

Heuristic Evaluation of Peek

1. Problem/Prototype Description

We evaluated the Peek app, a platform for artists to explore other artists' work and make the process of collaboration easy and streamlined.

2. Violations Found

1. H1 Visibility of System Status / Severity: 3 / Evaluators: A, B, C, D

The function of the computer vision view is confusing. Users might confuse its function as searching by photo with the function of posting a photo. The icon of computer vision's view is not very informative, and there is no textual evidence at the search result page suggesting that the user has just gone through a search process.

Fix: Add a search icon in the search bar, by the text "flowers". Or, add "computer vision view" beneath the icon of the computer vision view icon. Or, Instead of using the text "Related tags" at the search result page for computer vision, use "Are you looking for #...#...#...?"

2. H2 Match between system and the real world / Severity: 4 / Evaluators: A, B, C, D

Unclear what computer vision does. When you're on camera view, having to push the button instead of just clicking where to focus (like how other apps do it with scanning tags and such) implies that it's capturing an image and it seems like that image that the user just took should be usable in the app later on rather than acting just as a "search term"

Suggested fix: Instead of including a camera like shutter button in the middle bottom, just have user tap on the area to focus on it and use computer vision there

3. H1 Visibility of System Status / Severity: 0 / Evaluators: B

When the user is at another user's profile page and at their own profile page, in both of these scenarios, the profile icon in the bottom bar is in pink. Thus, by looking at the bottom bar, the users are incapable of knowing whether they are at their own profile or others' profile.

Fix: Make the profile icon only be in pink when the users are at their own profile. While they are at others' profiles, the profile icon should stay gray, but the explore icon could be in pink.

4. H1 Visibility of System Status / Severity: 3 / Evaluators: B, C

There's no indication whether the artist the user invites to the group accepts their invitation or not. Thus, the user would be unable to know their status in the process of invitation.

Fix: In the message interface with other artists, if the users have invited the artist to collaborate with them, a small box would appear at the top of the chat, with the text: "You've sent a collaboration request to xxx". If the collaboration request is approved, the text in the box would change into "xxx has approved your collaboration request. Let's work together."

5. H1 Visibility of System Status / Severity: 1 / Evaluators: B, D

When posting art to a group, after clicking into the individual art piece in the collaboration page, the screen is no different from the screen after posting art to a thread. This might be confusing for some users, since the screen shows the artwork, the tags and the thread, but has no sign of group collaboration, which would make the user hard to distinguish whether they have just posted in a thread or posted in their collaboration group.

Fix: If the user clicks into the post they made in the collaboration page, the screen they see should be different from the screen they see after they post in the thread. This individual page for each art piece in the collaboration could contain items like artwork itself, buttons for interaction and a comment section for your collaborators to interact with or leave comments, so that the collaborative aspect would be emphasized. Make the groups and threads sections visually distinct.

6. H2 Match between System & World / Severity: 4 / Evaluators: B, C

The definition of "collaboration" is unclear. What the user can do in your collaborators' group aside from posting your artwork is unclear. If the collaboration is solely for posting art, the difference between posting in a feed and collaborating needs further clarification.

Fix: Clarify the definition of "collaboration" by adding a more specific explanation focusing on the collaborative aspect of the process, instead of using the text "Let's fill up this page! Share your art or send a message."

7. H3 User Control and Freedom / Severity: 3 / Evaluators: B

After sending a collaboration request, the user cannot withdraw this collaboration request.

Fix: Enable a confirmation before sending another artist a collaboration request: "You are inviting xxx to collaborate with you. Confirm/Cancel." Also, allow users

to cancel their collaboration request after the request was sent. Similarly, it would be good that if users could accept/decline the request other users send them.

8. H3 User Control and Freedom / Severity: 4 / Evaluators: B

There is no way for users to quit a collaboration group. It might be frustrating for users who do not want to be in a specific group they work with in the past.

Fix: Enable a group management button in the collaboration page. After clicking the group management page, the user could enter management view, and manage the groups they are currently in. They could choose to rank their priority or to quit any of them.

9. H3 User Control and Freedom / Severity: 2 / Evaluators: B

Users cannot manage the visibility of their posts. The default of all of the artwork uploaded to the platform is public, but sometimes artists might want to keep some of their drafts private, or only visible to friends, or invisible to selected people.

Fix: Add a dropdown menu of visibility in the new post page and allow users to choose their posts' visibility.

10. H3 User Control and Freedom / Severity: 1 / Evaluators: A, B, D

There is not a direct way to quit in the middle of making a new post. If the users want to quit, they have to go back in the sequence through the back button, which might be inconvenient for a lot of users.

Fix: Adding a cancel button to all the screens in the posting sequence.

11. H3 User Control and Freedom / Severity: 3 / Evaluators: A, B, C

After going into an artists' profile page by clicking the artists' name, the users cannot return to the page of the artwork.

Fix: Adding a back button on the artists' profile page so that people could return to the artwork's page they were in.

12. H3 User Control and Freedom / Severity: 3 / Evaluators: B

Users cannot add an artist they just met to a preexisting collaboration group. They could only invite the newly met artist to a new collaboration group.

Fix: When sending the collaboration request to other users, allow the user to choose which group they want to invite them into.

13. H3 User Control and Freedom/ Severity: 2 / Evaluators: A, B

Users cannot go back to the result page of their search after they click into a thread page of a specific artwork in their result page, since the back button is not working on the thread page. Thus, the users are only capable of looking at one result at a time during each search, and if they want to view other results, they have to go over the exact same search process again.

Fix: Make the back button on the thread page work, and allow the users to return to their search results list.

14. H3 User Control and Freedom / Severity: 3 / Evaluators: A, B

Users cannot change from the computer vision view of the search to the normal view. At the result page of the computer vision view, if the users click the back button, they would go back to the camera. And if the users click the back button on the camera page, the users would return to the computer vision view search results. In this way, the users could never initiate a normal scroll view search after they switched to the computer vision view.

Fix: Instead of having the computer vision view icon by the search bar in the computer vision view, change this icon into an icon representing the scroll view. After the users click this scroll view icon, they should be able to get back to the scroll view.

15. H4 Consistency and standards / Severity: 0 / Evaluators: B

In the computer vision view, the keyword for search appears at the center of the search box. However, in the scroll view, the keyword for search appears aligning to left in the search box. Since both of these are the keyword for search, they should look the same, otherwise the users might ponder what the meanings are behind these different alignments.

Fix: Make the keyword aligning to the left in all of the search boxes.

16. H4 Consistency and standards / Severity: 1 / Evaluators: B, C, D

On the message page between you and other user, the venn diagram icon, which is supposed to be a button for the users to navigate to creating a collaboration, is surrounded by not clickable text like “This is your first message with @sketchviolet” and “invite @sketchviolet to a collab group!” The users are not able to intuitively tell the difference which is clickable and which is not since they are presented in similar style at the background of a message page, and they might consider the collab button a part of the background and ignore its functionality.

Fix: Instead of having the collab button at the background of the message page grouping with not clickable texts, make the collab button appear at the bottom of

the screen grouping with the chat box and the send button. Also, aligning the style of the collab button with the send button.

17. H4 Consistency and standards / Severity: 1 / Evaluators: A, B

On the making a new post page, whenever the user clicks on post to group/post to thread/post to a new thread, the selected option switches up to the top of the choices list. This is anti-intuitive since a more standardized practice would be having the selected option stay where it is and expand the option with the content of the option. In this current design, since the content of each option all look very similar to each other, users might be confused by which option they had clicked on. For example, if the users intend to click on the second option in the list, but after they click on it, it becomes the first option in the list, this would take a second for them to adjust.

Fix: Have the options stay where they are after choosing. Mark the status of chosen just with the circle of selected and the expanded content.

18. H4 Consistency and standards / Severity: 0 / Evaluators: B, D

The back button in the making a new post section looks slightly different from the back button in other sections. Users might be confused if the back button in the making a new post section means something else.

Fix: Make the back button in the making a new post section look the same as the other back buttons.

19. H4 Consistency and standards / Severity: 0 / Evaluators: B

When posting to the group of purplepotato, unlike posting to other groups, there's no pink progress bar after the user hit submit.

Fix: Add a pink progress bar to posting to the group of purplepotato.

20. H5 Error Prevention / Severity: 1/ Evaluators: A, B, C

On the collaboration page, if the users click on the message icon when they have not yet chosen a group, there is no error message alerting the users they should choose a group first. Instead, they are navigated to the message page of "Patch", which might not be the users' intention.

Fix: Add an error message when the user clicks on the message icon when they have not yet chosen a group on the collaboration page.

21. H5 Error Prevention / Severity: 1 / Evaluators: B

When posting while the users are not at the main page, for example, in a collaboration group, there is no message reminding the users when they hit the

back button in creating a post, they would lose their draft. There is a confirmation message for users while they are posting at the main page, which makes this an inconsistency problem as well.

Fix: Add the same confirmation message for users while they are going back while posting in a collaboration group.

22. H5 Error Prevention / Severity: 3 / Evaluators: B, C

When making a new group in the collaboration page, even though there are no collaborators yet, the users could upload images to their collaboration page. Similarly, while the user invites another user to form a collaboration group, before they have a knowledge of whether the other user has accepted/declined their request, they could make a collaboration group and start posting in it.

Fix: Add an alert message for users while they are posting to a collaboration group with no member aside from themselves.

23. H6 Recognition rather than recall / Severity: 0 / Evaluators: B

When the users are posting to the “patch” group on the collaboration page, at the final step, the system asks the user to choose the group they are posting to again. The users might be unable to remember which group they wanted to post to in the first place, since the posting in this case is not adhering to the context. This is also a Consistency and Standard violation, since while posting to the purplepotato group, the system reminds you that you are posting to the purplepotato group at the final step.

Fix: Make the group that the users choose appear as selected at the final step of making a new post.

24. H6 Recognition rather than recall / Severity: 1 / Evaluators: B

When the user is posting to thread, to which thread they are posting to is unclear, since there are no tags/titles of the thread visible on the new post page. Users would now need to recall which thread they are posting to, which might be hard.

Fix: Give a title to the thread at the posting page. And give titles to all the threads in the interfaces to allow users to keep better track of them.

25. H6 Recognition rather than recall / Severity: 4 / Evaluators: B

There’s no place on the collaboration page for the users to view the list of their collaborators. Such information could only be viewed on the message page by clicking on a small “i” icon. As collaborators is a very important information, it

would be good that it is more directly visible to the users at the collaboration page.

Fix: Add a collaborators' list at the collaboration page of each group, so that the users could recognize to whom they are sharing their artwork right now. Make each member's profile picture or user name clickable, so that the user could access the information easily.

26. H6 Recognition rather than recall / Severity: 1 / Evaluators: B, C

On the Explore page, the way in which the feed is organized is not visible for the users. Even though it is mentioned in README that the data is currently sorted by date, such information is not accessible to the users on the interface, which would require the users to remember such information from the README.

Fix: Add a drop menu above the feed to indicate how the feed is sorted and allow users to choose the way they want their feed to be sorted.

27. H6 Recognition rather than recall / Severity: 0 / Evaluators: B

The collaboration page, the users might be confused about what the artworks beneath the "choose your group" dropbox mean since there are no texts explaining what they are. According to the README, these are all pieces of art posted in all of your collaboration groups, but such information is not intuitive and is not provided to the users on the interface. It is reasonable to consider these art pieces as "all art posted by myself in groups", "art posted by everyone in my selected group" etc. which is different from what the designers intend the users to believe in. The users have to recall the information from README to recognize these images.

Fix: Add "All artworks posted by my collaborators" text above the images.

28. H7 Flexibility and efficiency of use / Severity: 0 / Evaluators: B

On the search page, there is no information like the users' past searches, which would be efficient for users who want to conduct the search they've already done again and keep track of the history of their searches.

Fix: Add "Past searches" beneath the search box on the search page.

29. H7 Flexibility and efficiency of use / Severity: 3 / Evaluators: B, C

In order for the users to view their messages with other users, they could only view it either through clicking the message button on the collaboration page, or find the profile page of the artist again and click the message button. There isn't a place for which the users could easily see their conversations with other users

without clicking through lots of screens, which is inefficient for a platform emphasizing its social functions.

Fix: Add “Inbox” to the bottom bar, in which the users could see their conversations with other users.

30. H7 Flexibility and efficiency of use / Severity: 1 / Evaluators: B

This is connected with Violation #26. Now, the users could only view the feed in one way, which is sorted by date. README says that in the final prototype of the app, the feed would be sorted by relevance. However, this is still one way to sort the feed, and cannot be tailored to each users’ individual preferences of sorting.

Fix: Like #26, add a drop menu above the feed to indicate how the feed is sorted and allow users to choose the way they want their feed to be sorted.

31. H7 Flexibility and efficiency of use / Severity:0 / Evaluators: A, B

In this current posting system, the users could only either post to the thread or the group. If they would like to post to the thread and the group at the same time, they need to make the same post twice, which is repetitive and time-costing.

Fix: Allow the users to choose posting to a collab group and the thread at the same time at the final step of posting artwork.

32. H7 Flexibility and efficiency of use / Severity: 3 / Evaluators: B

The current add collaborator section in the final step of making a new post might be extremely inefficient if the users have a lot of collaborators. It is clear and nice when the user only have two collaborators, like this prototype, but if a user have more than fifty collaborators, it would take huge amount of time for the user to view all of the collaborators through swiping to left many times, and since the chosen user is marked by a circle of thin like around the user’s profile picture, when the users want to add a lot of collaborators, it is hard to keep track.

Fix: Instead of presenting the profile pictures of all the collaborators here, add an add button in this section and navigate the users to a collaborators list page. On the collaborators list page, the users could search for the collaborators they want to add. The selected collaborators would appear at the top of this page, and the user could click “done” after finishing selecting, going back to the final page of posting.

33. H8 Aesthetic and minimalist design / Severity: 0 / Evaluators: B

The notification message indicating that the user has just posted successfully is too light in color and too small in font size, which would be hard for the users to see. The text could also be more brief.

Fix: Make the notification bigger, and use black as the color. Instead of using “Your art has been posted! Take a peek below”, just use “Success!”

34. H8 Aesthetic and minimalist design / Severity: 0 / Evaluators: A, B

In some pages, for example, the result page of the computer vision view search and the bookmark page of the users’ profile, when scrolling things, some of the icons are moving around. (the “tags” section and the selected square in the search result page, and the delete icon in the bookmark page)

Fix: This is probably a Figma problem. Keep the icons at their position while the users scroll or swipe the page.

35. H8 Aesthetic and minimalist design / Severity: 0 / Evaluators: B, C

In the bookmark section, the three interactive buttons for each feed are change name button, view thread button, and delete button, but they are not stylistically consistent with each other. The change name button is represented with the name and a small revise icon inside a pink rectangle; the view thread button is represented by just the text “view thread” inside a pink rectangle; the delete button is represented by an icon. The stylistic incoherence might lead the users to wonder whether certain buttons are clickable or not.

Fix: Instead of having a change name button, add the name of the thread on top of each thread, and when double clicking it, it allows you to edit the name of the thread, much like how renaming is done on windows systems. Beneath the thread, include only two buttons, an eye icon for viewing the thread, and a garbage bin icon for deleting the thread, so both functions are represented by icons in minimalistic ways.

36. H8 Aesthetic and Minimalist design / Severity: 0 / Evaluators: B

The text “Thread” on the thread view page of an artwork is redundant. It is intuitive to consider other artworks beneath this artwork being part of the thread, and since there is no bolding for the text “Thread” and no space above and below it, the text “Thread” feels out of place in the overall aesthetic design.

Fix: Delete the text “Thread” on the thread view page of an artwork.

37. H9 Help users recognize, diagnose and recover from errors / Severity: 0 / Evaluators: B

Throughout the post making process, there are a couple of times that the users would find themselves unable to go forward since they are missing crucial information of the post, like the title, the description, the tags, or which group they want to post to. Even though the forward button is not clickable then the users

wouldn't be able to perform an action that results in error, but the system does not notify the user with information of what they have missed. Users would not be able to recognize what they have missed immediately and they need to read the screen again to find the information they've missed by themselves.

Fix: Add an alert message concluding what information the users have missed when the user intends to go forward without completing the page.

38. H10 Help and documentation / Severity: 2 / Evaluators: B

There's a minor confusion in the purpose of the collaboration and the exact content of collaboration. Even though the users might be able to retrieve this information from the README page, it would be best that such information could appear somewhere on a FAQ page in the app.

Fix: Add a FAQ page introducing the purpose of the app, or add a splash screen before the explore page and include the value proposition on the splash screen.

39. H1, Visibility of System Status / Severity: 2 / Evaluators: C, D

Does not go through process of how a new user, or even a returning user, would log back into the app

Fix: Add in login/sign up page

40. H4, Consistency and Standards / Severity: 3 / Evaluators: C

When you click into the messaging with a specific artist, it's not super clear what a collab group is and how it is different from direct messages. Do you have to be in a collab group in order to collaborate? How many people need to be in the collab group?

Fix: Perhaps a different phrase than "group," such as "invite ____ to a collab space?" could be more flexible

41. H6, Recognition not Recall / Severity: 3 / Evaluators: C, D

Annotate functionality in collab group, how would that work? Would it be like a zoom annotate feature where you go across the entire screen or do you annotate individual images at once?

Fix: Put an annotate option once you click on to a specific image rather than the entire collab group.

42. H3, User Control and Freedom / Severity: 1 / Evaluators: A, C

Once user clicks on "choose your group" in collab space, user can't click out of it

to explore other places, users probably expect to be able to tap elsewhere on the screen in order to get out of this part of the app

Fix: Allow users to click out of the option list when they click away from the list

43. H6, Recognition not Recall / Severity: 0 / Evaluators: C, D

In the notifications tab, there's an arrow to go back, but it's not super clear where that would lead to since the user clicked on the button on the bottom to navigate there. It makes more sense to have the back arrow only on nested pages (i.e. pages that take multiple clicks and pages to get to) rather than having it for the ones with easily navigated buttons

Fix: Remove the back arrow on the notifications tab

44. H6, Recognition not Recall / Severity: 2 / Evaluators: C

On the profile page, not super clear what the bookmarks button will lead to. It almost seems like you'd bookmark your own profile.

Fix: Distinguish the images that you have bookmarked from the adding a bookmark to an image functionality (perhaps a filled in icon or multiple bookmarks for the saved bookmarks)

45. H6, Recognition not Recall / Severity: 0 / Evaluators: C

When focusing on an image, the expand option is off the image itself, but users are probably more used to the expand to full screen option being in the bottom right of the image. While the icon is clear what it does, it's in a non-traditional area.

Fix: Moving the "expand" button to be on the image

46. H6, Recognition not Recall / Severity: 0 / Evaluators: C, D

When focusing on a particular post, it seems like a lot of screen space is taken up by the profile and the artist's profile image. It takes focus away from the actual work

Fix: Expand the size of the image that is posted and deemphasize the artist's profile

47. H6, Recognition not Recall / Severity: 0 / Evaluators: C

In contrast to violation 46, if you wanted to keep the artist emphasized in their posts, I would suggest also allowing their profile "tagline" visible on their posts. This helps them sell their brand/interest collaborators

Fix: Use the space underneath the profile photo to allow a short bio/tagline for the artist

48. H6, Recognition not Recall / Severity: 1 / Evaluators: C

When viewing posts, it's not clear when things were posted. A user might want to know how old a piece of work is before asking someone to collaborate based on it

Fix: Add in some record of when the image was posted

49. H6, Recognition not Recall / Severity: 1 / Evaluators: C

Not super clear if collab spaces are public and if what is posted there is visible to the public or just members.

Fix: Have settings options for each collab group to allow them to be public or private

50. H4, Consistency and Standards / Severity: 0 / Evaluators: A, C

Bottom buttons do not all have a clear "button design," why is the posting button the only one that has a specific raised design?

Fix: Add borders/raised design for all buttons

51. H8, Aesthetic and Minimalist Design / Severity: 0 / Evaluators: C

The accent color isn't used very often throughout the app. The app is mostly black and white with only a little bit of the accent orange/peach

Fix: incorporate the accent color in more places to make app seem more cohesive

52. H5, Error Prevention / Severity: 0 / Evaluators: C

The delete thread option is pretty close to the "view thread" button. This could lend itself to errors on smaller screens or for users who are trying to scroll through the threads

Fix: Move the trashcan further away and in an error that is not likely to get clicked as often to avoid accidental deletion.

53. H6, Recognition not Recall / Severity: 1 / Evaluators: C

Being able to delete thread, while obvious because it is indicated by the trashcan, could make more sense to add this functionality within the "edit" button for the thread.

Fix: Move the delete thread option into the edit thread button functionality, since users are familiar with deletion being combined with editing

54. H6, Recognition not Recall / Severity: 0 / Evaluators: C

Edit thread indication (the pencil to show that you can edit the name) is not super clear/easy to see.

Suggested edit: Make the pencil icon more obvious and easy to see

55. H3, User Control and Freedom / Severity: 1 / Evaluators: C

User has no place to update/change their profile

Fix: Add in to the profile tab a place for user's to update/edit their page

56. H2, Match b/w System and World / Severity: 4 / Evaluators: C

Not clear where to "remix" or what that would be. You briefly talked about this in your readme, but not seeing where it is on the app or how it is different from the collab spaces.

Fix: If remixing is for images, I'd suggest adding in a button near the expand and bookmark buttons after clicking on an image.

57. H2, Match b/w System and World / Severity: 0 / Evaluators: C

The medium used is described on the image's post, but it's formatted the same way as the rest of the caption.

Fix: Perhaps match what art galleries/museums do with art and use a different font/italicize for the materials of a piece

58. H7, Flexibility and Efficiency of Use / Severity: 1 / Evaluators: C

When bookmarking an image, automatically categorizes based on tags but the user might want to specify which bookmarks thread they want to add this image to. Especially if they save a lot of flower images, they might want to add further specificity within their bookmarks

Fix: create option for user to add a bookmarked image to a specific bookmarked space in their saved bookmarks

59. H7, Flexibility and Efficiency of Use / Severity: 3 / Evaluators: C

In collab spaces, there is no option for users to choose an image and comment on it. It might make sense to allow this functionality if this is the specific place for artists to collaborate/communicate with one another.

Fix: Add an option to comment on images within the collab groups

60. H4 Consistency and standards / Severity: 0 / Evaluators: A

On the initial screen, all of the icons are thin lined and gray when not in use, but the computer vision button is thick lined and pink which makes me think that it is selected.

Fix: Change the icon color and unify it with the theme of the icons in the navigation bar.

61. H4 Consistency and standards / Severity: 0 / Evaluators: A

When clicking on the search bar to “type” flowers, the search bar shifts slightly on the right hand side as well as the height. This shouldn’t be a floating object that moves when a term is entered.

Fix: Make sure when entering a term, it is only the left side that is partially collapsed and the entire search bar shouldn’t move.

62. H5 Error Prevention / Severity: 0 / Evaluators: A

If I’m on the screen post picture taken during task 1 where I am given the related tags to my photo and I click the back arrow, it brings me back to my initial capture, when I thought that clicking the back arrow from the search bar would bring me back to the search page, and if I click back again from the camera screen (after clicking back once before) then it sends me to the flowers and related tags page again instead of taking me back to my search page.

Fix: Allow users to go back to their initial search page (ie the flowers search page) after they have scanned an object.

63. H5 Error Prevention / Severity: 0 / Evaluators: A

From the flowers and related tags page, I can’t click on the bottom left icon to get back to the explore page.

Fix: Link so that it takes you back to the explore page when clicking it on the navigation bar.

64. H5 Error Prevention/ Severity: 0 / Evaluators: A

On the “New Post” page when I click through multiple options of “Post to thread” or “Post to group” and then try to go back, it doesn’t take me to the last screen but instead reverts my checkbox selections.

Fix: When I hit the back button on the “New Post” page, bring me back to the daisies photo page.

65. H1 Visibility of system status / Severity: 0 / Evaluators: A

When creating a new post, users don't know how many pages they will need to go through. Even though it is only two, it may be helpful to unify those two pages or possibly tell users that the next page is going to submit.

Fix: Unify the new post into a single page/wireframe.

66. H3 User control and freedom / Severity: 0 / Evaluators: A

Just after taking a photo of the daisy, the user cannot go back to the camera screen and has no way to exit from posting a new photo.

Fix: Make it possible for users to exit from posting a new photo.

67. H4 Consistency and standards / Severity: 0 / Evaluators: A

After taking a photo for a "New Post", the heading "New Post" is different between the two screens when actually creating the post.

Fix: Make it such that "New Post" is the same between the two screens.

68. H4 Consistency and standards / Severity: 0 / Evaluators: A

When clicking between "Make a new thread", "Post to group" and "Post to thread" on the "New Post" page, the left alignment of all the text boxes changes.

Fix: When clicking between the boxes in the checklist, make sure that the boxes are all in the same position between wireframes.

69. H8 Aesthetic and minimalist design / Severity: 0 / Evaluators: A

After clicking submit to post a new piece to a thread, I get sent to a screen with the lotus image up that is acting like a loading screen. It appears that in the two phased loading screens, some of the objects jump around a bit. So make sure that all the objects are in the same position between loading screens. Also it threw me for a loop when it was loading because I thought that I was pressing things, and it dynamically changed. I think it was excessive to have this loading screen and the automatic updates. You should just be able to pull up the concluding screen (without the loading) after clicking submit.

Fix: Get rid of the loading screens after submit and have just the end resulting frame.

70. H3 User control and freedom / Severity: 0 / Evaluators: A

On the "New Post" screen, allow users to continue with their post without having to add titles, descriptions, or hashtags.

Fix: Don't force users to add hashtags or descriptions to their new works.

71. H6 Recognition rather than recall / Severity: 2 / Evaluators: A

After posting a new thread, it takes you back to the explore page and your post is included, but there is no recognition between what is your post versus everybody else's posts. The user then must recall which of the posts is theirs, and it can be difficult as they have more and more posts. It may also make it more difficult as threads may be quite similar to the user's initial work.

Fix: Differentiate the users' posts so that they can quickly see at first glance what is theirs versus having to remember what work they did and determine if it is actually just a close replica of their work.

72. H4 Consistency and standards / Severity: 0 / Evaluators: A

After typing in a message in the direct message, the text box moves slightly.

Fix: Make sure that the direct message text box is at the same position across wire frames.

73. H4 Consistency and standards / Severity: 0 / Evaluators: A

In sending a direct message, there is a dividing line between the navigation bar and the text box where that isn't present anywhere else in the app, and in the gallery mode, the dividing line is actually lower and intersects the centered button. Also in notifications there is no dividing line between the notifications and navigation bar.

Fix: Remove the dividing line from the direct message screen.

74. H4 Consistency and standards / Severity: 0 / Evaluators: A

In the direct message screen, the top line that is between the text area and the profile name/photo moves after sending a direct message.

Fix: Make sure that the line doesn't move between direct messages.

75. H8 Aesthetic and minimalist design / Severity: 0 / Evaluators: A

When going from the concentric circles to the explore page, there are some white bars that turn from the left side to the bottom and it is distracting. Unsure the purpose or if it was intended, but remove if at all possible.

Fix: Remove the tilting lines if possible

76. H7 Flexibility and efficiency of use / Severity: 1 / Evaluators: A, D

Throughout the app, users are often unable to go back to the main exploration

page

Fix: Have the appropriate linking throughout the app to allow users to go back to the explore page at any point via the navigation bar.

77. H2 Match between the system and the real world / Severity: 0 / Evaluators: A

When in the computer vision scanner screen, after focusing I need to click the circular button twice, when in the real world the expectation is to click the button only once.

Fix: Only press the circular button once to capture the image for the scanner.

78. H10 Help and documentation / Severity: 0 / Evaluators: A, D

As mentioned in your Readme, it is important to have an introductory tutorial to some of your less common features such as the computer vision scanner and the groups section (the concentric circles in the navigation bar) so that people know the precise functionality. I wanted to bring it up here as a reminder.

Fix: Add onboarding for new users.

79. H3 User Control and Freedom / Severity: 0 / Evaluators: D

Users have no way of exiting from the “upload, use camera, annotate” toolbar if they wish to undo.

Fix: allow the user to tap the center button again to remove the toolbar.

80. H8 Aesthetic and Minimalist Design / Severity: 0 / Evaluators: D

The user often is unable to use many of the buttons on the toolbar that pops up when the bottom center button is pressed. Some of the buttons appear to not do anything on most pages.

Fix: Have the center button only reveal options which the user can use.

81. H2 Match Between System and Real World / Severity: 3 / Evaluators: D

The user is only allowed to show their name as their handle and can only view other users' through their handles. No clear place to search for different artists

Fix: Allow the user to set a name that is displayed in the place of the handle if they wish, and allow users to search for other users.

82. H6 Recognition Not Recall / Severity: 2 / Evaluators: D

Notifications page: it is unclear which image is being used as the user's profile and which is being commented on.

Fix: group the user's name with the user's image more closely.

83. H4 Consistency and Standards / Severity: 0 / Evaluators: D

In the notifications page, icons for images vary with one having a border and one not.

Fix: Unify thumbnail standards for images across the platform.

84. H1 Visibility of System Status / Severity: 0 / Evaluators: D

On the frame accessed by clicking the three circles, the images that appear under "Choose your group" seem unrelated.

Fix: Have the dropdown menu display the name of the grouping that contains all of these images

85. H7 Flexibility and Efficiency of Use / Severity: 0 / Evaluators: D

Unable to access notification content from the notification menu.

Fix: Allow users to click on notification to be able to access the post or message referenced by the notification.

86. H4 Consistency and Standards / Severity: 0 / Evaluators: D

In general, the presence or absence of the back button is inconsistent throughout the app.

Fix: Put a back button on every page.

87. H3 User Control and Freedom / Severity: 1 / Evaluators: D

User is unable to remove bookmark from artwork after it has been bookmarked.

Fix: allow the user to tap the bookmark icon again to unbookmark the piece.

88. H4 Consistency and Standards / Severity: 1 / Evaluators: D

Trash can icon appears when accessing the bookmarks page. This icon doesn't appear anywhere else throughout the app. The meaning of the trashcan is unclear.

Fix: If the trashcan icon is meant to be used to remove something from the bookmark page, instead replace it with an option to un-bookmark by deselecting a bookmark icon.

89. H2 Match Between System and Real World / Severity: 1 / Evaluators: D

At the bottom of the notifications page, there is a notice that says “you’re all caught up!” This message implies that you have exhausted all of your content. Most users are used to the end of notifications being delineated by a lack of unread icons or simply the end of the list.

Fix: Remove the “you’re all caught up!” text and instead put an icon next to unseen notifications.

90. H1 Visibility of System Status / Severity: 2 / Evaluators: D

The title of the app appears nowhere in the interface. It’s nice to have a reminder.

Fix: Add the title of the app to the tops of pages.

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	3	1	2	2		8
H2: Match Sys & World	2	1		1	3	7
H3: User Control	3	4	2	4	1	14
H4: Consistency & Standards	13	3		1		17
H5: Error Prevention	4	2		1		7
H6: Recognition not Recall	7	5	3	1	1	17
H7: Efficiency of Use	3	3		3		9
H8: Minimalist Design	8					8
H9: Help Users with Errors	1					1
H10: Help & Documentation	1		1			2
Total Violations by Severity	45	19	8	13	5	90

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)

4. Evaluation Statistics

Severity / Evaluator	Evaluator A	Evaluator B	Evaluator C	Evaluator D	
Sev. 0	44%	29%	23%	22%	
Sev. 1	26%	47%	21%	37%	
Sev. 2	25%	38%	5%	38%	
Sev. 3	23%	69%	19%	23%	
Sev. 4	20%	80%	7%	20%	
Total (sevs. 3 & 4)	22%	72%	61%	22%	
Total (all severity levels)	34%	42%	48%	27%	

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

5. Summary Recommendations

- Add in more places for the user to customize their experience. Profile editing, collab group editing, and saved bookmark editing are the most obvious places to allow customization.
- From the description of the app, it's not clear if this is intended to be a social media app, but from the actual prototype, it seems to be headed that way. I'd recommend creating stronger bonds between users.
- The user should be told exactly what the threads and groups features are, as these are two of the more unique sections of the app. The user should also be shown around the different buttons available from the main screens so as to quickly attach meaning to each icon.
- The designers should strive to unify symbols and norms across the app: keep buttons in the same places across different frames, and remove any unnecessary buttons.
- It's important to run through the prototype and make sure that navigation links are working properly as well as your back buttons.
- The icons you use have a direct impact on the way the user understands your application, so it is important to verify your icons and make sure they make sense.
- I think a big area of improvement is to consider under which scenarios an artist might turn down a collaboration request or unwilling to collaborate with certain people, and how we can ease their way out of a collaboration process they don't want to part of.
- I think it would be good to promote more interactions between the users, like enabling comments, favorites, etc.
- Some of the processes could be sped up if the information is not segmented into many different sections, like messaging.

- **I recommend clarifying the exact definition of collaboration: is it just the artists sharing their work to a collective space or they could work on the same piece?**

Severity Ratings

0 - not 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

- Words, actions, and UI elements should be consistent across the entire platform
- Follow platform and industry conventions

H5: Error Prevention

- Minimize error-prone conditions
- Remove memory burdens, support undoing, and warn your users when necessary

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, keyboard shortcuts)
- Allow users to tailor frequent actions (e.g., macros)

H8: Aesthetic & Minimalist Design

- No irrelevant information. Focus on the essentials.

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