] [2]
If you vote on an event and then unvote, the leave group dialogue appears. This is confusing because users will expect it to only appear if they press leave.
26. [2-4 Consistency and Standards] [Eval. A] [1]
The “New” label on the new huddle does not match platform design conventions; usually new items in a list are denoted by bold text and/or a blue badge.
27. [2-7 Flexibility and efficiency] [Eval. A] [1]
Having a “Quick create” option for frequently used activities/groups might help speed up the use of the app for some users.
28. [2-7 Flexibility and efficiency] [Eval. A & B] [2]
You should also include a shortcut for making a group text/message with all of the people in the huddle to facilitate communication and agreement about plans and suggestions.

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]		1	2			
[H2-2: Match Sys & World]		2	3			
[H2-3: User Control]			2	1		
[H2-4: Consistency]		2	4			
[H2-5: Error Prevention]			1			
[H2-6: Recognition not Recall]		2				
[H2-7: Efficiency of Use]		2	1	1		
[H2-8: Minimalist Design]		2				
[H2-9: Help Users with Errors]						
[H2-10: Documentation]		1	1			
Total Violations by Severity		12	14	2		
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		100	100	100		
level 1		27	27	45		
level 2		41	23	35		
level 3		0	100	0		
level 4		0	0	0		
total (levels 3 & 4)		0	100	0		
total (all levels)		36	32	32		
evaluator # Ex. C	# problems found Ex. 7		# problems remaining & problem IDs Ex: 5 (1, 7, 11, 13, 17)			
A	10		19 (1-19)			
B	9		10 (1-10)			
C	9		0			



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