

## Heuristic Evaluation of [On Top]

### 1. Problem

OnTop is a mobile application designed to help people organize and use small chunks of time during the day productively toward a goal.

### 2. Violations Found

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

*Explanation:* When trying to add a task and immediately canceling by clicking the red button at the top left, it still brings you to the next page in the flow, and you have to click the cancel button on that page before it works properly and brings you back to the homepage. This makes it unclear if the task has actually been canceled. There is a similar problem with the flow of trying to invite a friend to try the task. Instead, both cancel buttons should immediately abort the process of adding a new task and go to the homepage.

2. **H2-4 Consistency and Standards [Severity: 1][A, C]**

*Explanation:* The “power off” button correlates to a sleep function, but is unexpected in an app that is meant to give you reminders. Also, “Do not disturb” has been used throughout the report. However, on tapping the power off button, “sleep mode” comes up on the screen instead of “do not disturb” mode. This change in terminology between the documentation (report in this case) and the app is confusing, and should be avoided. Instead, consider moving the sleep function or frequency of alerts to the gear “options” icon.

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

*Explanation:* Swiping left on a task is supposed to remove that task and bring up more options, but there are several different reasons users might want to remove a task; for example, other than seeing more options, they might try to remove a task simply because they’re finished the goal in the time slot. There is no way to differentiate whether a goal has completed or whether the user just wants to see a new task. There should be different UI features to handle these cases.

4. **H2-2 Match between system and real world [Severity: 2] [A, B]**

*Explanation:* People planning out their day would physically write out notes or to-do lists as they think of things to do. The “Add Task” button seems way more useful than lists of pre-determined tasks. Instead, brainstorm the function of the list in the center- to remind users of what goals they would like to work toward? More useful would be a feature to categorize tasks in order of length it takes to complete.

5. **H2-5 Error Prevention [Severity: 2][B, C]**

*Explanation:* Sleep mode is activated and inactivated when the user specifically clicks on the icon, and then the screen. The user could easily forget to inactivate sleep mode if they are busy and the app doesn’t send them new notifications, which is bad because they won’t be able to complete goals and be productive when they are no longer busy. Instead, if the user knows how long they are busy for (which is often the case), they could set a timer that puts the app in sleep mode for the designated amount of time.

**6. [H2-7 Flexibility and Efficiency of Use] [Severity: 1][C]**

*By default, the user is presented with a list of potential tasks from the library, and the user has to remove the tasks that he is not interested. If the user does not want specific tasks, he has to remove each of them separately by swiping left. Only after removing do new tasks come up from the library. Instead, there should be a separate screen (different from the home screen) which should list all the tasks in the library. The user can select the interested tasks (ideally by dragging and dropping to the favorites which appears on the home screen). This will avoid unnecessarily removing the unwanted task.*

**7. H2-3 User Control and Freedom [Severity: 3][A, C]:**

*Currently, the app supports predetermined time slots, and there is no mention of the user being able to select the time slots that he is free. While it is speculated that the developers might provide this functionality as a part of settings, as of now, this is a big limitation of the app.*

**8. H2-3 User Control and Freedom [Severity: 2][C]:**

*The application is inaccessible with assistive technology (screen readers in particular), thereby excluding those who are blind or visually impaired. This is primarily due to the excessive use of visual symbols without associating any textual label. Instead, meta-information for echo of the symbol used should be provided while developing the app, so that screen readers can use this information.*

**9. H2-1 Visibility of System Status: [Severity: 2][B]:**

*After scheduling a new task, there is no way to confirm that the task has been added successfully; since the screen also does not lead anywhere, the user feels like they are stuck on this page in an infinite loop. Instead, after adding a task, it should redirect to the home page with the new task added on the list, or display some sort of message that says the task has been added successfully.*

**10. H2-5 Error Prevention: [Severity: 2][B]:**

*Although all the fields for the adding a task are currently hard-coded, it looks like the way the user would enter data for all of them is through a text field. This makes sense for the task and description of the task, but could easily lead to errors in entering the time. For example, if the user does not enter any units at all, the system might make incorrect assumptions about the length of the task, and the user could crash the system that parses out the time if they enter nonsense into that field. Instead, the system should have some sort of inbuilt list of numbers/units that the user can scroll through (like setting time for the alarm on a phone).*

**11. H2-6 Recognition Rather Than Recall [Severity: 2][A, B]:**

*When trying to invite friends to tasks, the plus in a green box is a very unintuitive symbol to use, since that is typically used to indicate adding something (perhaps to a queue of goals to complete in the time block, or to a list of goals that the user actually wants to do). Instead, having an arrow button similar to forwarding an email signals the user to forward on the task on to someone.*

**12. H2-3 User Control and Freedom [Severity: 1] [B, C]:**

*After inviting a friend to complete a task, the cancel button on the bottom right does not work, and the user is instead forced to click the red cancel button through all the previous pages. It is also confusing that there are two different ways to cancel on the same page. Only one of those should exist, and it should allow the user to exit immediately back to the homepage.*

**13. H2-4 Consistency and Standards: [Severity: 1][B, C]:**

*After inviting a friend to complete a task, the “Add More” button at the bottom is ambiguous and inconsistent with user expectations. It is unclear if the user can send another task to this person, or send the same task to a new person. Instead, the wording should be changed to “Send to someone new!” or “Send Joe another task!”*

**3. Summary of Violations**

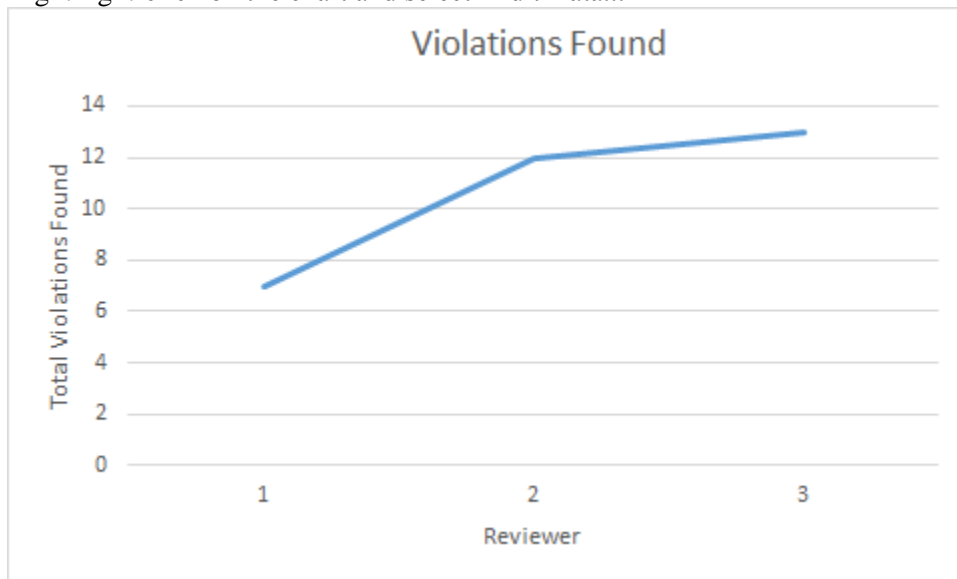
Category	# Viol. (sev 0)	# Viol. (sev 1)	# Viol. (sev 2)	# Viol. (sev 3)	# Viol. (sev 4)	# Viol. (total)
[H2-1: Visibility of Status]			1	1		2
[H2-2: Match Sys & World]			1			1
[H2-3: User Control]		1	1	1		3
[H2-4: Consistency]		2		1		3
[H2-5: Error Prevention]			2			2
[H2-6: Recognition not Recall]			1			1
[H2-7: Efficiency of Use]		1				1
[H2-8: Minimalist Design]						0
[H2-9: Help Users with Errors]						0
[H2-10: Documentation]						0
<b>Total Violations by Severity</b>						<b>13</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						
level 1		1	2	4		
level 2		2	5	2		
level 3		3	2	3		
level 4						
<b>total (levels 3 &amp; 4)</b>		3	2	5		
<b>total (all levels)</b>		6	9	9		

evaluator # Ex. C	# problems found Ex. 7	# problems remaining & problem IDs Ex: 5 (1, 7, 11, 13, 17)
A	6	7(5, 6, 8, 9, 10, 12, 13)
B	9	4(2, 6, 7, 8)
C	9	4 (4, 9, 10, 11)

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



### 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