

## Heuristic Evaluation of [Chill Zone]

### 1. Problem

*The prototype is a mobile application allowing the user to do a short wellness activity by providing them with instructions based on how much time they have and the type of activity they want to do.*

### 2. Violations Found

#### 1. [H2-4 Consistency and standards] [Severity 2] [Found by: B, C]

Text size on homepage of “i have” and “minutes” are different. This may confuse users about the relationship between these terms because they are separated by the large interactive number that represents how much time a user has free. I would suggest keeping the font sizes above and below the interactive number consistent by making them the same size. Also, I would suggest adding a period after “minutes” to show that the phrase is a complete sentence.

#### 2. [H2-4 Consistency and Standards] [Severity 2] [Found by: A, B, C]

Changing the number of minutes from 5 to 10 displays a noticeably different visual for “10” minutes, as the “10” seems squished. The user may be taken aback by this visual inconsistency. To fix, allow more space for the number, so that the switch to a 2 digit time can more nicely fit.

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

Most people intuitively add some sort of descriptive word after “I have 5 minutes.” For instance, I think most people would say instead “I have 5 minutes *free*.” Thus, it is unclear what this phrase implies upon first interacting with this screen. I would suggest adding a prepositional phrase like “...to relax” or simply the word “free” after “minutes” to make this sentence clear.

#### 4. [H2-1: Visibility of Status] [Severity 3] [Found by: B, C, D]

Going to the screen after selecting minutes free does not inform the user of their minutes free. When performing the activity, it will be useful to keep track of the user’s progress, in order to properly notify user of his or her time. To fix, include a timer or indication of user’s time remaining.

#### 5. [H2-4 Consistency and standards] [Severity 2] [Found by: C]

This interface uses all lowercase lettering on the homepage in the title “chillzone” and in the phrase “i have 5 minutes.” However, the button entitled “GO” that leads you to the next page does is in uppercase letters. I would suggest keeping the text all lowercase or uppercase letters for consistency.

#### 6. [H2-3 User Control and Freedom] [Severity 4] [Found by: B]

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On the second screen with “energize”, it looks like the back arrow is labelled “energize”, indicating that by clicking that area, the user is returning to a screen for “energize”, when it in fact indicates the current screen. To fix, create a separate section to display “energize” (and other titles) or focus on solely using the symbols to convey the genre of activity, in order to more clearly label the back button.

**7. [H2-2 Match systems with real world] [Severity 2] [Found by: A, B]**

The DONE button in the activity page is confusing. Am I done selecting my activity or am I done with the activity? I would either name it differently or make it appear only after the video has been watched.

**8. [H2-4 Consistency and standards] [Severity 2] [Found by: A, C]**

The DONE button takes too much visual space / attention away from the rest of the page.

**9. [H2-7 Flexibility and efficiency of use] [Severity 2] [Found by: C]**

The activities have only video tutorials. However, if a user is in a quiet area and does not have headphones or prefers not to watch a video, there is little the user can do to perform the activity. Thus, the user will not be able to perform the short task. I suggest adding textual instructions that will give the user the opportunity to choose whether or not to play the video.

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

When the user rates the activity using levels of hearts, the bolded “good” in the resulting “you feel good” message is a bit too subtle, in the way that it’s unclear if it’s intentional or accidental. To fix, make the bolding for “good” more obvious or remove the bolding effect entirely.

**11. [H2-10 Help and Documentation] [Severity 2] [Found by: A, D]**

There are no explanations of why to do those exercises on the exercise page. A brief description would give the user context. The app does not explain how they are helpful for your stress.

**12. [H2-5. Error prevention] [Severity 4] [Found by: A, B, C]**

When the user adds to favs on the activity page, the user could be curious about that button and accidentally press it, seeing what it does. Then, he or she may not want to actually add that to favs. To fix this, add an “undo” after the user adds to favs, similar to your share to social media button (the “X” button).

**13. [H2-3 User control and freedom] [Severity 4] [Found by: A, B, C]**

In the favorite page, there is no way to un-favorite a video. Just add a button next to the name of the video.

**14. [H2-6 Recognition rather than recall] [Severity: 3] [Found by: A, C, D]**

When one “shares” their activity there is no message of what is going to be shared. Users may find it unsettling to share unknown information. Thus, there should be a preview of the content that users are about to share.

**15. [H2-1: Visibility of Status] [Severity 3] [Found by: B, C, D]**

The videos don’t seem to take into account the time the user has free, which could be problematic (for example, if the user has 5 minutes free, and the video is longer than that). To fix this, the app can tell the user, “Watch this 2 minute video!” to indicate the user’s time investment in watching the video.

**16. [H2-6 Recognition rather than recall] [Severity 2] [Found by: C]**

When one “shares” their activity, the rating the user gave about how they felt disappears or is covered by the message that the content has been shared. If this a problem of finding space to display both, I suggest making the message that the content has been shared only be displayed on the screen for a few seconds before disappearing and allowing the user to see all of the content again.

**17. [H2-8 Aesthetic design] [Severity 2] [Found by: A]**

Since the flow of information is top to bottom, I would expect the name of the activity to be the first thing I see on the activity page. Just put the name first and then the video.

**18. [H2-2 Match systems with real world] [Severity 2] [Found by: A, D]**

This is just a semantic issue but “energize” is giving vitality to someone else, whereas relax is to applied to yourself. Get energized would be the right way of saying it but this could be inconsistent with relax. Energize is not a phrase typically used to describe a workout or stress-reducing activity. It is unclear what this means in the context of the app that is supposed to be a “Chillzone” and help the user reduce stress. Users may not associate “energize” with the jumping jacks activity since this is not a conventional phrase to use to describe a physical workout. No one says “I’m going to go energize” when they go to the gym. It is also unclear what the energize heading refers to specifically, whether the activity or something else.

**19. [H2-2 Match systems with real world] [Severity 1] [Found by: A]**

Not everyone in your audience might know what “favs” is, I would call it favorites instead to match the other apps.

**20. [H2-1 Visibility of system status] [Severity 4] [Found by: C]**

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The only way for the user to track his or her progress over time is to complete a new activity. Otherwise, there is no way to get to this screen from the homepage without completing an activity. As this is one of the important task in Chill Zone to track one's progress, I would suggest adding the option to view one's progress to the home screen. Furthermore, I would suggest getting rid of the "View Progress" button on the rating page. Rather, when the user presses done, they are taken to the progress page rather than to the home page. This way, the user is required to view their overall progress rather than giving them the ability to disregard this important feature.

**21. [H2-8 Aesthetic and minimalist design] [Severity 3] [Found by: A, B, C]**

On the second major screen that shows the possible activities you can perform, the title and tabs of the exercise types takes up a third of the screen, which takes the focus off of the activity and more focus on the classification of the activity. I think users are more interested in the actual activity they will perform then how it is classified. Thus, I would suggest compacting the title and tabs of exercise types.

**22. [H2-4: Consistency & Standards] [Severity 2] [Found by: B, C, D]**

On the second screen after choosing 5 minutes, the heading "energize" is in lowercase in one font size, the activity title "Jumping Jacks" is in a smaller font size which is ok to contrast with the header; however, the "done" button at the bottom is then in all caps and bold in a third font size. The screen should not have three different font sizes, some phrases bolded and others not, and then some in all caps and others not. There is too much variability in the text.

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

Same error as 22 except for the other activity screen "relax". The layout is the same with the same changes in font size/boldness/all caps.

**24. [H2-3: User Control and Freedom] [Severity 4] [Found by: D]**

After choosing a time for activity and moving to the second screen, the "undo" or "back" functionality is not built in. The arrow at the top left of the screen simply takes the user back to the home page with the time selection. If I am on the activity screen then click on a different activity or the "favs" tab, and then try to click the arrow button to go back to the last screen, it takes me back to the original home screen with the time, instead of taking me back to the previous activity or back to the "favs" screen.

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

On the "how do you feel?" screen after completing an activity, the scale of measurement is in "heart icons". Hearts are not a way in which people rate how they feel in the real world, nor is it clear how "five hearts" corresponds to feeling like "five hearts". This scale is also not

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consistent with conventions for measuring stress. There should be a “star” rating for the activity, but we typically use words or a 1-10 scale to describe how we feel.

**26. [H2-10: Help and documentation] [Severity 2] [Found by: D]**

The app has no on-boarding process for the user, nor is it clear what the app does initially from the home screen, or what it is intended to help with. The app also does not tell you why it is asking you for how much time you have. There is no clear documentation or help to explain what “chillzone” means.

**27. [H2-7: Flexibility and efficiency of use] [Severity 2] [Found by: D]**

On the “I have x mins free” screen, the user should be able to choose what type of activity they want, whether “energize” or “relax”, since an advanced user may wish to accelerate this process. It would be easier and faster to use an accelerator on the first home screen to do this and get an activity.

**28. [H2-2: Match system and real world] [Severity 3] [Found by: D]**

When on the track progress screen, the data is in the form of a chart, while we input how we felt on a “heart” scale earlier in the app. This is inconsistent with the previous scale and also does not match how we would track progress in the real world. Moreover, having the data in a chart form is unclear what this means exactly.

### 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]				2	1	3
[H2-2: Match Sys & World]		1	4	1		6
[H2-3: User Control]					3	3
[H2-4: Consistency]			6			6
[H2-5: Error Prevention]					1	1
[H2-6: Recognition not Recall]			1	1		2
[H2-7: Efficiency of Use]			2			2
[H2-8: Minimalist Design]		1	1	1		3
[H2-9: Help Users with Errors]						0
[H2-10: Documentation]			2			2
<b>Total Violations by Severity</b>	<b>0</b>	<b>2</b>	<b>16</b>	<b>5</b>	<b>5</b>	<b>28</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
sev. 0	N/A	N/A	N/A	N/A
sev. 1	50%	50%	0%	0%
sev. 2	37.5%	25%	56%	43.75%
sev. 3	20%	60%	80%	80%
sev. 4	40%	60%	60%	20%
<b>total (sev. 3 &amp; 4)</b>	30%	60%	70%	50%
<b>total (all severity levels)</b>	39.3%	46%	57%	42.8%

#### 5. Summary Recommendations

Overall, the ChillZone app provides a convenient way to destress through simple activities. Suggestions for improvements primarily lie in visual design and user control. With respect to design, the presentation mentions good design ideas that were incorporated into the prototype, such as making the number of minutes larger and more visible -- in addition to this, usability can be improved by making the back button clearer and less ambiguous with the header text on top. This visual fix can be applied to multiple screens and clarify the user experience. Regarding font and text display, we recommend fixing the consistency and error issues with the font size on the activity screens. Furthermore, we found that there was a lot of wasted space. For instance, the titles and tab bars took up nearly half the screen and left little space for content. We think this app would benefit by looking to bring focus to its material (the exercises) rather than navigational buttons and titles. If the titles of pages are more apropos, then maybe the title would not have to be as prominent.

With respect to user control, a clear “Home” button for navigation will aid in allowing the user to backtrack and provide a clear “central command” base. Lastly, make sure to guide your user through an onboarding process when they are using the app for the first time and to explain to the user why they are doing certain tasks. Moreover, we believe this app needs to focus more on its main objective and “difficult” task of helping users keep track of their progress. Now, a user can only view their progress if they complete a new activity. However, users should be able to access this information through the home screen.

### **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

CS 147 Autumn 2015: Assignment 9 (Heuristic Evaluation Group Template)  
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