

Heuristic Evaluation of [Chapter]

1. Problem

Chapter is an application that makes it easier for a newcomer to find, record and review activities completed in a new location by offering crowd sourced suggested activities within a swipe-based phone interface that shows nearby activities, their intensity level and their availability.

2. Violations Found

1. **[H2-10: Help and Documentation] [Severity 2] [Found by: B]**
In the “Play” section of the app, it’s not clear what I’m supposed to do--it feels like being pushed into the deep end because there’s no context for the activity being shown. Might be helpful to have some quick popup that tells users what this section of the app does.
 - Alternatively, consider changing the Play icon to a Home icon, and on the home menu users can simply find activities, since that will probably be their primary usage of the home screen
2. **[H2-8: Aesthetic & Minimalist Design] [Severity 3] [Found by: A, B]**
The “Review” section is purple, while the rest of the app is red themed. The purple and red clash, would rather see a complementary color scheme or just one main color. Use both colors in each screen
3. **[H2-3: User Control & Freedom] [Severity 1] [Found by: B]**
The “Review” section has the search bar at the very bottom, which is not immediately visible to the user (who will generally look top down), and is nonstandard, without any clear design purpose for such a placement (that I can discern). Move the search bar to the top of the screen.
4. **[H2-4: Consistency & Standards] [Severity 2] [Found by: A, B]**
The “Profile” section and swiping screen have the lion and kitten symbol, which probably symbolize the level of activity/wildness desired, but is not consistent with the rest of the page layout, where the controls are labelled with questions (“How Nearby? Discoverable?”) In order to maintain that consistency, would be better to add “How Active?” or “How Wild?” This should be applied across the app (like in the activities cards)
5. **[H2-6: Recognition not Recall] [Severity 2] [Found by: B]**
The “bookmarks” menu item and the “love tag” menu item are not immediately distinguishable. Even after playing around with the app for about 15 minutes, I was unable to recall which symbol would get me where (I thought the bookmark symbol was more like past activities and the love tag was liked activities saved for later, which is the opposite of the intended mapping). Would recommend labelling these buttons as it’s hard to make distinction with just images
6. **[H2-8: Aesthetic & Minimalist Design] [Severity 2] [Found by: B]**
With so many bottom buttons (5), the screen looks cluttered/cramped and I can’t keep in mind all the functionality with just the images. It is also difficult to click on these buttons (a la Fitt’s Law) and may be very frustrating to users with thick fingers. Would recommend

condensing the menu footer into a menu option at the top left which the user can pull out if desired for navigation, and can hide if unnecessary. This would afford the app more real estate on the main page as well as in the menu, where text could also be added for clarification

7. **[H2-4: Consistency & Standards] [Severity 1] [Found by: B]**
On the “Suggest” page, the text fields (Title, Description, Restrictions/Insights) are broken up with simpler tasks that are boolean/uploading). There should be a more consistent layout where the text questions are grouped together and then the more click-oriented input areas grouped after. Otherwise, the user is forced to switch back and forth between various input types without purpose.
8. **[H2-8: Aesthetic & Minimalist Design] [Severity 2] [Found by: B]**
In the Share Activity page for Riding in a Golf Cart, there’s a boolean option of choosing “Caption” or “Image Only,” which at first isn’t immediately obvious what that would be for. After seeing the social buttons placed at the top, though, this is presumably to choose whether to share the caption with image or only the image. Would be better to make its function as “sharing preferences” clearer.
9. **[H2-3: User Control & Freedom] [Severity 2] [Found by: A, B]**
Once the user clicks the “sharing” button inside the “Review” tab, the user has no button to go back to the previous screen of just seeing his/her entire chapter. The user may decide he/she doesn’t want to share the chapter but has no direct way to back trace his/her steps. Add a back button to allow for the user to go back to the screen showing the chapter and its activities.
10. **[H2-10: Help & Documentation] [Severity 2] [Found by: B]**
On the activity/play pages, there should be buttons that can make the swipe functionality clearer instead of leaving it up to the user to figure it out. Tinder solved the confusion with their hearts/ex buttons, maybe something similar here would be helpful.
11. **[H2-3: User Control & Freedom] [Severity 2] [Found by: B]**
In profile page, no clear option to edit the profile name or avatar/picture. Most users decide to change username or picture at some point in relationship with an app--should support the changing functionality (and have clear label saying that it’s possible--like “Edit” or “Add new Picture”).
12. **[H2-4: Consistency & Standards] [Severity 1] [Found by: A, B]**
Most of the app uses a kind of “activity card” design, where each card represents a grouping of **activity image and activity title** that can be easily navigated. However, in the Play/Discover section of the app, the card layout is changed where the image is the only thing that looks like the card and neither the title nor the description is grouped with the image. The image gets a white border, making it look more like a movable object, while the description is in translucent red filling the bottom, making it look fixed. Similarly, the title of the activity, which fills the top, as if a header, looks fixed, which is not the case. At first, when I swiped, I assumed I was going to look at the next image of the activity, not another entirely new activity. This was because the original card layout was changed, which is very confusing. Also, the “My Chapter: Stanford” section should group the caption with the image/title better, rather than making it a floating text field beneath the image, which doesn’t make it clear which image the caption is grouped with until I read it. Better to adopt the “activity card” layout consistently throughout the app (e.g. make the width of the caption the same width of the image/title, and no gap between the related image and caption).
13. **[H2-10: Help & Documentation] [Severity 1] [Found by: B]**

The Suggest page has descriptions written in as the filler text for text inputs which is fine at first, but after filling it out and looking at it again, I forgot the exact purpose of each text field. It would be nicer to have a text label saying what each text field is for, and making the non-text-input areas smaller (the upload picture image, lion/kitten image can all be smaller without any significant loss of recognition).

14. **[H2-2: Match Sys & World] [Severity 1] [Found by: B]**

If the white border around the maps is intentional, it should be changed to no border. I'm used to seeing maps that fill the screen because it signifies there's more outside the border and encourages me to explore the nearby areas. However, the white border on the sides of the maps confuses me and makes me feel like the map is a fixed area.

15. **[H2-1: Visibility of Status] [Severity 2] [Found by: B]**

When scrolling on the "Others Keen" section, the activity name (e.g. "Picnic at Lake Lagunita") is not fixed, but instead moves relative to my scrolling. Thus, even after scrolling a little bit, I can't remember the activity since there's no other signifier of the activity, and have to scroll back up to remind myself. Obviously not a huge screen or a huge task, but just complicates a task that could be much easier if the activity name was a fixed header.

16. **[H2-8: Aesthetic & Minimalist Design] [Severity 1] [Found by: B]**

The black border around the "Add a short tagline" textbox in the "Record It" part of the discovered activity (e.g. "Picnic at Lake Lag") is not consistent with the rest of the app's aesthetic that does not have borders generally (case in point, the Done button).

17. **[H2-4: Consistency & Standards] [Severity 1] [Found by: B]**

The five star rating scale right beneath the upload picture option makes me think I'm rating my own picture, not rating the activity (which is presumably the intended affordance). The ratings should be one of the major data points collected from users in order to sustain Chapter's own crowdsourced community, but the way it's set up, I wouldn't have rated the activity at all (looks *too* optional). There should be a more visible status that you're expected to put down a rating/picture for the activity (definitely within the immediate view, not in the bottom, found after scrolling).

18. **[H2-3: User Control & Freedom] [Severity 3] [Found by: A, B]**

There should be a way to set my status as "doing the activity" and committing me to it. The way it's currently set up, I can noncommittally look at "Others keen" and then just go to the next activity. At the very least there should be some kind of "Accept this activity" option, which locks their discovery capabilities until they say "Completed activity" or "Trying a new activity." Otherwise, I don't feel committed to doing anything, or even trying to do anything.

19. **[H2-7: Flexibility & Efficiency of Use] [Severity 3] [Found by: B]**

In the Play/Discover/Explore page, I expected the right/left swipes to get me through a list of activities or something. Instead, the right swipe dumps me into a map, which is disorienting. It's disorienting because the immediate thing that I want to see when "liking" an activity is not a map of where everybody else is, but rather a way to do the activity--like a chat for people to ask for help, or a list of crowdsourced directions on how to do it, or a map on how to get to xyz activity.

20. **[H2-9: Help Users with Errors] [Severity 3] [Found by: A, B, C]**

The swipe right design that shows more detail about the activity is nonintuitive. I always try to click on the image to pull up more information, before just committing to an activity. It's weird to swipe in order to see more info. This may be due to the fact that now I have to swipe twice left in order to reject it if I don't like it, or also the fact that there's no way for me to say I like this activity if I want to like it. Instead, the swipe right design has lumped together the discover/do function in a way that makes me feel like I have little say in

“choosing” this activity. I just feel like I’m kind of stuck in an eternal “discovery” mode without any climactic moment of commitment (one parallel might be how Tinder makes a celebratory card for when you match with someone, thus notifying you of the status update, but here, I’m never really notified about how my actions are resulting in anything).

21. **[H2-10: Help & Documentation] [Severity 1] [Found by: A, B]**

The “Pubs” terminology was unclear to me for the first hour of using the app. I obviously didn’t puzzle over it for an hour, but it took me an hour until I realized that “Pubs” was short for “Publications.” I just assumed it meant the pubs like bars, which didn’t make a whole lot of sense. I am still unclear on what the difference is between Pubs and Chapters as well. Would either clarify the distinction with better word choice or lump the two together. Or, can include “pubs” in more parts of the app.

22. **[H2-8: Aesthetic & Minimalist Design] [Severity 1] [Found by: B]**

I’m unclear about the purposes of the three buttons at the top of “My Chapter: Stanford” from the “love tag” subpage. There’s a tree graph, a pencil, and a download button. I’m assuming the tree graph is for sharing, pencil for editing, and download for downloading. While the sharing seems to be necessary functionality, I think the edit isn’t necessary--the captions look editable as they are. I also don’t think the download button is necessary. Would be better just to have an option to integrate with dropbox in the profile page/settings, since it seems a waste of space to have that download button up there for functionality that people generally do very rarely (at least for this user). Would suggest expanding the social button into the three buttons you have later anyways, removing the pencil and download button, thus eliminating one layer.

23. **[H2-4: Consistency & Standards] [Severity 1] [Found by: A]**

There is a search bar for the “Review” tab but not the “Bookmark” tab. Users may want to be able to search inside their bookmarks as well and keep the same consistency between the “Review” tab and “Bookmark” tab. Insert a search bar for the “Bookmark” tab.

24. **[H2-4: Consistency & Standards] [Severity 1] [Found by: A]**

The “Review” tab shows pictures of chapters and the profile page uses the terminology of “Chapters”. The User may be confused with the vague use of “Review” and also by the next screen titled “My Chapter: “. Use “My Chapters” instead of “Review” and simply label each chapters by their official name “Stanford” or “Auckland”.

25. **[H2-1: Visibility of Status] [Severity 3] [Found by: A, B]**

Under the “play” tab, once a page is right-swiped, the user is shown people who have also swiped right as well as a way to post comments, reviews and pictures/videos. The user may be confused about whether he/she has already joined the activity or are just looking at a more detailed screen of the event. Move the “Others Keen” to the previous screen that is being swiped and add a screen, once the user has right swiped, that says that the activity has been added to his/her interested activities, the time and location of the event, and the option to record/review/comment on the experience afterwards. This is similar to Error 19 but a different recommendation.

26. **[H2-4: Consistency & Standards] [Severity 2] [Found by: A]**

Each activity is within a certain Chapter but when suggesting an event, there is no option to place that activity within a certain Chapter. The user may be confused how the event, once created will be organized within his/her chapters. Under the “Suggest” tab, add a drop down menu of chapters the user is currently in.

27. **[H2-3: User Control & Freedom] [Severity 1] [Found by: A]**

For both the “Suggest” tab and the “Play” tab, a button labeled “done” is used to indicate a completed action. However, it may be a bit confusing to the user with such a vague

terminology. For the “Suggest” tab, change the label to “Add a page” to keep the same “Chapter” theme of the app and for the “Play” tab, change the label to “Save to chapter”.

28. **[H2-4: Consistency & Standards] [Severity 1] [Found by: A, B]**

Under the profile page, there is a terminology used, “Pubs” which only appears here in the app. A user may be confused what “Pubs” represent and without any other context may completely ignore an integral part of the Chapter experience. After only reading the Readme is it clear that “Pubs” is short for “Publications or suggested activities”. Change the “Pubs” to “My Activities”. Similar to Error 21 but another recommendation.

29. **[H2-3: User Control & Freedom] [Severity 2] [Found by: A]**

Inside the “Review” tab, simply by clicking anywhere within a Chapter, the user is automatically directed to sharing the activity. The User may only want to share an activity if they press the “Share” icon and clicking in other areas may be meant to zoom into that area. For example, if a picture/video was clicked, the user may want to see a bigger picture or watch the video. Change the screen transition to happen only when the “share” icon is clicked.

30. **[H2-4: Consistency & Standards] [Severity 2] [Found by: A, B]**

Under the profile page, the user has the option to choose how close by activities can be. However, under the “play” tab, there is no indication of how far away the actual activity is or the address of the activity. The user will want to know how far away and where an activity is (with a physical address, not just a map) before attending an activity. Add the address of the activity and distance from that location to the swiping screen as well as the right-swiped screen.

31. **[H2-4: Consistency & Standards][Severity 1] [Found by: A]**

The “done” button found under the “Suggest” tab is blue while everything else throughout the app is red or purple. The user experience will be less cohesive with having a single blue button. Change the button to red.

32. **[H2-8: Aesthetic & Minimalist Design][Severity 1] [Found by: A]**

Under the “Review” tab, once the sharing option is clicked, the header for the screen becomes abnormally large. This may confuse the user as to why the header has just increased in size. Change the size of the header to be the same as every other screen.

33. **[H2-4: Consistency & Standards][Severity 1] [Found by: A]**

Under the “Play” tab, “others keen” shows circle profile pictures but under the profile page, the picture of “Irvster” is square. The user would not have as cohesive of an experience if profile pictures were cropped differently in different parts of the app. Change all pictures to be cropped to be square.

34. **[H2-4: Consistency & Standards] [Severity 3] [Found by: A]**

Under the “Play” tab, when recording an activity, the user is allowed to rate the experience. However, the user may want to look back at the rating he/she gave but currently there is no rating available to be seen in the “Review” tab. Add the rating given by the user in the “My Chapters” screen inside the “Review” tab.

35. **[H2-4: Consistency & Standards] [Severity 2] [Found by: A, C]**

Under the “Play” tab, the time of the activity is labeled as “Availability” but when suggesting an activity, the terminology used is “Expiration Date”. A user may be confused whether these two terms mean the same thing or are different dates that are pertinent to the activity. Use “Activity Date” throughout the app.

- Alternatively, consider using a time range rather than a discrete time (in particular, I am referring to the “Attend a Football Game” activity) in addition to the “anytime” option.

36. **[H2-5: Error Prevention] [Severity 3] [Found by: A]**
After suggesting an activity, there is no way to see/edit parts of the activity if the time/location has changed. A user would be stuck with having suggested an activity that no longer exists or has its details changed. Include a “My Suggestions” screen that includes this functionality.
37. **[H2-4: Consistency & Standards] [Severity 2] [Found by: A]**
While the “Review” tab is separated by Chapters, the “Bookmark” tab is not as neatly organized. A user may want to be able to order his/her bookmarks into chapters just like they are in the “Review” tab, to keep a cohesive experience of having “Chapters” integrated in all aspects of the app. Add an additional screen, once the bookmarks tab is clicked, that lists chapters the bookmarked activities are in, just like the “Review” tab is done.
38. **[H2-5: Error Prevention] [Severity 3] [Found by: A]**
In the middle of an activity that the user has right swiped, the activity only appears in that screen but is not saved anywhere to allow the user to come back to the activity if he/she quits the app before doing the activity. The activity should automatically populate the bookmarks page and have an entirely new header just for current activities, to make it explicitly clear for the user.
39. **[H2-3: User Control & Freedom][Severity 3] [Found by: A]**
When sharing a certain Chapter on social media or email, the user has no choice to decide which activities he/she wants to share and at the moment, must share everything. The user may only want to share a specific part of the Chapter and may feel less obliged to share because of this. Insert checkboxes beside each activity inside the Chapter Sharing page to allow for a user picked list of shared activities.
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40. **[H2-1: Visibility of Status][Severity 2] [Found by: C]**
It seems like the user is shown the loading/launch screen (the one that has ‘Chapter’ in big white text that has a red background overlaid on top of a cityscape/skyscraper scene with a bunch of cats) when the app first loads. However, the user is stuck on this screen for a significant period of time, and it occurred to me that I wasn’t supposed to wait for the main home screen to pop up. Users may be confused, like I was, about what to do at first because they will be waiting for some feedback that the app opened. I would suggest making this your launch screen in iOS, and then taking them directly to the main screen of your app, which looks like its your “Finding Activities” screen.
41. **[H2-1: Visibility of Status][Severity 2] [Found by: C]**
When I suggest an activity, I am not sure how the feedback loop goes. Users may be confused and may want a way to review activities they’ve posted, and perhaps get feedback when people are “keen” on doing that activity. Users may also want to check up on their suggested activity from time to time to check out photos/videos of other users doing the aforementioned activity. Suggest having a page to do this.
42. **[H2-1: Visibility of Status][Severity 2] [Found by: C]**
The sliding scale from cat to lion is discrete (there are only two options: cat and lion). Users may want to have a more continuous spectrum/range of options to choose from for intensity levels. To me, having just two options - a “high” intensity option and a “low” intensity option - might not be enough. Suggest reframing intensities in such a way that users are able to filter by intensity and get better feedback for when they are

setting their intensity (and how this affects the suggested activities).

43. **[H2-1: Visibility of Status][Severity 3] [Found by: C]**

When viewing activities, users have no way of knowing how long it will take. The system should present this information in some sort of natural order, because this is highly relevant to whether or not they will choose to partake in an activity or not. Suggest adding this at all points of the app (users will need to specify approximately how long this kind of activity will take when they create an activity, and so they can also see how long an activity will take when they are presented with suggested ideas).

44. **[H2-2: Match Sys and World][Severity 1] [Found by: C]**

Users may be confused by the cat/lion icons to represent intensity. I myself was curious as to what the “intensity” of an activity is supposed to mean. Are we talking “intensity” like parental-supervision needed, or “intensity” like physical strenuousness, or “intensity” like length of time? Suggest using phrases/concepts that are more familiar to the user that speak clearly as to what this “intensity” is referring to.

45. **[H2-3: User Control and Freedom][Severity 1] [Found by: C]**

There is no way to view activities I’ve dismissed by “swiping left”, but what if the user swiped left on accident and wants to reconsider? My suggestion would be to have a way for a user to redo/review activities they’ve swiped left on.

46. **[H2-3: User Control and Freedom][Severity 2] [Found by: C]**

When on the “Suggesting an Activity” screen there is no apparent emergency exit to leave this activity creation screen besides tapping the tab bar buttons on the bottom. Furthermore, it is unclear whether users can save the progress they’ve made on listing an activity for others to see. Suggest having some sort of mechanism for users to leave this screen - maybe a back button of sorts.

47. **[H2-4: Consistency and Standards][Severity 1] [Found by: C]**

Bookmarked Activities page says “Bookmark” at the top, and because of that phrasing it initially seems like the page is for users to bookmark activities, rather than for users to see their Bookmarked Activities. Changing this text to imply that these are activities that users have already bookmarked in the past would be helpful.

48. **[H2-4: Consistency and Standards][Severity 1] [Found by: C]**

The text shown in the “Suggesting an Activity” page by the image upload icon reads “Show us how!” but it is unclear to me whether this means to upload a tutorial or to simply upload pictures of yourself doing the activity. This is made especially confusing by the fact that there is no other reference to a “show them how it’s done” sort of section when viewing an activity. Suggest making this text clearer to reflect whether you want users to upload a tutorial or sequence of steps or to simply upload pictures of themselves doing the activity. Furthermore, if you are implying that the user should upload a tutorial/sequence of steps, then that same tutorial/sequence of steps should be shown when viewing an activity to new users.

49. **[H2-4: Consistency and Standards][Severity 2] [Found by: C]**

I am unclear as to how to view others profiles, even after reading the readme. It is mentioned that an example of how to do this is found in the screen titled “Viewing” but I cannot find any references to this “Viewing” screen in the readme or in the app.

50. **[H2-6: Recognition not Recall][Severity 2] [Found by: C]**

In the “Others Keen” part of the Accepted Activities screen (which you get to by swiping right on a particular activity), it isn’t immediately obvious to me whether those are people who have already done this activity and uploaded something to show for it. Also I was curious about whether or not I could interact with the people listed. Perhaps making this clear via some tutorial for first-timers when they swipe right on their first few activities would help.

51. **[H2-6: Recognition not Recall][Severity 2] [Found by: C]**

In the map that is shown when the user is on an “Accepted Activities” screen, I am unclear as to whether the map shows users who are currently doing the activity. This in conjunction with the Others Keen section makes me wonder how the app can tell if someone is currently doing an activity, which made me wonder whether I can mark that I am currently doing an activity so others can see me in a certain activity. Suggest displaying current users only in the map so that it seems more real-time because that is intuitively what the map suggests to me, given that your location is real-time. Furthermore, suggest having some sort of feedback loop to let the user know if the app considers them to be currently doing an activity so that they can show up on the map for a particular activity.

52. **[H2-8: Aesthetic and Minimalist Design][Severity 1] [Found by: C]**

In the “Suggest an Activity” screen, the user is shown a three large icons which catches their eye (the upload image icon, the cat icon, and the lion icon). However, this clutters up the screen and seems like it is competing for attention with what should be the more important Name, Description, and Availability (Expiration Date) info. Suggest de-cluttering and either making icons less prevalent/smaller or taking it out altogether.

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]		2	2	2		6
[H2-4: Consistency]		8	5	1		14
[H2-5: Error Prevention]				2		2
[H2-6: Recognition not Recall]			1			1
[H2-7: Efficiency of Use]		1		1		2
[H2-8: Minimalist Design]		3	2	1		6
[H2-9: Help Users with Errors]				1		1
[H2-10: Documentation]		2	2			4
Total Violations by Severity		17	13	9		39
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)						
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4. Evaluation Statistics

Severity / Evaluator	Evaluator A	Evaluator B	Evaluator C	Evaluator D	Evaluator E
sev. 0	N/A	N/A			
sev. 1	53%	59%			
sev. 2	54%	77%			
sev. 3	89%	56%			
sev. 4	N/A	N/A			
total (sev. 3 & 4)	89%	56%			
total (all severity levels)	62%	51%			

5. Summary Recommendations

In general, the app needs a **better color scheme** that doesn't clash (red and purple), a better way to **navigate through tabs** without a crowded footer, **more status updates/indications** for the user pertaining to where he/she was in the app and what is going on in the app, **more freedom with the swipe interface** both in terms of aesthetically understanding how the interface works (directions of swiping) as well as allowing users to "undo" their actions (accidental right or left swipes) and finally, **more continuity** with the use of terminology and features throughout the entire application.

Better color scheme

The red and purple clash and don't work well together and since they are so similar in hue, we didn't consciously notice the real difference in colors, but just felt like the color scheme was garish. Later I realized purple was for the love tag only and red for everything else. 1) This doesn't seem to have much purpose, 2) If there is a purpose for the distinction, the colors should be more complementary so as to pop and be visible, not blend in.

Navigate through tabs

An addition of a menu with helpful text can both reduce crowdedness within the app as well as give more detailed overview of what each icon represents. The bookmark icon and the love/luggage tag icon are extremely similar and was a point of frustration.

More status updates/indications

Throughout the app, after swiping right for a certain activity, we were unsure whether we had joined the activity or just got a more detailed overview of the activity. We would have loved more detail on the actual swiping screen as well as a confirmation screen saying "hey, you have accepted to take part in ____". Use of cohesive terminology will go a long way in alleviating this issue.

More freedom with the swipe interface

The swipe interface has some cosmetic issues but those cosmetic issues can be a game changer as to the experience given off by this app (more page-like and being conscious of the use of borders).

In addition, swipes in the real world bring to mind the same continuity of swiping through a book or some other kind of linear/deterministic path (where swiping either way is un-doable). In this app, the right swipe is undo-able, and has only 1 function: showing a map of where others are who are “keen” to do that activity. The left swipe, however, has two functions: 1) Swiping left *after* swiping right results in getting back to the activity at hand; 2) Swiping left *first*, however, is not undo-able--the user is permanently rejecting that activity. As a result, there’s an imbalance of swipe usage, where the left swipe has two different functions (one is to reject, another is to go back to the original). This mapping of the swipes is very confusing and could lead to many user errors.

More continuity

Finally, continuity with consistent use of “pub” and “chapter” and “wildin” will help create a better experience for the user and cause less confusion. Also, once implemented in one part of the app, features/terminology should be made available in other sections of the app. For example, if I provide a rating for an activity I did, I should be able to see that rating in the review part of the app.

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