

# Heuristic Evaluation of [O]

## 1. Problem

*O is an application that aims to give travelers “local, user-generated, [and] spontaneous” events; its interface sports a design that delivers a lot of information in a very compact way--at times this works really well, and other times it becomes little overwhelming.*

## 2. Violations Found

### 1. [H2-2 Match between system and real world] [Severity 0] [Found by: B]

Unclear what icon resembling a group of people represents. No analogous data appears on detailed screen of event. Either remove this icon or explain it somewhere and include it on the event page.

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

Things that are not concerts, events, or food are not shown by default, users must actively look in filters and remove default filter; this is contrary to platform standard in which all filters other than agebased ones (18+ or 21+ things) are off by default. Change filter categories (everything is an event) and autoinclude everything that is ok for a person to see. Don't autoinclude things that would be inappropriate for a user under 18 to see, for example.

### 3. [H2-3 User control and freedom] [Severity 2] [Found by: B, C]

Search range on filters screen limited to 10 miles. Why not allow users to look for activities further away? Allow users to enter in distances as far away as they like.

### 4. [H2-4 Consistency and Standards] [Severity 3] [Found by: B]

Hitting “cancel” on the filters screen does the same thing as hitting the “search” button, regardless of what filters were when screen was brought up. Hitting cancel should undo filter changes and bring us back to the previous screen.

### 5. [H2-10 Help and documentation] [Severity 0] [Found by: B, C]

There is none. There should be a help button somewhere for confused users.

### 6. [H2-8 Aesthetic and minimalist design] [Severity 3] [Found by: B, A]

It doesn't make sense to add a new event when viewing another event. Users may never use this functionality. It's more logical to be able to comment when viewing an event, so add this function instead.

### 7. [H2-8 Aesthetic and minimalist design] [Severity 4] [Found by: A, B, C]

On the “create event” page, there are two buttons which return the user to the list page: “back” and “home”. The difference between these 2 buttons is the home button removes all filters and the back button does not, but this is incredibly unclear to the user, and having two buttons that do nearly the same thing is pointless. Remove the “home” button

**8. [H2-7 Flexibility and efficiency of use] [Severity 4] [Found by: B]**

No way to begin directions from map page. Clicking on the address of an event requires you to click on the event to go back to the event page and click on the “directions” button. Implement way to start route from map page.

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

“Register to O” not consistent with other systems’ registration text: “Register with email”, or just “Register.” Furthermore, it’s obvious that they are registering to the app O, since they are already in it. You should change the text to either “Register” or “register with email.”

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

Enumeration of events in event feed is unnecessary, provides no useful information and increases clutter. Remove the numbers.

**11. [H2-6 Recognition rather than recall][Severity 4] [Found by: A]**

There are no affordances in the time section, so one doesn’t think it’s possible to change the time range of the filter. Make the text a different color or provide a mechanism that changes the time range.

**12. [H2-4 Consistency and standards][Severity 3] [Found by: A]**

“Search” is not congruent with what the home screen stands for, nor congruent with the buttons that take the user back home in other interfaces. Re-name the “search” button in the filter pane to “home”.

**13. [H2-1 Visibility of system status][Severity 2] [Found by: A]**

In the homepage, the aspect you’re sorting for is not visible enough in each event item. Users will have a hard time seeing the information they perceive to be the most important. Bold/highlight whatever is being sorted for in each event item since that’s the information users are looking for.

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

When accessing the directions interface from the event screen the cancel button cancels the directions on the map but does not take the user back to the event screen, as expected. Fix it so that it does so.

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

When the user sets a destination on the map, they will have no idea what the red boxes are, or what the check marks represent, and it is unclear why they show up only after the destination is set. Make the design more clear so that users can more easily understand what is going on.

**16. [H2-8 Aesthetic and minimalist design] [Severity 1] [Found by: A]**

When leaving a comment, the header text is far too close to the back button. Add spacing and make the center text a little bit smaller.

**17. [H2-7 Flexibility and efficiency of use][Severity 3] [Found by: A]**

The back button after adding a photo is expected to go back to main check-in screen, but instead goes back to the event page. Users would want to go back to the check-in main page from posting a

picture if they change their minds about it in order to cancel the entire post or just post a comment with only text. Change it so that it does so.

**18. [H2-1 Visibility of system status][Severity 1] [Found by: A]**

On the map screen, the “details” button is not visible enough. Make it larger and/or a different color.

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

Users will not expect a button named “details” to yield an interface that has ways to change how they travel, which will cause some confusion. Rename this to something more related to “means of travel.”

**20. [H2-8 Aesthetic and minimalist design][Severity 3] [Found by: A]**

It does not make sense for the details window to have ways to input your destination and your current address considering it is the details window for the destination you already selected. Remove it.

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

The “go” button in the details window toolbar is not expected, or visible enough. The go function is not a tool; it is a main function of the view, so it should be in the main screen of the app.

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

Allowing users to input time manually will result in different formatting between events and make it almost impossible to sort by time in your home screen. Add a time ticker element to the view.

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

It is unclear whether the main screen is sorted by start time or end time. It will take some time for users to figure this out. Add a better descriptor to the label.

**24. [H2-2 Match between System and the Real World] [Severity 3] [Found by: A]**

The destination path is set before you even select a means of travel. This can be confusing to the user. Make the details/ means of travel aspect come before or during the phase where the user chooses to navigate to their destination.

**25. [H2-1 Visibility of system status][Severity 2] [Found by: A, C]**

It is not apparent what the default means of travel is when the user clicks navigate (car/bike/walk). An extra tap is needed just to find this out. Make it clear on the screen what method of travel is being used directly after the user clicks navigate.

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

There is no clear way to get directions from the current location to the destination. If the user just follows the lines, this would be extremely difficult to use. Either outsource to Google maps or implement it yourself.

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

The line of navigation is 2 different colors. This seems unnecessary and no intuitive as to why it's this way. Change it to one color or make it clearer why you used 2 different colors.

**28. [H2-2 Match Sys & World] [Severity 1] [Found by C]**

It may be more helpful to present distances in terms of “4 blocks away” or “5-8 min walk” than “0.8 miles”, although more accurate--it may be less helpful in conceptualizing the distance.

**29. [H2-4 Recognition not Recall] [Severity 1] [Found by C]**

When a user selects settings to filter events, they should appear somewhere in the results panel

**30. [H2-1 Visibility of Status] [Severity 2] [Found by C]**

The home page does not specify how the user should first interact with it; does not inform user on how to use it  
 Fix: Maybe a tag line such as “Events around you” to direct the user into how they’re receiving the information presented to them

**3. Summary of Violations**

<b>Category</b>	<b># Viol. (sev 0)</b>	<b># Viol. (sev 1)</b>	<b># Viol. (sev 2)</b>	<b># Viol. (sev 3)</b>	<b># Viol. (sev 4)</b>	<b># Viol. (total)</b>
[H2-1: Visibility of Status]		1	3		1	<b>5</b>
[H2-2: Match Sys & World]	1	1		1		<b>3</b>
[H2-3: User Control]			1	1		<b>2</b>
[H2-4: Consistency]		1	3	2		<b>6</b>
[H2-5: Error Prevention]						<b>0</b>
[H2-6: Recognition not Recall]			1		1	<b>2</b>
[H2-7: Efficiency of Use]			1	1	3	<b>5</b>
[H2-8: Minimalist Design]		1	2	2	1	<b>6</b>
[H2-9: Help Users with Errors]						<b>0</b>
[H2-10: Documentation]	1					<b>1</b>
<b>Total Violations by Severity</b>						<b>30</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
sev. 0	0	2	1		
sev. 1	2	0	2		
sev. 2	8	2	4		
sev. 3	6	2	0		
sev. 4	4	2	1		
<b>total (sev. 3 &amp; 4)</b>	10	4	1		
<b>total (all severity levels)</b>	20	8	8		

## 5. Summary Recommendations

It's important to present information that's only absolutely necessary to the user--especially when working with such a small screen. O can improve in how/which information it presents to the user by: **Making it clear on the screen for what method of travel is being used directly after the user clicks navigate** (so they need not press extra buttons to find this out), **and making it clear whether the main screen is sorted by start time or end time for events.**

It's also important to ensure consistent design throughout the program. O can improve in design consistency by: **Improving the "create event" page by removing the "home" button, there are two buttons which return the user to the list page: "back" and "home"--that's confusing, Change the button "Register to O" to something more understandable like "Register"**

Lastly, O can improve its flexibility and efficiency of use by **outsourcing a mapping application service like Google Maps, because the current mock-up details no way for the user to receive directions to their event**

Overall, O makes great strides at presenting a solid interface for the user--it falls short on the small details such as **misleading labels like a "details" button on a route, where that button actually is how the user changes the route, or having buttons like "cancel" and "search" that do the same thing, or buttons that incorrectly do their intended/named function.**

### **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