

## Heuristic Evaluation of Journey

### 1. Problem/Prototype Description

*Journey is a platform that helps building stronger teams through collaborative journaling by building trust, developing empathy and improving collaboration between them.*

### 2. Violations Found

1. H2: Match b/w System & World / Severity: 2 / Found by: A, B, D
  - a. Problem Description: The terminologies ‘team member’ and ‘facilitator’ on the start screen could be confusing
  - b. Rationale: These terminologies are not intuitive for the users who are looking at your application and could be confused thinking about their role so it would be important to clarify it right at the start
  - c. Suggested Fix: Adding terms like ‘Enter your journey’ and ‘Facilitate the journey’ would be good terminologies that could give the user an idea about each of these roles
  
2. H11: Accessible / Severity: 1 / Found by: C
  - a. Problem Description: The sign-up screen has the same font for the app logo, the other buttons, and instructions on the screen.
  - b. Rationale: With similar text size and font, this may not be easy for users to distinguish between the different text displayed in front of them.
  - c. Suggested Fix: Have more variation and contrast between the fonts for the content displayed on the screen.
  
3. H4: Consistency & Standards / Severity: 1 / Found by: B, D
  - a. Problem Description: (Screens 1/80 and 8/80) The color of “Create an account” changes from black to white.
  - b. Rationale: I’m not sure if you’re trying to highlight that I need to click this button more or not.
  - c. Suggested Fix: Either make the colors consistent or highlight the button more.
  
4. H4: Consistency & Standards / Severity: 3 / Found by: B, D
  - a. Problem Description: After signing out, trying to sign back in as a facilitator, then clicking on the back button, it brings me to screen (8/80) where it says I don't have an account yet.
  - b. Rationale: It should take you to the correct screen
  - c. Suggested Fix: Redirect it to screen (1/80).

5. H3: User Control & Freedom / Severity: 3 / Found by: A, B, C, D
  - a. Problem Description: Users can not log in to an existing account
  - b. Rationale: It would be inconvenient for users who are returning back to just have the create an account option on their screen
  - c. Suggested Fix: Having a sign in button for existing users alongside the create an account one.
  
6. H2: Match b/w System & World / Severity: 4 / Found by: A, B, C, D
  - a. Problem Description: The buttons for 'team member' and 'facilitator' on the start screen are not clickable buttons. Rather, they give an error that you need to have an existing account
  - b. Rationale: The buttons on the screen should always be clickable - These buttons are probably for existing users who are returning back but might confuse the user
  - c. Suggested Fix: Having a 'sign in as a facilitator' button and 'sign in as a team member' might be able to clear out terminologies for the user and would help them understand where they should be going.
  
7. H6: Recognition not Recall / Severity: 1/ Found by: A
  - a. Problem Description: When creating an account, users could select their role instead of typing it
  - b. Rationale: Users should not be wondering which role they would be having in the game but could choose one of the two options to select their role
  - c. Suggested Fix: Having a drop down menu with both options- facilitator as well as team member so the users know what they would be choosing
  
8. H1: Visibility of System Status / Severity: 1/ Found by: A
  - a. Problem Description: When the user signs up, it asks them to select a journal but the space is empty
  - b. Rationale: It would be confusing for users to see that they could select an activity without making it clear to them that they don't have any activities right now and they should add those
  - c. Suggested Fix: Having text to show the user that they have nothing on the screen and could add items.
  
9. H2: Match b/w System & World / Severity: 1 / Found by: A
  - a. Problem Description: When the user signs up, it has the option of adding new journals here but the screen suggests select journal
  - b. Rationale: It would be confusing for users to see the wide range of options they have because the text 'select a journal might be a little misleading.

- c. Suggested Fix: Changing the wording for 'select a journal' to 'My journal'
  
10. H3: User Control & Freedom / Severity: 2/ Found by: A, B
  - a. Problem Description: When the user is on the select team journal screen, there is no option for the user to go back
  - b. Rationale: If the user wants to add more team journals to their space, they would not be able to go back and add them which would be frustrating for them since they would have to sign out and sign in again.
  - c. Suggested Fix: Having a back button that would take the user back to the screen where they could add their journal
  
11. H3: User Control & Freedom / Severity: 3/ Found by: A, B, C, D
  - a. Problem Description: When adding a journal, there is no back button or close button for the user to go back
  - b. Rationale: If the user wants to choose an existing journal instead of a new one and accidentally presses the add button, it would be hard to return back.
  - c. Suggested Fix: Add a cross or a back button on top of the screen so they could go back
  
12. H4: Consistency & Standards / Severity: 3 / Found by: A, C
  - a. Problem Description: As the user chooses a journal, they are redirected to a screen with new entry and existing entry and a sign out button. However, the sign out button is on the top left hand side of the screen which is not consistent with other screens
  - b. Rationale: Since each of the interfaces throughout, have different options for every screen the user would be frustrated and so keeping it consistent would be a good idea
  - c. Suggested Fix: Adding a sign out button at the bottom of the page in the navigation bar along with the other options throughout the interface could be one suggestion
  
13. H4: Consistency & Standards / Severity: 3/ Found by: A, D
  - a. Problem Description: As the user chooses a journal, they are redirected to a screen with new entry and most recent but does not have a header describing the screen
  - b. Rationale: Since each of the pages before this has a header describing each of the function, there could be one on this page as well
  - c. Suggested Fix: Adding a heading at the top of the page similar to the other interfaces with a heading as the title of the journal so for instance 'CS 147'

14. H4: Consistency & Standards / Severity: 0 / Found by: A
  - a. Problem Description: When the user is on the journal page where they could select a new entry or most recent entry, the notification tool opens a new page
  - b. Rationale: Most platforms have a notification bar that has a similar background to the one you are opening the notifications from. However, this screen is very different from notification screens users generally come across so external consistency could be helpful.
  - c. Suggested Fix: The notification screen could have a similar background to the screen it is opened from and could have text in the form of boxes.
  
15. H4: Consistency & Standards / Severity: 0 / Found by: A
  - a. Problem Description: When the user is on the journal page where they could select a new entry or most recent entry, the notification tool is on the top of the page
  - b. Rationale: Since the screen does have a navigation bar, it would be helpful to add it to the bottom so the user is not overwhelmed by the various places they could click on.
  - c. Suggested Fix: Keep the notification bar on the bottom of the screen with the other options in the navigation bar
  
16. H3: User Control & Freedom / Severity: 3 / Found by: A, B, D
  - a. Problem Description: When adding their thought to the journal, there is no back button for the user to go back
  - b. Rationale: If the user accidentally selects the wrong journal on this page and does not want to add a new entry or check the most recent one, they could go back
  - c. Suggested Fix: Add a back button on top of the screen so they could go back
  
17. H4: Consistency & Standards / Severity: 2 / Found by: A
  - a. Problem Description: When the user is on the journal page where they could select a new entry or most recent entry, the new entry text is capitalized whereas the most recent one is in small letters
  - b. Rationale: Since throughout the interfaces there should be some form of consistency, it would be important to choose one style and use that throughout
  - c. Suggested Fix: Change the New Entry to small letters or capitalize all buttons throughout the interfaces
  
18. H2: Match b/w System & World / Severity: 2 / Found by: A

- a. Problem Description: When the user is on their specific journal page, the terminology for the most recent and new entry seems confusing.
  - b. Rationale: It would be confusing for a first time user to know exactly what these two texts mean since they would not know what they are doing exactly
  - c. Suggested Fix: Changing the wording for 'new entry' to 'Add a new entry to your journal' and changing 'Most recent' to 'Read other entries in the journal'
19. H4: Consistency & Standards / Severity: 0 / Found by: A
- a. Problem Description: After clicking on the most recent page, the user would go onto the page which shows everyone's journeys. The text title of that page has a colon which is not there on the other pages
  - b. Rationale: Since throughout the interfaces there should be some form of consistency, it would be important to have a similar title formatting and structure
  - c. Suggested Fix: Remove the colon from the heading
20. H3: User Control & Freedom / Severity: 3 / Found by: A, C
- a. Problem Description: When the users are looking at the team's journey, there is no back button for the user to go back
  - b. Rationale: If the user accidentally selects the wrong button and does not want to read through the text, they should be able to go back
  - c. Suggested Fix: Add a back button on top of the screen so they could go back
21. H4: Consistency & Standards / Severity: 2 / Found by: A, C
- a. Problem Description: When the users are looking at the team's journey, there is no notification bar that is there in the previous cases
  - b. Rationale: If the user would want to check their notifications, they would have to go back to the previous screen
  - c. Suggested Fix: Adding the notifications on the navigation bar
22. H1: Visibility of System Status / Severity: 4 / Found by: A, C
- a. Problem Description: As the user clicks on the graph button from the notifications tab, they would assume that the 'What do these stats mean' would provide them with information
  - b. Rationale: If the user would not know what they meant, the text on that screen is useless since they still won't be able to understand what the stats mean.
  - c. Suggested Fix: Text providing feedback or a text box to let the users know what the stats mean

23. H3: User Control & Freedom / Severity: 3 / Found by: A, C
- Problem Description: As the user clicks on the graph button from the notifications tab, there is no back button for the user to go back
  - Rationale: If the user accidentally selects the wrong button and does not want to go through the graph, they should be able to go back
  - Suggested Fix: Add a back button on top of the screen so they could go back
24. H2: Match b/w System & World / Severity: 3 / Found by: A
- Problem Description: When the user is on their calendar and clicks on their emoji, the thoughts of other team members show up
  - Rationale: it would be confusing for the user to not see what they said that day but rather what the teams have to say
  - Suggested Fix: Change the screen such that the user could see what they were feeling that day and then view feedback from other members of the team through a button on the screen
25. H4: Consistency & Standards / Severity: 3 / Found by: C
- Problem Description: On the calendar screen, the users have buttons that they can potentially click through to look at the different months. However, these arrows are not clickable compared to the other functional buttons in the application.
  - Rationale: It is confusing to the user why they cannot move onto the next month even though there are arrows.
  - Fix: Make the arrow buttons clickable.
26. H11: Accessible / Severity: 4 / Found by: C
- Problem Description: On the calendar screen, the users can click on the emojis on the calendar to read more about their team members' feedback. However, it is not very intuitive that the users can click on the emojis.
  - Rationale: It is not clear that the users can click on each of the emojis to read more about the team members' feedback for each day of that month.
  - Fix: Make it more clear that the users can click on each day to see their team members' feedback. There need to be instructions that instruct the user to click on the emojis.
27. H1 Visibility of System Status / Severity: 4 / Found by: C
- Problem Description: In the application, there is a chart that displays the team's emotions through a timeline. Each time the team member makes a new journal entry, they must write about various topics, such as productivity, mood, and communication.
  - Rationale: It is unclear how the different emotions displayed are correlated with the different journal entries. With just one chart to represent the

information, the user may feel confused over the information provided. The system should always keep users informed about what is going on in a clear and concise manner.

- c. Suggested Fix: Change how the statistics and metrics are displayed for users to understand their team's progress and data.
28. H2: Match b/w System & World / Severity: 2 / Found by: A, B, D
- a. Problem Description: The navigation bar has a mountain to represent the adding of a new entry
  - b. Rationale: The icon is confusing for the user since not all of them would know what it means
  - c. Suggested Fix: Adding text under each icon which shows what each of them represents on the navigation bar or having an pen/writing text icon that would be you usually see on websites when writing text.
29. H2: Match b/w System & World / Severity: 3 / Found by: A
- a. Problem Description: When choosing to add a new entry into the journal, the mood button does not let you add your mood
  - b. Rationale: The mood button not working would be confusing to the user who would feel that they would just want to add the mood
  - c. Suggested Fix: The mood button working would help the users document their mood better.
30. H3: User Control & Freedom / Severity: 1 / Found by: C
- a. Problem Description: After the user submits their journal entry, the user chooses different emotions that they have for their team's communication, productivity, and overall collaboration.
  - b. Rationale: This lacks an option for the user to take a break or quit the screen until they completed this task. Although users have submitted their completed prompt, they may want to exit the screen or may not express their emotions on this screen.
  - c. Suggested Fix: Have an exit button for users to leave and return to continue the question later.
31. H4: Consistency & Standards / Severity: 3 / Found by: C
- a. Problem Description: There are very similar colors for the emojis. With the similarity in colors, users may wonder if the different emotions have similar meanings. For example, the sad, neutral, and happy emojis are all a different shade of green.
  - b. Rationale: Although this color scheme matches the overall design of the application, this may confuse users on what they should select as an accurate representation of their emotions.

- c. Fix: Change the colors to accurately represent the emojis and their correlating emotion.
32. H8: Aesthetic & Minimalist / Severity: 1/ Found by: A, B, C, D
- a. Problem Description: When the user is documenting their productivity, communication and free journaling, they would be confused by looking at the variety of options they have in form of text, voice and picture
  - b. Rationale: Since these variety of options may overwhelm the user, some of these could be included in different ways as a process
  - c. Suggested Fix: Having fewer options - Choosing the top two options would make it easier for the user to select what they want to do.
33. H1: Visibility of System Status / Severity: 2 / Found by: A
- a. Problem Description: When the user is documenting their productivity, communication and free journaling, they do not know what stage they are at and how many things they have to add before landing to the page
  - b. Rationale: Since letting the user know where they are and what steps they would have to go through to complete the process is important, the screens could inform the user
  - c. Suggested Fix: Having a progress bar which helps the user visualize which stage they are at.
34. H2: Match b/w System & World / Severity: 2 / Found by: A
- a. Problem Description: When the user is on their calendar and clicks on their emoji, the thoughts of other team members show up
  - b. Rationale: it would be confusing to see what other team members have to say for that day
  - c. Suggested Fix: Change the screen such that the user could see what they were feeling that day and then view feedback from other members of the team through a button on the screen
35. H2: Match b/w System & World / Severity: 3 / Found by: A
- a. Problem Description: When the user is adding text in their productivity, communication and free journaling screens, they do not see a textbox rather just text
  - b. Rationale: it would be frustrating for the user if they could not add text on that screen
  - c. Suggested Fix: Add a text box so users could add what they are feeling



36. H2: Match b/w System & World / Severity: 3 / Found by: A
- Problem Description: When the user is adding their feelings through the microphone in their productivity, communication and free journaling screens, they do not see a voice button to record
  - Rationale: it would be confusing if they are just able to see a recording and not record
  - Suggested Fix: Add a microphone so they can record it before they can see their recording
37. H2: Match b/w System & World / Severity: 3 / Found by: A, C
- Problem Description: When the user is adding their feelings through pictures in their productivity, communication and free journaling screens, they do not have a picture upload button
  - Rationale: it would be confusing if they are just able to see a picture and not take one
  - Suggested Fix: Add an upload button so they are able to upload their picture before looking at what they uploaded.
38. H5: Error Prevention / Severity: 4 / Found by: A, C
- Problem Description: When the user is adding their feelings through pictures, text and voice in their productivity, communication and free journaling screens, they do not have a confirmation button
  - Rationale: if they record or add the wrong picture accidentally, it would be helpful for them to confirm before uploading.
  - Suggested Fix: Add a confirm button with a message to ensure that the users know what they are adding to the screen.
39. H1: Visibility of System Status / Severity: 2 / Found by: A
- Problem Description: When the user is adding a picture to their productivity, communication and free journaling, the image uploaded does not show up after submission on the corresponding screens.
  - Rationale: The users should know what stage they are at and so it is extremely important to show them the precise flow where they should be able to see the picture they uploaded on the screen
  - Suggested Fix: Having the picture they uploaded on the screen where each of the responses are from the team after uploading the picture.
40. H6: Recognition not Recall / Severity: 3 / Found by: A

- a. Problem Description: When user is on the journal they are documenting about, the name should be seen for them
  - b. Rationale: Users should not have to reflect on which journal they are adding to and the name should be there as they are adding and reading about that particular journal
  - c. Suggested Fix: having a heading on top of the pages to inform the user which journal they are reading. In the case of the prototype at hand, it should be CS 147
41. H7: Flexibility & Efficiency of Use / Severity: 2 / Found by: A
- a. Problem Description: The notification button is only present on one screen
  - b. Rationale: Users would be frustrated when they would have to keep going to the same screen to fix the issues
  - c. Suggested Fix: There could be a shortcut that would help them look at the notifications whenever they were required
42. H9: Help Users with Errors / Severity: 1 / Found by: A
- a. Problem Description: In case that the user is trying to upload a picture, add voice or text, there would be times when it exceeds the max time for voice or max characters for text
  - b. Rationale: Users should be able to know what they are experiencing and when so that would be helpful if the backend runs into problems
  - c. Suggested Fix: having an error that tells them the time exceeded for the voice, the picture memory exceeded and number of characters exceeded.
43. H10: Help & Documentation / Severity: 1/ Found by: A
- a. Problem Description: On the cover page for the user, the user might not be able to identify what each of the roles mean - Team member and Facilitator
  - b. Rationale: Providing them some context would be helpful when they are choosing the option
  - c. Suggested Fix: Having an info button besides each of the options to tell them what each of these roles mean as well as the tasks they would have to perform.
44. H11: Accessible / Severity: 2 / Found by: A, B, C
- a. Problem Description: Most of the screens have a lot of visual text instead of voice based interfaces
  - b. Rationale: Would be hard to use for those individuals who have low vision.

- c. Suggested Fix: Could include some sort of audio throughout the journey where the user knows the basic tasks and where to click specifically because there is an audio recorded task so could be made more accessible.
  
45. H11: Accessible / Severity: 3 / Found by: A
  - a. Problem Description: Some of the text headings should be relatively larger from the text body to represent the hierarchy of ideas for instance on the 'Your team's Journey on this day', the text is the same size as the body
  - b. Rationale: The users could misinterpret the text if both the body and the heading is of the same size so having a larger heading as compared to the body would be helpful.
  - c. Suggested Fix: Could include some sort of audio throughout the journey where the user knows the basic tasks and where to click specifically because there is an audio recorded task so could be made more accessible.
  
46. H12. Fairness & Inclusion / Severity: 4 / Found by: A, C
  - a. Problem Description: The facilitator could see the thoughts of team members
  - b. Rationale: That would prevent some of the team members from adding to the diary
  - c. Suggested Fix: The facilitator should not be able to read the names of those who have added to the diary but rather should give feedback based on the text
  
47. H13. Value Alignment / Severity: 4 / Found by: A, C
  - a. Problem Description: The thoughts of the team members can be seen on the homepage
  - b. Rationale: For a small group which does not have many people, it would be easy to identify who wrote what and that stop people from writing what they truly feel which would go against the values identified
  - c. Suggested Fix: Having a checkbox option for the user to choose from in the scenario that they do not want their thoughts to be shown to the group as a whole.
  
48. H2: Match b/w System & World / Severity: 3 / Found by: A, C
  - a. Problem Description: No sign up page for the facilitator flow
  - b. Rationale: Hard to understand how the facilitator would sign up before logging into the system
  - c. Suggested Fix: Adding a sign up heading with facilitator and team members as well as a sign in heading with both of the users.

49. H3: User Control & Freedom / Severity: 3 / Found by: A, C

- a. Problem Description: When the user lands into the facilitator flow, there is no log out button on the page where all the journals are displayed
- b. Rationale: If the user would want to log out from that page they would be stuck in a loop
- c. Suggested Fix: Add a logout button on the journal screens

50. H2: Match b/w System & World / Severity: 2 / Found by: A

- a. Problem Description: No text button besides the dashes on the facilitator side of the templates.
- b. Rationale: Hard to understand how the facilitator would fill in the text which has two boxes when there is a text option at the bottom
- c. Suggested Fix: Adding a writing option next to each of the dashes to fill them up or a drop box selection

51. H4: Consistency & Standards / Severity: 1 / Found by: C

- a. Problem Description: In the main screen for the facilitator, the user sees different prompts from the team members with different colors.
- b. Rationale: It is confusing why there are the colors, orange, pink, and purple when these are all meant to be the team member's feedback.
- c. Fix: Have the colors match the different features on the screen. For example, have the orange color for all of the text-based journal entries and the pink color for audio-based journal entries.

52. H1: Visibility of System Status / Severity: 2 / Found by: A

- a. Problem Description: When the facilitator adds a feedback, they are directed back to the home page where they see the responses
- b. Rationale: The facilitators should be able to see and visualize the work they submitted
- c. Suggested Fix: Redirecting them to the screen with all the feedback after the facilitator adds a response.

53. H2: Match b/w System & World / Severity: 2 / Found by: A, C

- a. Problem Description: When the facilitator is adding text in their draft your message screens, they do not see a textbox rather just text
- b. Rationale: it would be frustrating for the facilitator if they could not add text on that screen
- c. Suggested Fix: Add a text box so users could add what they are feeling

54. H4: Consistency & Standards / Severity: 3 / Found by: C

- a. Problem Description: There is a screen that displays the question “How has the team responded to the feedback?” There is a sad face that is not consistent with the other art designs included in this application.
  - b. Rationale: It is not clear what the user needs to do on this screen.
  - c. Suggested Fix: Have a template or outline of what the user needs to fill out rather than a random picture on the screen.
55. H2: Match b/w System & World / Severity: 2/ Found by: A
- a. Problem Description: When the facilitator is adding their feelings through the microphone in their draft your message screen, they do not see a voice button to record
  - b. Rationale: it would be confusing if they are just able to see a recording and not record
  - c. Suggested Fix: Add a microphone so they can record it before they can see their recording
56. H2: Match b/w System & World / Severity: 3/ Found by: A
- a. Problem Description: When the facilitator is adding their feelings through pictures in their draft your own message
  - b. Rationale: it would be confusing if they are just able to see a picture and not take one
  - c. Suggested Fix: Add an upload button so they are able to upload their picture before looking at what they uploaded.
57. H5: Error Prevention/ Severity: 3 / Found by: A
- a. Problem Description: When the facilitator is adding their feelings through pictures, text and voice in their draft your own message, they do not have a confirmation button
  - b. Rationale: if they record or add the wrong picture accidentally, it would be helpful for them to confirm before uploading.
  - c. Suggested Fix: Add a confirm button with a message to ensure that the users know what they are adding to the screen.
58. H6 Recognition rather than recall / Severity: 3 / Found by: B
- a. Problem Description: (Screen 11/80) I would have a hard time getting a code for a specific journal.
  - b. Rationale: Make it easier to join a team
  - c. Suggested Fix: Add journal based on teams

59. H5 Error Prevention / Severity: 2 / Found by: B, D
- Problem Description: (Screen 11/80) Enter button is still in an enabled state even though I can't click on it yet
  - Rationale: Prevent users from thinking they can move on
  - Suggested Fix: Gray out enter button
60. H4 Consistency + Standards / Severity: 2/ Found by: B
- Problem Description: (Screen 2/80) Ambiguous chart icon. Not sure what this means in this context
  - Rationale: The icon doesn't help my understanding, it only confuses it
  - Suggested Fix: Change icon to something more relevant
61. H4 Consistency + Standards / Severity: 3/ Found by: B, D
- Problem Description: (Screen 2+3/80) Position of back button changes
  - Rationale: Inconsistency is annoying
  - Suggested Fix: keep it consistent
62. H1 Visibility of system status / Severity: 2/ Found by: B, D
- Problem Description: (Screen 12/80) The bottom tab bar isn't selected (i.e. home, graph, or calendar). I didn't make the connection that the center mountain tab represented the home page until playing around with it
  - Rationale: This should be more straightforward as it gets confusing what tab is selected
  - Suggested Fix: Highlight a bottom tab
63. H6 Recognition rather than recall / Severity: 3/ Found by: B
- Problem Description: (Screen 27/80) I'm not sure that the first sentence or two is enough to give me context about each entry.
  - Rationale: Not enough context to quickly navigate between entries
  - Suggested Fix: Add a subject or title heading to each entry
64. H4 Consistency + Standards / Severity: 3 / Found by: B, D
- Problem Description: (Screen 21/80) Next prompt brings me back to selecting an entry
  - Rationale: Confusing, incorrect flow. I'm confused, what's supposed to happen?
  - Suggested Fix: Correct the flow
65. H2 Match between system and real world / Severity: 1 / Found by: B

- a. Problem Description: (Screen 34/80) The stock image choice was interesting. I assumed the camera button was to take a photo of handwritten notes or something.
  - b. Rationale: I find it odd that the picture is of another team
  - c. Suggested Fix: change stock photo
66. H8 Aesthetic and Minimalist Design / Severity: 2 / Found by: B, D
- a. Suggested Problem Description: (Screen 47/80) I wonder why sad emotions are a darker green. I would usually assume that green is good, especially given the rest of the app's color scheme has lots of greens.
  - b. Rationale: Color scheming is confusing, associated with emotions
  - c. Fix: Use different color to represent negative emotions
67. H3 User Control + freedom / Severity: 3 / Found by: B
- a. Problem Description: (Screen 47/80) I wonder if there's a way for me to edit these emotions later on.
  - b. Rationale: I would want to be able to change an emotion if I change my mind later
  - c. Suggested Fix: add a button to return here
68. H5 Error Prevention / Severity: 3 / Found by: B, D
- a. Problem Description: (Screen 45/80) The emojis are a little small to click on.
  - b. Rationale: Think of Fitts Law - increase sizing or change positioning of pressable icons
  - c. Suggested Fix: Make emojis bigger
69. H8 Aesthetic + Minimalist Design / Severity: 4 / Found by: B, D
- a. Problem Description: I'm not sure if you need the stats and calendar page. The calendar page conveys the same info as the stats page because each day has a colored emoji.
  - b. Rationale: Unnecessary duplicated information
  - c. Suggested Fix: consider removing stats tab
70. H3 User Control + freedom / Severity: 3 / Found by: B, D
- a. Problem Description: (Screen 14/80) I would like to view multiple prompts at once without clicking on new prompt each time.
  - b. Rationale: Make it more easy to navigate
  - c. Suggested Fix: scroll view of prompts

71. H4 Consistency + Standards / Severity: 1 / Found by: B, D
  - a. Problem Description: (Screen 12/80) I don't know why there's a red check mark on the calendar icon
  - b. Rationale: The red check mark doesn't signify any completion
  - c. Suggested Fix: remove red check mark
  
72. H8 Aesthetic and Minimalist Design / Severity: 1/ Found by: B, D
  - a. Problem Description: Username and password text boxes are quite large, unconventionally...
  - b. Rationale: This feels foreign
  - c. Suggested Fix: make it smaller
  
73. H6 Recognition rather than recall / Severity: 3 / Found by: B
  - a. Problem Description: (Screen 64/80)I would like to save this code without memorizing it
  - b. Rationale: Make it easier to join rooms
  - c. Suggested Fix: Shareable link instead
  
74. H8 Aesthetic and Minimalist Design / Severity: 2/ Found by: B, D
  - a. Problem Description: (Screen 51/80) Wall of text is intimidating
  - b. Rationale: I would be bored by lots of reading
  - c. Suggested Fix: incorporate text styling, images...
  
75. H4 Consistency + Standards / Severity: 2 / Found by: B
  - a. Problem Description: (Screen 59/80) "Draft your message" wording is confusing, ie. am I not making one in the other two options
  - b. Rationale: Difficult to decipher using the app for the first time
  - c. Suggested Fix: "Create from scratch" or something
  
76. H8 Aesthetic and Minimalist Design / Severity: 0 / Found by: B, D
  - a. Problem Description: (Screen 70/80) I like the idea of the facilitator choosing a template, but from a team member perspective, it may seem repetitive to see the same structure every time.
  - b. Rationale: A tradeoff between facilitator + team member not worth it
  - c. Suggested Fix: Perhaps highlight the modified parts for the team member
  
77. H10 Help and documentation / Severity: 2/ Found by: B, D
  - a. Problem Description: (Screen 67/80) I didn't know what the distinctions between these were until I clicked on each one.



- b. Rationale: Easier navigation to the user if they were to know how their assumptions match with the system's design
  - c. Suggested Fix: Add a question button, or keep it as it is, the user should learn themselves by exploring
78. H7 Flexibility & Efficiency of Use / Severity: 2/ Found by: B, D
- a. Problem Description: (Screen 80/80) There isn't a next button. The only way to proceed is by clicking the home tab on the bottom
  - b. Rationale: Cumbersome to return to desired screen
  - c. Suggested Fix: I would have preferred this screen either to be a quick animation that pops up and returns to the home screen automatically or have a next button.
79. H4 Consistency + Standards / Severity: 1 / Found by: B, D
- a. Problem Description: (Screen 62/80) Next one is off centered in the button
  - b. Rationale: Icon positioning and creating consistency is important for consistent user navigation and experience
  - c. Suggested Fix: center the button
80. H8 Aesthetic and Minimalist Design / Severity: 2/ Found by: B, D
- a. Problem Description: Too many colors that serve different purposes
  - b. Rationale: Color choice is bizarre and overwhelming, too many pastel colors feel childish
  - c. Suggested Fix: Select a few colors
81. H4 Consistency + Standards / Severity: 2 / Found by: B
- a. Problem Description: (Screen 68/80) Icon representing text doesn't make sense. That icon usually represents changing text format.
  - b. Rationale: Incorrect icon association
  - c. Suggested Fix: change to something else
82. H8 Aesthetic and minimalist design / Severity: 1/ Found by: B
- a. Problem Description: (Screen 68/80) I like the paper rip to show that the material is paper, but you can do this in a different way. Also the bottom has a weird angle to it.
  - b. Rationale: This particular paper rip isn't the most effective
  - c. Suggested Fix: Add journal lines or hole punches on the side
83. H12 Fairness and inclusion / Severity: 2 / Found by: B

- a. Problem Description: The template wording may be a little mean or harsh.
  - b. Rationale: User assumptions about the template aesthetic may vary between team member and facilitator, but ultimately consider careful word choice in a critique-heavy platform.
  - c. Suggested Fix: Include wording that would not make team members feel disvalued or alienated from the team
84. H13 Value alignment / Severity: 3/ Found by: B, D
- a. Problem Description: The values in your slides focus on team collaborative atmosphere, but only the facilitator can provide feedback. I would also like team members to provide feedback to each other as well.
  - b. Rationale: Increase collaboration between all members
  - c. Suggested Fix: add a how to use screen
85. H4 Consistency + Standards / Severity: 1 / Found by: B, D
- a. Problem Description: (Screen 50/80) The same colors are used for an audio clip and a journal entry. I'm not sure if this represents the same user or an oversight in the design.
  - b. Rationale: Color by association is important
  - c. Suggested Fix: either add a user name or change the color
86. H4 Consistency + Standards / Severity: 3 / Found by: B
- a. Problem Description: (Screen 56/80) I'm not sure how to interpret the emojis as a facilitator. Is this the average emotion for all the users?
  - b. Rationale: The chart is difficult to interpret
  - c. Suggested Fix: an explanation would be nice
87. H7 Flexibility & Efficiency of Use / Severity: 3 / Found by: B, D
- a. Problem Description: (Screen 49/80) "Most recent" button is unnecessary as this screen as it is the only button you can really click
  - b. Rationale: The user could be provided with greater flexibility in navigating
  - c. Suggested Fix: just replace the button with the most screen tab
88. H8 Aesthetic and Minimalist Design / Severity: 1 / Found by: B, D
- a. Problem Description: (Screen 49/80) The back button isn't centered in the background circle. This makes the button placement look shoddy.
  - b. Rationale: Positioning the icons would increase consistency
  - c. Suggested Fix: Center it

89. H8 Aesthetic and Minimalist Design / Severity: 1/ Found by: B, D

- Problem Description: The bottom tab buttons are strangely pushed to the bottom.
- Rationale: I would like better alignment
- Suggested Fix: Center the cross axis alignment

### 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	0	1	4	0	2	7
H2: Match Sys & World	0	2	7	7	1	17
H3: User Control	0	1	1	8	0	10
H4: Consistency & Standards	3	5	5	9	0	22
H5: Error Prevention	0	0	1	2	1	4
H6: Recognition not Recall	0	1	0	4	0	5
H7: Efficiency of Use	0	0	2	1	0	3
H8: Minimalist Design	1	5	2	1	1	10
H9: Help Users with Errors	0	1	0	0	0	1
H10: Help & Documentation	0	1	1	0	0	2
H11: Accessible	0	1	1	1	1	4
H12: Fairness & Inclusion	0	0	1	0	1	2
H13: Value Alignment	0	0	0	1	1	2
<b>Total Violations by Severity</b>	<b>4</b>	<b>19</b>	<b>25</b>	<b>34</b>	<b>8</b>	<b>89</b>

### 4. Evaluation Statistics

Severity / Evaluator	Evaluator A	Evaluator B	Evaluator C	Evaluator D
Sev. 0	6.3%	2.4%	0%	3.3%
Sev. 1	12.7%	23.8%	15.4%	26.7%
Sev. 2	31.9%	35.7%	12.3%	30%
Sev. 3	38.2%	35.7%	46.2%	30%
Sev. 4	10.6%	2.4%	26.9%	16.7%
<b>Total (sevs. 3 &amp; 4)</b> <b>42</b>	54.7%	38.1%	45.2%	28.6%
<b>Total (all severity levels)</b> <b>89</b>	52.8%	47.19%	46.1%	33.7%

### 5. Summary Recommendations

CS 147 Winter 2022 website

<https://hci.stanford.edu/courses/cs147/2022/wi/index.html>

**Disclaimer:** Overall, your prototype is great! It may seem intimidating to see a large number of violations, but keep in mind, many of these are more minor. Some issues are just a result of small mistakes in prototyping on Figma that would probably be naturally resolved when you program it (classified as H4 - that's why there's more in this category).

In relation to the Nielsen heuristic categories, the majority of violations fall into classifications H4: Consistency & Standards and H2: Match Sys & World. For H2, we feel that some of the terms need higher clarification/changing and some of the functions users are performing does not lead to the imagined output. For H4, there are a lot of different features that are not consistent across both the facilitator and team member screens when using the navigation features to complete tasks.

Overall aesthetic recommendations include: standardization of icon sizing, color (check if colors are potentially associated with feelings of discomfort, eg. green), and positioning, removing redundancies that may inhibit greater user control (user create account and calendar tab), reconsidering fonts (there is handwritten font, and this type of font is very difficult to read when there is a large body of text. A more readable font would be a sans serif font), and using colors in a communicative way that allows for greater degrees of expression. There were quite a few competing colors, so we recommend sticking to a few consistent colors.

Overall functional recommendations include: Incorporating the missing back button in some screens, fixing an issue where the users can only sign-up for an account, but they cannot sign in, and reconsidering code sharing as a way to join teams since having a copy and paste option would prevent losing the code sharing.

Other recommendations apart from the heuristic evaluation include: fixing screen segmentation (H7) - the application is segmented in many different screens, any may lead to confusion. Since the users have a wide range of options, it would be more time consuming for them to decide the appropriate option without thinking about the content they need to provide to their team. Another concern would be that relating to privacy: Many users would not document their thoughts honestly because the facilitator would be able to see their names. Thus, having discussions relating to the workplace would be sensitive topics without anonymity.

In terms of user experience, there needs to be more focus on the two different user experiences. There are a lot of opportunities for this team to simplify the different options and customizations that allow them to complete the intended tasks. There's no way for team members to provide feedback to each other, only the facilitator. We would've loved to see more interaction between team members themselves.

CS 147 Winter 2022: Assignment 9  
Instructor: James Landay

CS 147 Winter 2022 website

<https://hci.stanford.edu/courses/cs147/2022/wi/index.html>