

Heuristic Evaluation of Usense

Violations

1. **[H2-8 Aesthetic & Minimalist Design]** (juju) (nemo) (mocha) [Sev. 2]
The interface uses a list of dates, times, and descriptions on the user's profile page to describe the sleeping and waking schedule of the monitored user, but it's a lot of words to read at once on the screen.
Condense the information by either making it possible to collapse/open information for each date or only displaying the current day's sleep schedule and having the rest accessible in a separate calendar.
2. **[H2-2 Match between System & Real World]** (juju) (nemo) [Sev. 1]
The interface lists times in each day that the monitored user is awake, has an alarm. or is sleeping in their profile, but the order of the times seem to go by most recent activity, which took me a while to realize. In the real world, I would usually read times in chronological order rather than the latest one first, especially if I'm scrolling down through the list.
Switch the order of the times on the log to go from earliest to latest time.
3. **[H2-2 Match between System & Real World]** (juju) (pepperoni) (mocha) [Sev. 3]
The interface has a yellow button with blue lining inside on the "Users" page as well as on the right side of the user's profile that changes based on if the user is sleeping or awake. The button isn't clear in its function immediately and looks like a toggle button that I would press.
Change this icon to be something more recognizable, such as a moon and a sun to show sleeping and awake (like when you make your computer sleep), or a sleeping stick figure and a standing stick figure.
4. **[H2-8 Aesthetics & Minimalist Design]** (juju) (pepperoni) [Sev. 2]
The interface puts all the messages in the same color message blocks with no profile icons. It makes it a little hard to distinguish who sent which message.
Change the colors so that the sender and the receiver have different colored message blocks (such as the color scheme used by Facebook or iMessage) and add a profile icon to indicate when one user starts talking.

5. **[H2-7 Flexibility & Efficiency of Use]** (juju) (mocha) [Sev. 2]
The interface brings me to a map where I can track Dad. There are no functionalities that can give an indication of Dad's position relative to mine, nor any way to get the exact location.
Add my location, and also a functionality where you can tap on the location marker and have a popup of the address of where the user is.
6. **[H2-2 Match between System & Real World]** (juju) (nemo)(pepperoni) [Sev. 3]
The interface did not allow me to change the medicine alarm for the user "Dad" from 5:00PM to 8:00PM; instead, when I tried clicking "Edit" to edit the alarm, a new alarm for 8:00PM just appeared on the bottom of the screen. I'm not sure why clicking "Edit" would have caused an alarm to magically appear.
Make the "Edit" so that it allows me to change the numbers on the existing alarms.
7. **[H2-7 Flexibility & Efficiency of Use]** (juju) (nemo)(pepperoni) [Sev. 3]
The interface does not have a "New" button that allows me to create a new alarm on the "Alarm" page; it only allows me to edit the existing ones.
Create a "+" or a "New" button so that I have greater flexibility making the alarm and don't have to repeatedly edit existing ones.
8. **[H2-8 Aesthetic & Minimalist Design]** (juju) [Sev. 1]
The interface's icon about whether or not the monitored user is sleeping is green and yellow, which are next to each other on the color wheel and clash. To make an analogous color harmony, it would need another color that is also next to those two colors on the color wheel. In this case, it seems to only need two colors.
Use complimentary colors on the color wheel or don't use colors to distinguish between sleeping and awake.
9. **[H2-6 Recognition not Recall]** (juju) [Sev. 1]
The interface for displaying the log of where Dad is only has the word "Log" at the top. If I opened up my phone to this screen maybe hours later, I wouldn't know which user I was monitoring.
Add in which user I'm monitoring at the top (i.e. "Dad's Log") or an icon of his picture.
10. **[H2-4 Consistency & Standards]** (juju) (mocha) [Sev. 1]
The map interface that logs Dad's path from 5:40PM to 7:00PM only shows up to 6:00PM.
The map is not consistent with the information on the top log bar.
Make them display the same times.

11. **[H2-4 Consistency & Standards]** (juju) [Sev. 1]

The interface notifies the user that Dad rejected the alarm with a gray screen with a big red X icon on the left and text on the right. The notification for a Distress Alert from Mom had the icon on the top and the text underneath it. It is not as consistent in terms of notifications for the user.

Make the icon and text placement consistent, either icon on top and next underneath it or icon to the left and text to the right.

12. **[H2-7 Flexibility & Efficiency of Use]** (juju) (nemo) [Sev. 3]

The interface, after notifying me of the Distress Alert, brings me back to the original screen I was at. I have to navigate all the way back to Dad's profile page, back to the Users page, and then click on Mom's page to respond to her Distress Alert when I might immediately want to contact her.

Add a button to allow me the user to directly contact her.

13. **[H2-6 Recognition not Recall]** (juju) (mocha) [Sev. 1]

The interface of the profile has four buttons (Locate, Alarms, Call, Message), which are the core functionalities. However, because most of the screen is white, having the buttons white make them blend into the background; they're not too visible. The user needs to remember where on the page some of the buttons are.

Make the buttons a different color that stands out on the page.

14. **[H2-8 Aesthetic & Minimalist Design]** (pepperoni) [Sev. 1]

Functionality of green heart icon with number is not immediately clear. Users may be confused as to what the number represents. Add something that will make the purpose of the number more clear, such as "bpm" to suggest heart rate.

15. **[H2-4 Consistency & Standards]** (pepperoni) [Sev. 1]

Choosing the word "Users" to describe the relatives the user can monitor. Typically, "user" refers to the person who is the application, creating confusion as the whom the "user" is. Select a different term to refer to relatives being monitored.

16. **[H2-4 Consistency & Standards]** (pepperoni) (mocha) [Sev. 1]

Functionality of "Edit" button in profiles is unclear. Disregarding implementation, it is unclear what the "Edit" button would do because everything presented in the profile overview seems non-customizable. Reconsider whether an "Edit" button is necessary.

17. **[H2-8 Aesthetic & Minimalist Design]** (pepperoni) [Sev. 1]

No color differentiation/hierarchization between buttons and other text in profile. May make it difficult to quickly spot important actions. Make buttons a different color (not just a white background with text color the same as the rest of the text on the page).

18. [H2-2 Match Between System & Real World] (pepperoni) (nemo) [Sev. 2]

Unclear what it means for Dad to have “rejected his alarm.” Users might be confused as to how to proceed, especially considering the supposed 2-button functionality of the watch on the end of the person being monitored. You might explain what it means for the parent to reject an alarm.

19. [H2-4 Consistency & Standards] (pepperoni) [Sev. 3]

Alarm set at 5:00 PM, but task completion page says it’s been set for 8:00 PM. This mismatch creates confusion as to what time the alarm is actually set for. Make sure to only mark task as completed (alarm being set to 8) when the user clicks “Edit.”

20. [H2-8 Aesthetic & Minimalist Design] (pepperoni) [Sev. 1]

Meaning behind the red-coloring of the high heart rate icon might not be clear considering that hearts are usually depicted as red. This might just create confusion as to why the heart is sometimes green/red. Consider other methods of depicting heart rate intensity, such as having all heart icons be red with different shades to indicate heart rate level (darker = higher).

21. [H2-4 Match Between System & Real World] (pepperoni) [Sev. 1]

“I can’t talk right now. Can I call you back?” preset message appears unfitting considering that the parent’s distress alert is a notification, not a call. Have preset messages more fit to the tasks users will carry out so as to not throw them off.

22. [H2-3 User Control & Freedom] (pepperoni) [Sev. 3]

Clicking on different preset messages all result in “Mom, what happened? Are you okay?” being displayed on following screen. This confuses users, and causes them to wonder how to send other messages. If only that message is intended to be used in that situation, consider only making that message clickable/available.

23. [H2-8 Aesthetic & Minimalist Design] (pepperoni) [Sev. 1]

Footsteps icon on “Locate” page might not immediately convey their functionality; might also be perceived simply as an icon for the page. Users could have difficulty finding a way to access location history. Consider changing the icon/including text.

24. [H2-8 Aesthetic & Minimalist Design] (pepperoni) [Sev. 1]

Timestamps on location history page occlude location information. Users can't tell their parent was at the Stanford Faculty Club. Rearrange timestamps in order to maintain location visibility.

25. [H2-1 Visibility of system status] (nemo) [Sev. 1]

Upon using the “locate” function, a map with a blue circle is displayed. However, the user cannot be certain if this is the accurate current location or if the app is loading the location and will soon display it correctly. I'd suggest adding a loading icon or animation to inform the user when the location has been loaded successfully.

26. [H2-2 Match between system and the real world] (nemo) [Sev. 1]

The text-based listing of times and statuses on the user page is somewhat confusing at first glance. Although listing events in such a manner is minimal and practical, it feels unnatural to have the progression of time structured in this way. Perhaps a more natural approach would be a side-scrolling graphical display, like a continuous chart you see on weather reports.

27. [H2-8 Aesthetic and minimalist design] (nemo)(mocha) [Sev. 1]

Upon tracing the path of a user's location, the app displays the date and time interval above the map. On one hand, this is a useful summary. On the other, it seems out of place and doesn't really fit the aesthetic of the app. It also detracts from a minimalist appeal since the map already displays timestamps. I'd suggest removing it because the timestamps achieve the same goal.

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	1	0	0	0	1
[H2-2: Match Sys & World]	0	2	1	2	0	5
[H2-3: User Control & Freedom]	0	0	0	1	0	1
[H2-4: Consistency & Standards]	0	5	0	1	0	6

[H2-5: Error Prevention]	0	0	0	0	0	0
[H2-6: Recognition not Recall]	0	2	0	0	0	2
[H2-7: Flexibility & Efficiency of Use]	0	0	1	2	0	3
[H2-8: Aesthetic & Minimalist Design]	0	7	2	0	0	9
[H2-9: Help Users with Errors]	0	0	0	0	0	0
[H2-10: Help & Documentation]	0	0	0	0	0	0
Total Violations	0	17	4	6	0	27

Evaluation Statistics

Severity/Evaluator	Eval. Mocha	Eval. Nemo	Eval. Pepperoni	Eval. Juju
0	0	0	0	0
1	4	4	8	6
2	2	2	2	3
3	1	3	5	4
4	0	0	0	0
total 3 & 4	1	3	0	4
total (all)	7	9	15	13