

## Heuristic Evaluation of igetyou

### 1. Problem

*i get you* is a social platform for people to share their own, or read and respond to others' stories, with the goal of creating more understanding about living with mental illness.

### 2. Violations Found

#### 1) H1: Visibility of Status /Severity 2/ Found by A

Home screen: At the very beginning I do not know what is being presented to me. Is it a bunch of stories from different categories or is it just one category?

Fix: Add a category on the top saying what category we are in

#### 2) H8: Minimalist design /Severity 1/Found by A, B

Adding a response: When reacting to someone else's story and writing your own response, the interface segmenting off only the writing icon is a bit too much white space in the screen that can get used for something else. We understand that you're trying to make that icon separate and the meaning clear but it feels like you are wasting the space a little.

Fix: Maybe only but a box surrounding the icon, and have the text fit/wrap around it (like in Microsoft Word when you have an image and have the text wrap it).

#### 3) H1: Visibility of Status /Severity 1/Found by A,C,D

Adding a response (clicking the reaction emoji): At first I wasn't sure if anything happened. I know that there is a slight blue shadow and the number underneath the reaction is now blue. But at a glance it doesn't really look like I did anything. The number also did not go up when we reacted.

Fix: Maybe have a sound effect or make the shadow more pronounced

#### 4) H3: User control / Severity 2/Found by A

Adding a response: I know probably in the real app, clicking anywhere will make it so you can go back. But in the medium-fi prototype, what do I do if I accidentally pressed the edit button? Will clicking the check make me go back? But I might publish something that I don't want to publish.

Fix: Have a back button

#### 5) H1: Visibility of Status / Severity 0/Found by A

Adding a response: (after adding): At first I wasn't sure if my response went through. Perhaps have a confirmation screen saying my response has went through?

Fix: Confirmation screen of response

#### 6) H1: Visibility of Status / Severity 2 / Found by A,B,C,D

Home screen (Adding filters): I'm not sure how to apply the filters. After pressing anxiety and addiction as filters, the search button looks like it will just search for more filters and pressing the filter button makes me think I will go back and not filter anything.

Fix: Make an apply button

**7) H8: Minimalist Design / Severity 3 / Found by C**

Home screen: We just now noticed that there are four different dates on the feed separating image stories from text stories. At first glance, I thought that there were only two items on the feed: two stories each accompanied by a picture. The blue dates are easy to miss against the blue background;

Fix: better contrast between these two colors will allow for the dates to pop out more and better serve their purpose as dividers between items on the feed.

**8) H6: Recognition not recall / Severity 1 / Found by A**

Adding a response: At first I wasn't sure what the text on the bottom of the react screen was. I knew it was comments after a while, but at first glance I wasn't sure.

Fix: Add a comment bar

**9) H7 Efficiency of Use / Severity 2 / Found by A**

Sharing a story: What if, for example I was going to do just audio and photo, but after I put my photo up, I decided I wanted to put a video on as well? Going all the way back seems tedious and seems like it will just destroy my progress.

Fix: Have the option to add another format of the story at the end or save the photos and audio so it won't be lost.

**10) H8: Minimalist Design / Severity 1 / Found by A,B,C,D**

Sharing a story: Back button is a little hard to find

Fix: Make back button bigger, or change back to a left arrow maybe

**11) H4. Consistency and standards/Severity 1/Found by B**

Sharing a story: (Similar to the last violation) On the pages for sharing your own story, especially the first page, the "back" text is pretty close underneath the arrow, so at first I thought the arrow was for the back button, but that was also a little confusing because it's an arrow going forward.

Fix: Make back button bigger, or change back to a left arrow maybe

**12) H8: Minimalist Design / Severity 1 / Found by A, B,C,D**

Home screen: On a computer the font size is a little hard for me to see, so having the text on the app might be super small. Maybe have a way to change the size of the font, or be able to expand the story. Also what happens if the story is like 3-4 paragraphs long? What if I personally don't want to see it and it is a little taxing having to scroll through it.

Fix: Make font bigger or be able to expand the story

**13) H1. Visibility of system status / Severity 1 / Found by B, D**

Adding a response: I think we said this in class, but for the response emojis, it might be better if people couldn't see the other responses until they clicked one. That way, people are not influenced by what others put.

Fix: Hide the numbers until the user clicks an emoji.

**14) H1. Visibility of system status / Severity 1 / Found by B**

Sharing a story (Uploading multiple files): Not a particular violation that you guys did in the prototype, but something that wasn't included so I wasn't sure how it would work in the real thing: If people wanted to post a photo and audio (as you can in the prototype), how would those two be linked together? Do they have to be connected in some way or can they be two separate things I want to share?

Fix: Maybe you can include medias into one post on the feed in case the two posts are related, but have the little icons in the same blue bar with the date to show that there is both a photo and an audio clip included.

**15) H8. Minimalist design / Severity 1 / Found by B**

Home screen: I think it's a bit repetitive to have the date at the top of every post, especially because the posts you'll be looking at will probably all be from the same date and I don't want to have to read "September 30, 2017" so many times as I scroll down.

Fix: Have the date once for all the posts from that day (maybe keep it floating at the top of the screen as you scroll down kind of like how instagram has the user's name still at the top as you scroll until you get to the next post). Definitely still separate the different posts with the bar, but maybe just leave it blank or put something else in it (I think I suggested icons before of what the media upload was).

**16) H10: Help and Documentation / Severity 1/ Found by C**

Sharing a story: When sharing a story, users have the option to share additional information about their story. When I first went through the process of sharing a story and chose to share a text story (old version of the prototype), this additional step seemed redundant to me. Why would I want to include more text about a story I just wrote about? What more would I ever have to say here that I didn't say in the actual story? It wasn't until later viewing the image story on the feed that I found how this was useful, since users could add a caption to an image or include updates about the story or share how they've grown from the experience. I think including a sample on the "Tell us about your story" screen would help users better understand its purpose.

**17) H6: Recognition not Recall / Severity 1 / Found by D**

Sharing a story: Once the user has typed their story, they may want to glance back at it while they type "what do you want people to know about your story", or decide what sort of option (identifying?) information they may give out.

Fix: Have this be scrollable instead of 2 different screens

**18) H5 Error Prevention / Severity 2 / Found by D**

Sharing a story: The user might not realize that once they click the check box to share their stories, they cannot edit what they've written / they are not sure if that's the final step.

Fix: Add a confirmation alert box so they know that once they click submit the story is sent to be confirmed and then shared.

**19) H3: User control / Severity 2/ Found by D**

Sharing a story (Undoing stories): If the user does click “share” and then changes their mind about sharing their story for any reason, there is no undo, delete or cancel button at this stage so that they have the freedom to withdraw their story.

Fix: Add an undo button on the screen after sharing

### 20) H1: Visibility of status: Viewing your posts / Severity 2/ Found by D

Sharing a story (Record of stories): No record of how many stories the users have submitted, what the stories say, and if they are still being reviewed or if they have been published, and if not, what community standards they violated is shown.

Fix: Add a view that has a record of shared stories and their statuses.

## 3. Summary of Violations

| Category   | # Viol. (sev 0) | # Viol. (sev 1) | # Viol. (sev 2) | # Viol. (sev 3) | # Viol. (sev 4) | # Viol. (total) |
|--|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| H1: Visibility of Status   | 1               | 3               | 3               | 0               | 0               | 7               |
| H2: Match Sys & World  | 0               | 0               | 0               | 0               | 0               | 0               |
| H3: User Control   | 0               | 0               | 2               | 0               | 0               | 2               |
| H4: Consistency  | 0               | 1               | 0               | 0               | 0               | 1               |
| H5: Error Prevention   | 0               | 0               | 1               | 0               | 0               | 1               |
| H6: Recognition not Recall   | 0               | 2               | 0               | 0               | 0               | 2               |
| H7: Efficiency of Use  | 0               | 0               | 1               | 0               | 0               | 1               |
| H8: Minimalist Design  | 0               | 4               | 0               | 1               | 0               | 5               |
| H9: Help Users with Errors   | 0               | 0               | 0               | 0               | 0               | 0               |
| H10: Documentation   | 0               | 1               | 0               | 0               | 0               | 1               |
| <b>Total Violations by Severity</b>  | <b>1</b>        | <b>11</b>       | <b>7</b>        | <b>1</b>        | <b>0</b>        | <b>20</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                             | 100%        | 0%          | 0%          | 0%          |             |
| sev. 1                             | 36.36%      | 64%         | 36%         | 45%         |             |
| sev. 2                             | 57%         | 14%         | 14%         | 36%         |             |
| sev. 3                             | 0%          | 0%          | 100%        | 0%          |             |
| sev. 4                             | 0%          | 0%          | 0%          | 0%          |             |
| <b>total (sev. 3 &amp; 4)</b>      | 0%          | 0%          | 100%        | 0%          |             |
| <b>total (all severity levels)</b> | 50%         | 40%         | 30%         | 45%         |             |

\*Note that the bottom rows are *not* calculated by adding the numbers above it.

#### 5. Summary Recommendations

Overall, we thought your core functionality worked really well, and were able to accomplish the tasks you set out to do. There were a few minor cosmetic and functionality issues, mostly having to do with making text larger or making it easier for the user to go back and make changes to their post. There were also a few larger changes we had wished were implemented as part of the app. First, it would be nice if you added the ability to make a profile, so you can see, like and delete stories. This also allows the user to view old stories and decide if they want to delete them and helps give the idea that the user is part of a community. We noticed that for in your updated prototype, you removed the ability to filter by age/gender/location. While this makes the app more streamlined, it is a feature that we think would be helpful if users wanted to look at content posted by users of their same demographic. Finally, we thought you should change the main feed so that it is a little easier to differentiate each individual story on the screen; perhaps include better contrasting colors or accent the division in another way. Otherwise, great job!

#### 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***

### **H1: Visibility of System Status**

- Keep users informed about what is going on

### **H2: Match Between System & Real World**

- Speak the users' language
- Follow real world conventions

### **H3: User Control & Freedom**

- "Exits" for mistaken choices, undo, redo
- Don't force down fixed paths

### **H4: Consistency & Standards**

### **H5: Error Prevention**

### **H6: Recognition Rather Than Recall**

- Make objects, actions, options, & directions visible or easily retrievable

### **H7: Flexibility & Efficiency of Use**

- Accelerators for experts (e.g., gestures, kb shortcuts)
- Allow users to tailor frequent actions (e.g., macros)

### **H8: Aesthetic & Minimalist Design**

- No irrelevant information in dialogues

### **H9: Help Users Recognize, Diagnose, & Recover from Errors**

- Error messages in plain language
- Precisely indicate the problem
- Constructively suggest a solution

### **H10: Help & Documentation**

- Easy to search
- Focused on the user's task
- List concrete steps to carry out
- Not too large