

## Heuristic Evaluation of *Let's Do This*

Evaluator #A: Haley Sayres

Evaluator #B: Jack Ryan

Evaluator #C: Camilo Arevalo

### 1. Problem

*Let's Do This* leverages a user's friends—through both competition and encouragement—to help motivate people to achieve their goals.

### 2. Violations Found

#### 1. [H2-1: Visibility of system status] [Severity 2] [Found by: A+C]

On the home screen, i.e. the “Newsfeed”, the user has no indicator that they are, indeed, on the “News Feed” page. The navigation menu at the bottom of the screen doesn't indicate which of these four places, News Feed, Pacts, Achievements, or Calendar, that the user currently is in. This could be fixed by adding the text “News Feed” to the top of the page, or by bolding the icon at the bottom of the screen or highlighting it in some way to show which state the user is in. (For the sake of not duplicating this violation, I did not repeat it for each additional possible screen the user navigates to from the bottom nav bar).

#### 2. [H2-8: Aesthetic and minimalist design] [Severity 3] [Found by: A+C]

It is unclear why there is a “good job” number on the user profile picture on the achievements page. This is additional information that is confusing and contradicting to the “good job” total number next to the profile, and the “good job” total number on each update in the updates section. The solution would be to get rid of this to reduce confusion and redundancy.

#### 3. [H2-7: Flexibility and efficiency of use] [Severity 3] [Found by: A+C]

The “swipe-to-show-more” functionality on the achievement page is cool, but it seems like a feature for experts. I wouldn't have initially known that I should swipe to reveal more items. The scroll bar below isn't very clear and doesn't get across the message that the user needs to scroll to the right. The solution would be to make the scroll more clearly a scroll bar so that the user knows to scroll to the right, or add arrows to the left and right of the section so the user knows there is more on either side.

#### 4. [H2-1: Visibility of system status] [Severity 3] [Found by: A]

On the achievement page under the Updates, Badges, and Pacts section, (in addition to the scroll bar not being evidently a scroll bar), the user is sort of lost as to how many updates, badges, and pacts there are. A total number of updates, badges, and pacts next to the section header would make this more apparent to the user. A solution could also be to say under the specific item (#4 of 18) so the user knows how much more to keep scrolling. Lastly, a scroll bar that more clearly showed the progress toward scrolling through the list would make the system status more clear to the user.

#### 5. [H2-7: Flexibility and efficiency of use] [Severity 4] [Found by: A]

On the pacts page, the user (like myself) may think they should be able to create a pact directly from the pact page, instead of having to go to the calendar first, then adding a pact that way. Adding the

option to add a pact from the pact page would support the user who wants to add a pact as a result of scrolling through their pack page.

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

On the pact page, the “updates” and “people” icons look like they should be different, press-able buttons. However, they are just more detailed information about that specific pact. The user (myself) may have clicked on those icons thinking they would each lead to a different page. In order to solve this, it would make sense to make each pact item look like a cohesive unit, and integrate the updates and people information to look more like additional information, not separate buttons.

**7. [H2-6 Recognition rather than recall] [Severity 3] [Found by: A+C]**

On the calendar page, it is not noticeable or intuitive how to access the day/month different views. This option isn't clearly laid out for the user and the option to switch between views isn't visible. A solution may be to have the options to toggle between views both be static options in the calendar page, rather than a dropdown. Otherwise, the dropdown needs to be labeled as such so the user knows how to switch views.

**8. [H2-6 Recognition rather than recall][Severity 2][Found by:B]** The colors for the pact types on the calendar page should be made explicit as to what pacts they represent. At the moment when you filter by pact there is no color indicator in that drop down menu to show you which color matches the pact you are looking at.

**9. [H2-2 Match between system and the real world][Severity 1][Found by: B]** The user's profile is effectively the same as the achievements page. Either the achievements section should be made separate to the profile page, or the section should be renamed to just profile.

**10. [H2-1 Visibility of system][Severity 2][Found by: B]** On the calendar page you cannot see what the events actually are unless you go into day view, as the boxes are too small. The calendar needs to have bigger boxes for each day cell.

**11. [H2-6 Recognition rather than recall]/ [H2-10 Help and documentation][Severity 4][Found by A+B+C]**

The various types of icons on the app are not immediately clear to the user, and there are many different types that the user has to remember. The app should cut down the variation of icon types, or at least provide a section that explains what each type means.

**12. [H2-5: Error prevention] [Severity 3] [Found by: A]**

On the pact creation page, it is unclear to the user that they are actually creating a pact. They go to calendar, click the “X”, then write out these details and click “done”. It never explicitly states “create a new pact” anywhere, so a not-so-intelligent user might accidentally create a pact without meaning too. A solution would be to title this pact creation page with “Create New Pact” or something equivalent.

**13. [H2-4: Consistency and Standards] [Severity 3] [Found by: C]**

Problem: Pressing on a star gives a “good job” to a notification, but there are two stars displayed per notification and only the large one works as a button.

Solution: Remove big star, make the counter star larger and have that as the sole “good job” button

**14. [H2-3: User control and freedom] [Severity 4] [Found by: C]**

Problem: If a user accidentally presses the + Compliment button, no immediately obvious way to navigate back to where the user was previously

Solution: Add a gesture feature or back button that allows user to return to previous screen if accidentally pressed the “compliment” button

**15. [H2-3: User control and freedom] [Severity 3] [Found by: C]**

Problem: If a user accidentally presses on a specific Pact, no immediately obvious way to navigate back to where the user was previously

Solution: Add a gesture feature or back button that allows user to return to previous screen if accidentally pressed on a specific pact

**16. [H2-8: Aesthetic and minimalist design] [Severity 2] [Found by: C]**

Problem: Crown icon appears over a profile picture under the Pac Marathon view

Solution: Either get rid of crown icon or make it somehow relevant

**17. [H2-2: Match between system and the real world] [Severity 4] [Found by: C]**

Problem: Search toolbar at top of Pact Marathon view would serve no obvious purpose as there is no information needing searching within a Pact. Also appears in Achievements view

Solution: Get rid of it

**18. [H2-10: Help and documentation] [Severity 2] [Found by: C]**

Problem: “Explore” button at bottom of Pacts needs some sort of explanation in terms of its functionality

Solution: Either add more text besides just “Explore” or somehow explain what the function does when pressed

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

Problem: Flag icon used next to search bar

Solution: Use magnifying glasses icon instead

### 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	2	1	0	<b>3</b>
[H2-2: Match Sys & World]	0	1	2	0	1	<b>4</b>
[H2-3: User Control]	0	0	0	1	1	<b>2</b>
[H2-4: Consistency]	0	0	0	1	0	<b>1</b>
[H2-5: Error Prevention]	0	0	0	1	0	<b>1</b>
[H2-6: Recognition not Recall]	0	0	1	1	1	<b>3</b>

[H2-7: Efficiency of Use]	0	0	0	1	1	<b>2</b>
[H2-8: Minimalist Design]	0	0	1	1	0	<b>2</b>
[H2-9: Help Users with Errors]	0	0	0	0	0	<b>0</b>
[H2-10: Documentation]	0	0	1	0	1	<b>2</b>
<b>Total Violations by Severity</b>	<b>0</b>	<b>1</b>	<b>7</b>	<b>7</b>	<b>5</b>	<b>20</b>

#### 4 Evaluation Statistics

severity\evaluator	evaluator A	evaluator B	evaluator C
level 0	--	--	--
level 1	0% (0/1)	100% (1/1)	0% (0/1)
level 2	29% (2/7)	29% (2/7)	59% (4/7)
level 3	71% (5/7)	0% (0/7)	71% (5/7)
level 4	40% (2/5)	40% (2/5)	80% (4/5)
<b>total (levels 3 &amp; 4)</b>	58% (7/12)	17% (2/12)	75% (9/12)
<b>total (all levels)</b>	45% (9/20)	25% (5/20)	65% (13/20)

