

Heuristic Evaluation Group for Snippets

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1. Problem/Prototype Description

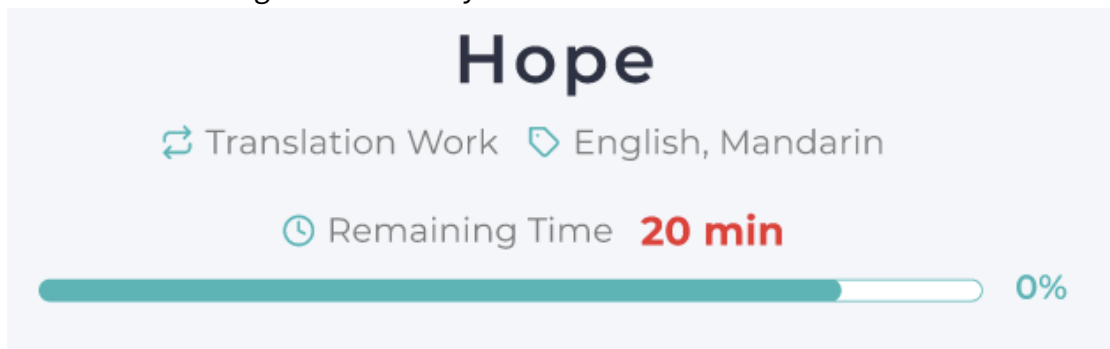
Our team evaluated the medium-fi prototype of the Snippets app, which is an app that helps users complete online micro-volunteering tasks (ex: translating a document or creating a logo) for nonprofit organizations in their spare time. On Snippets, the user can look for tasks they want to accomplish, save some for later, look through completed tasks, and level up based on their progress through tasks.

2. Violations Found

0 = not a problem, 1 = cosmetic, 2 = minor, 3 = major, 4 = UI catastrophe

1. H1 (also H4): Visibility of System Status / Severity 2 / Found by: A, B, D

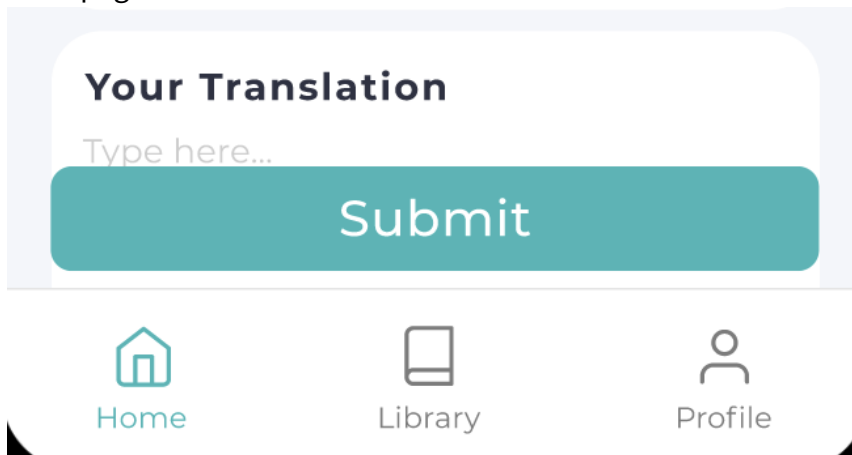
When you resume a task with Hope, the remaining time says 20 minutes, and the percent complete is 0%, but the percent bar is filled to ~85%. This violates H1 because there are conflicting indicators of system status in terms of time on the task.



Fix: Update the percentage to ~85%. The screen before it says that it should be 85%.

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

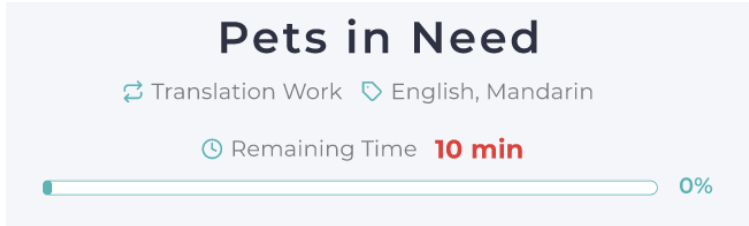
When completing a task, the home menu button is still green as if we were on the homepage. This is an incorrect system status because the user is not actually on the homepage.



Fix: make the home icon grey when the user is not on the home page. As a follow-up, it should be clickable too, then.

3. H1: Visibility of System Status / Severity 2 / Found by: B

The Pets in Need task tells us we have a max time of 60 minutes allotted, but, as soon as we start, the timer has 10 minutes remaining and is at 0%. This is an H1 violation because the system status is incorrect.



Fix: Start the user with 60 minutes at 0% or 10 minutes at 83%.

4. H1: Visibility of System Status / Severity 3 / Found by: A, C, D

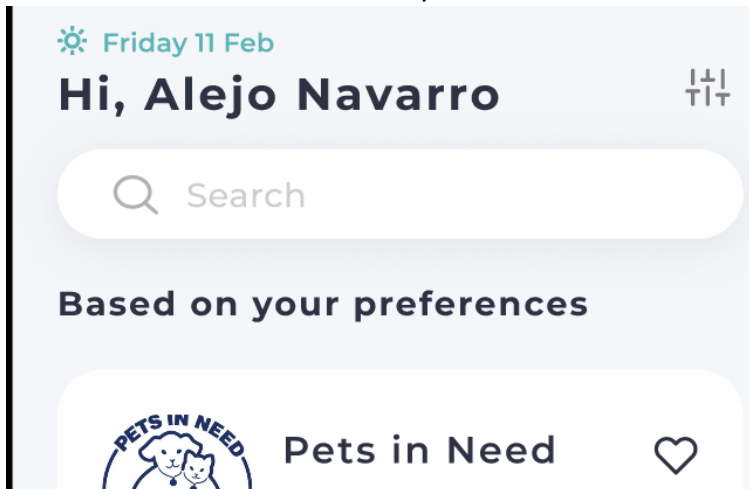
Problem Name: Understanding the metrics on the profile page

Rationale: the various stats, especially the “completed tasks” metric doesn’t provide any more information or interactive component to the user - so they may be left wondering what these “tasks” are referring to—are they individual projects for a non-profit? Or “49” non-profits they helped? How is this number determined?

Suggested Fix: Add information on how the metrics are made.

5. H2: Match between system and the real world / Severity 3 / Found by: B, C, D

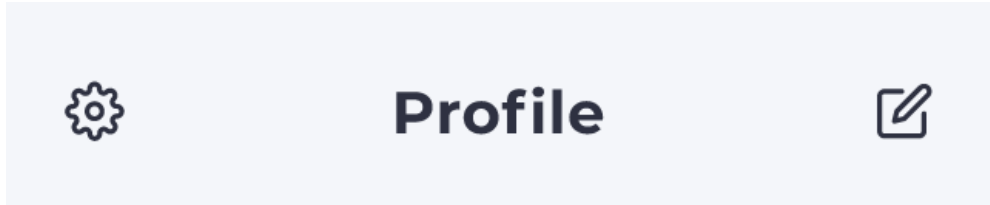
On the homepage, the phrase “based on your preferences” is unclear. Does this mean the filters, or does it mean something else, too? Is there an algorithm that sorts it? This violates H2 because we do not quite understand what the phrase means.



Fix: change this text to best reflect whatever you intend it to mean. Also, see our feedback on H13 (values) because we left a comment there that may pertain to this!

6. H2: Match between system and the real world / Severity 1 / Found by: B

On the profile page, we are not sure what the create/post button will eventually do (we understand that this is still in progress and the actual functionality will get added later—this part is not the issue). Regardless, this is an H2 violation because we don’t know what it’s supposed to do.

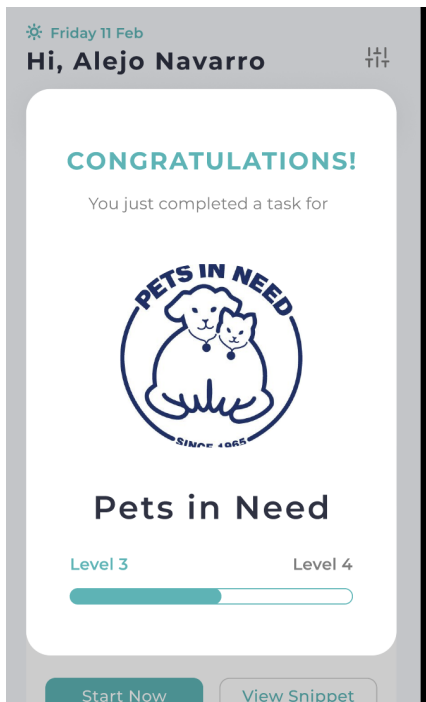


Fix: remove this button or change the icon to make it clearer what it will be for (after adding functionality)

7. **H2. Match between system and the real world / Severity 1 / Found by: A**
 - a. Liking a snippet on the home screen results in the snippet being liked, but we are unable to unlike it. This results in a different state than what a user may desire if they change their mind.
 - b. Fix: Add the ability to unlike previously liked messages on the home screen.

8. **H3 (also H4): User Control & Freedom / Severity 2 / Found by: A, B, D**

After completing the Pets in Need task, it is unclear how to leave it. This violates H3 because the user does not have freedom here. This is also H4 violation because other pop-up modals do have a close/exit button but this one does not.

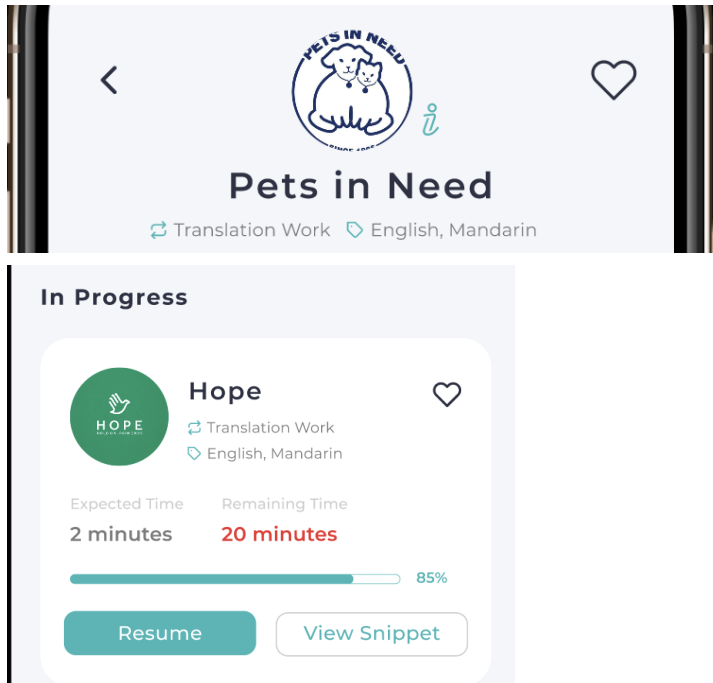


Fix: add an exit button after task completion.

9. **H3: User Control & Freedom / Severity 3 / Found by: B, C**

Once I accept the Pets in Need task, there is an option to click back (top left), but I think this just brings me to the homepage. There is no way to directly abandon or drop the task from within the task itself if I do not want to complete it anymore or am

unable to. This violates H3 because the user can't abandon a task and is forced to keep tasks they might not want. Also, there is no way to abandon in-progress tasks from within the library as well.



Fix: Add a button that allows the user to abandon or drop the task, both in the task and in the library. This would free up the task for other users to complete, instead of waiting for their timer to run down.

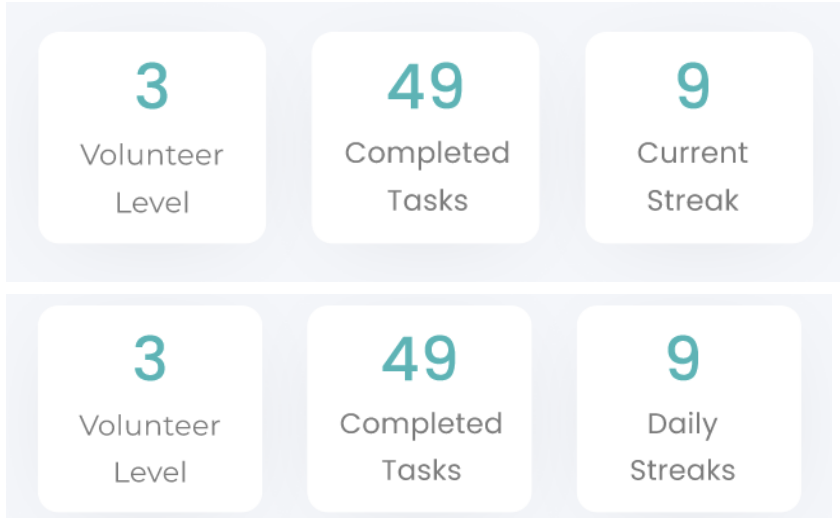
10. H3. User Control & Freedom / Severity 3 / Found by: D

A user must hit cancel when prompted to discard changes on the filter screen. The user does not have the ability to discard changes as is suggested by the prompt in the modal.

Fix: Allow the user to discard changes and therefore navigate back to the screen they initially wanted to reach when hitting the back button.

11. H4: Consistency and standards / Severity 1 / Found by: A, B, D

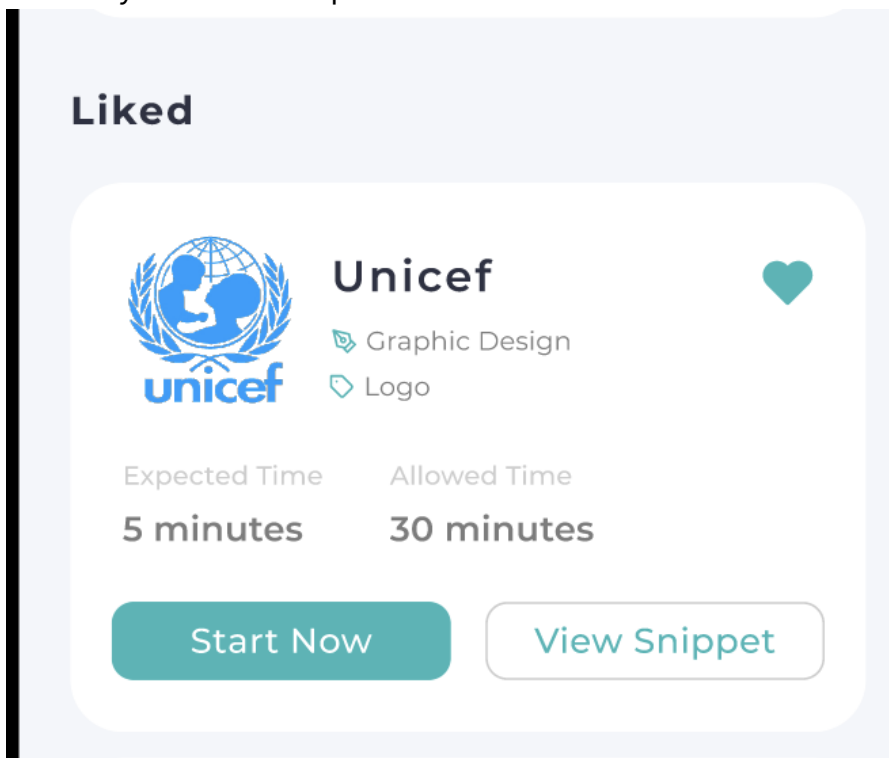
On the profile page, sometimes streaks are referred to as “current streak” and other times as “daily streaks.” We are assuming that these are supposed to mean the main thing, but we are not 100% sure. This violates H4 because the text is inconsistent.



Fix: choose one of the phrases. If they were meant to mean the same thing, we are a fan of “daily streak” (without the “s”) because “current streak” otherwise could be taken to mean the number of tasks completed in a row without stopping or just the number of tasks completed successfully in a row.

12. H4: Consistency and standards / Severity 3 / Found by: B, C

Liked tasks are hidden under the in-progress tasks in the library. This violates H4 because you wouldn’t expect to look for or find them there.



Fix: create a separate library tab for liked tasks. We also have feedback under H8 on the purpose of liking tasks and whether this functionality is necessary or could be replaced.

13. H4: Consistency and standards / Severity 2 / Found by: C

Problem Name: Naming of the second tab

Rationale: The naming of the second tab in the home bar did not seem immediately apparent to us. Given our prior knowledge on how the app is centered around micro-volunteer challenges, the term “Library” did not seem to match the idea of completing challenges.

Suggested Fix: Think of alternative terms to use for the page such as “Challenges.”

14. H4: Consistency and standards / Severity 2 / Found by: A, D

Problem: The “completed” library has two sections of different micro-volunteering tasks with the same date. There is no clear difference between what differentiates those two sections of the same date.

Fix: Put all snippets completed in the same date in the same section, or explicitly label what differentiates two different sections of the same date.

15. H4: Consistency and standards / Severity 2 / Found by: D

Problem: The user is unable to like Pets in Need from the home screen; however, they are able to like it when actually performing the task. This makes it confusing to the user whether or not the heart icon represents something different depending on what task flow you are in.

Fix: Add functionality to like Pets in Need from the home screen, or explain explicitly what liking a snippet while completing the task represents

16. H4: Consistency and standards / Severity 2 / Found by: D

Problem: It is unclear whether the skills list in the filter taskflow and the skills list on the profile page represent the same thing. This is confusing to users as the profile page skills list is grouped with categories, while the filter page skills list is grouped with domains.

Fix: If the skills list when filtering updates the skills list on the profile page, have some sort of modal pop up that indicates so after applying changes instead of just notifying the user that their feed has been curated.

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

Problem: The “i” icon next to the user logo in the “View Snippets” view gives a description of the NGO. However, the “i” icon is also seen when clicking the settings cog and is associated with “Get Help.” This is an inconsistent use of the icon throughout the app as it represents two different things.

Fix: Find a more appropriate icon for “Get Help” that does not have any semblance to the already used “i” icon.

18. H4: Consistency and standards / Severity 1 / Found by: D

Problem: When clicking the cog, the tabs “Get help” and “Sign out” capitalize the first word but do not capitalize the second word. This is inconsistent with all of the other multiword tabs throughout the app, like “In Progress” that capitalize both words.

Fix: Capitalize all relevant words in the tabs of the cog to maintain casing consistency.

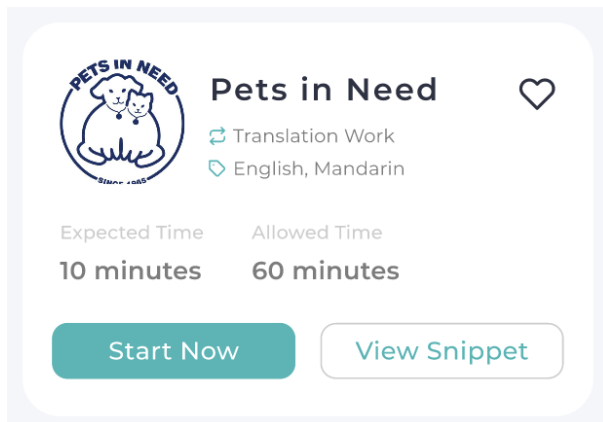
19. H5: Error Prevention / Severity 2 / Found by: A, D

Problem: Unsaving a snippet should prompt a screen that confirms whether or not you want to unsave. Otherwise, it can be annoying for users to accidentally unlike then have to search through many snippets to refind the one they unsaved.

Fix: Have a pop-up modal to confirm whether or not you actually want to unlike something.

20. H5: Error Prevention / Severity 3 / Found by: B

After we complete the Pets in Need task, it’s still available on the homepage. This violates H5 because allowing a user to click a completed task and start it again would allow them to make an error.



Fix: remove the Pets in Need task from the homepage after completion. Alternatively, if this is a different translation task by Pets in Need, make it distinguishable from the original one in some way.

21. H5. Error Prevention / Severity 2 / Found by: A, C, D

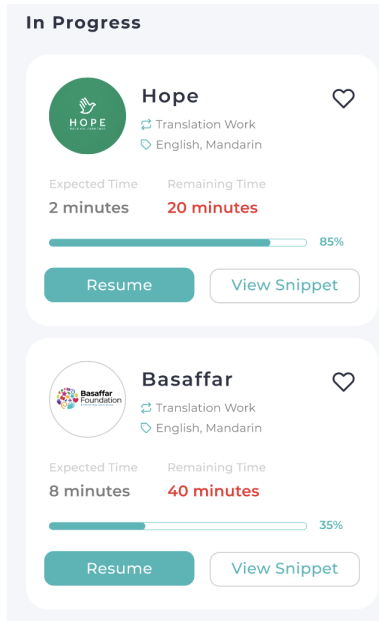
Problem Name: Accidental Submission

Rationale: On the detailed screen of a challenge card, it is easy for the user to accidentally submit work in order to complete a task.

Suggested Fix: In order to prevent accidental submissions, there should be a secondary check (such as buttons that ask if you “really want to submit”) to present users with a confirmation option before they commit to the action.

22. H5: Error Prevention / Severity 2 / Found by: B

The user is able to start more tasks despite having multiple in progress with little remaining time. This violates H5 as allowing this or at least not warning against it makes it more likely the user will fail to complete tasks.



Fix: add a warning message when the user has multiple in-progress tasks and attempts to start another. Alternatively, prevent them from having too many at once and display an error message.

23. H6: Recognition & Recall / Severity 2 / Found by: D

Problem: After filtering, there is nothing on the homepage that indicates what is being filtered. This requires the user to go back into the filter workflow if they want to remember what their feed is being curated against.

Fix: When filtering the home page feed, show the skills and domains that the feed is being filtered against

24. H6: Recognition & Recall / Severity 1 / Found by: D

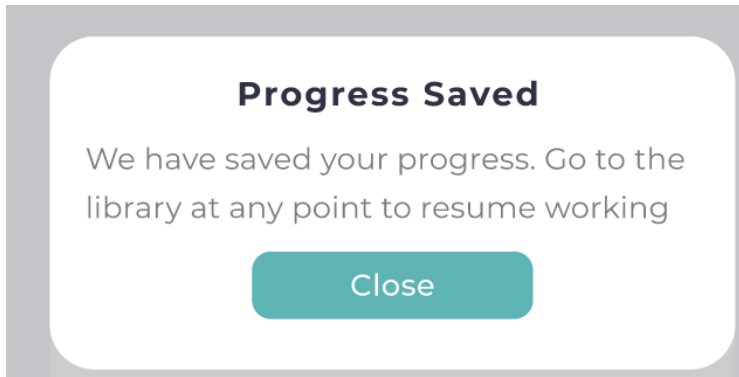
Problem: Tasks seem to be gatekept by volunteer level; however, the only way for users to know their volunteer level is to either go to the profile page or to complete a task. This can be annoying for users who are not constantly keeping track of their volunteer level, but want tasks representative of their level.

Fix: Make the user's volunteer level visible wherever a Snippet presents its volunteer level (e.g. the Snippet view screen)

25. H6: Recognition & Recall / Severity 2 / Found by: A, B, C, D

"The Progress Saved" button only sometimes pops up. Not sure exactly when/when it

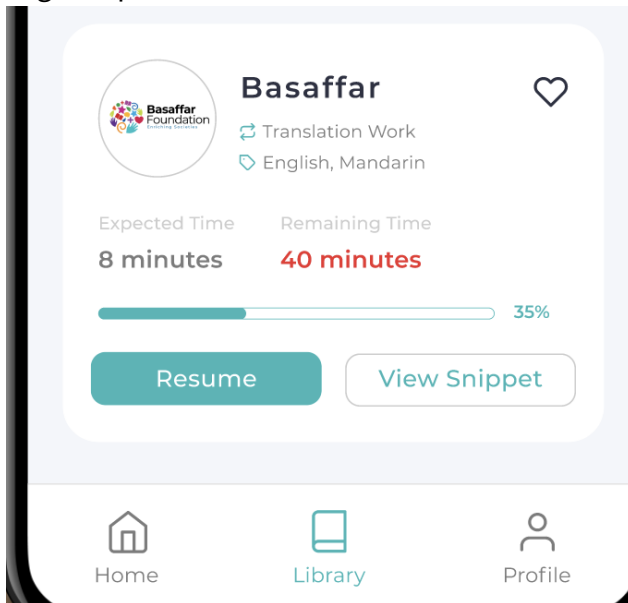
does not! Violates H6 because the user should always know that their progress was saved and not have to recall it.



Fix: make sure it always pops up. Also, small note: it's missing a period at the end of the sentence.

26. H6: Recognition & Recall / Severity 2 / Found by: B

There is no way to see from other pages whether there are in-progress tasks in your library. Violates H6 because the user may forget that there are some tasks and they might expire.



Fix: Consider a badge/icon on top of the menu that shows the number of in-progress tasks, reminding the user they are there. Alternatively, give a warning when starting a new task if others are in progress.

27. H7: Flexibility & Efficiency of Use / Severity 2 / Found by: D

Problem: When completing an unfinished task, the user is sent back to the home screen; however, a power user may want to move on to the next unfinished task rather than go back to the home screen where they are prompted to start a brand new task.

Fix: After completing an unfinished task, send the user to the “In Progress” tab of the library instead of the homepage. Alternatively, prompt them with the next unfinished task.

28. H7: Flexibility & Efficiency of Use / Severity 2 / Found by: D

Problem: You’re able to save a task for later midway through the task. Despite this, saving the task doesn’t do anything and you’re still in the workflow of doing the task. Power users may know their intention when saving the task for later and may find it tedious to exit the task.

Fix: When a user saves a task for later midway through completing the task, prompt the user to exit the task.

29. H7: Flexibility & Efficiency of Use / Severity 2 / Found by: B, D

Power users may wish to rate on their experience of completing a task. For example, was the time allotted appropriate? Was the task well-defined with instructions? Was the level appropriate?

CONGRATULATIONS!

You just completed a task for



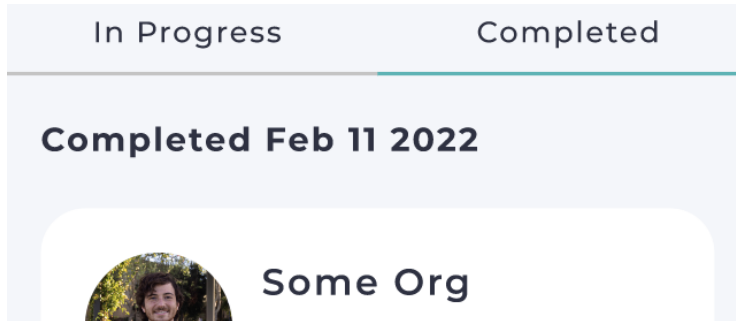
Pets in Need



Fix: add a feedback section after completing a task

30. H7: Flexibility & Efficiency of Use / Severity 2 / Found by: B

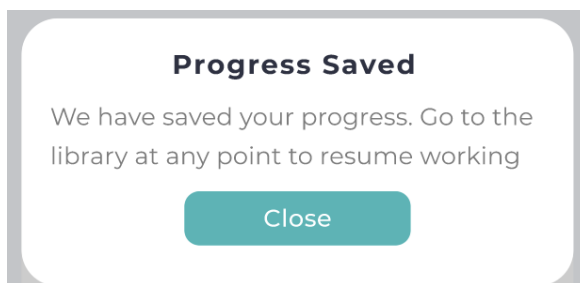
Power users may want to know how they can improve their work. How do they know they’ve been doing everything right?



Fix: let the user receive feedback on the tasks they have submitted. This potentially could be in the completed task library (task rating) or the profile page (overall user rating).

31. H7 (also H5): Flexibility & Efficiency of Use / Severity 2 / Found by: B, C, D

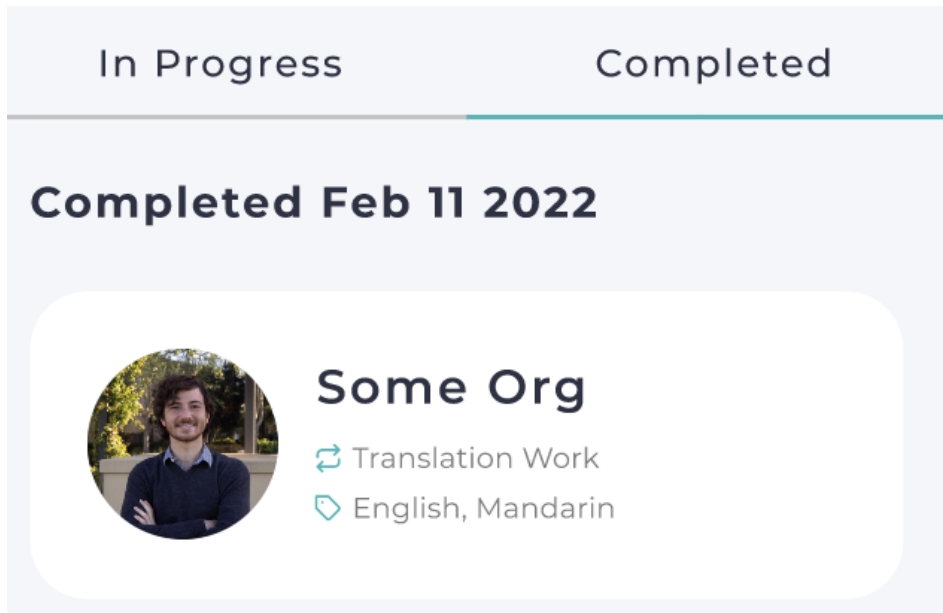
Some users will mistakenly close out of a task or otherwise decide they want to go right back to it. This violates H7 because they would have to navigate all the way to their library to find it. Also violates H5 because there is no error prevention for closing out of a task.



Fix: add a back-to-task button on the save notice.

32. H7: Flexibility & Efficiency of Use / Severity 2 / Found by: B, D

Power users may wish to view the details of past tasks. Your completed library is great, but some may wish to look back more deeply on what they have completed, such as if they are building a portfolio of their work.



Fix: let the user click completed tasks to view what they had submitted.

33. H7: Flexibility and Efficiency of Use / Severity 1 / Found by: A

On the home screen, there is no functionality to view more snippets based on preference or extend the view for more snippets without preference for a superuser looking to find more snippets. This makes the user locked in and unable to freely explore tasks without having a specific search term in mind.

Fix: Add a more or + sign at the bottom of the results that will give an advanced user more snippet options to look through

34. H8: Aesthetic & Minimalist Design / Severity 1 / Found by: D

Problem: In the “Language Translation” modal, the “Cancel” button is gray text on a white button, which is inconsistent with all other white buttons in the app having blue text.

Fix: Change the “Cancel” button text color to have blue text

35. H8: Aesthetic & Minimalist Design / Severity 1 / Found by: D

Problem: When given the option to choose between two buttons, one button is always white while one is blue. However, when there is only one button, the button is always blue. This implies that the color difference between blue and white does not represent anything significant, as the same blue buttons are used throughout the app.

Fix: When choosing between two buttons, make both buttons blue with white text (as the blue background is easier to see due to it being a lighter, more saturated color).

This will also complement the fact that all other buttons in the app are blue with white text.

36. H8: Aesthetic & Minimalist Design / Severity 1 / Found by: D

Problem: All of the icons in the navbar have a gray color scheme. Other icons such as the settings cog, the new note icon, and the “Get Help” icon in the Profile page do not follow this convention.

Fix: Change the style and color of the icons on the profile page to match the icons in the navbar.

37. H8: Aesthetic & Minimalist Design / Severity 1 / Found by: B

On the task completion page, the top and bottom of the circular logo of Pets in Need are cropped out. This violates H8 because the image is not fully visible.

CONGRATULATIONS!

You just completed a task for

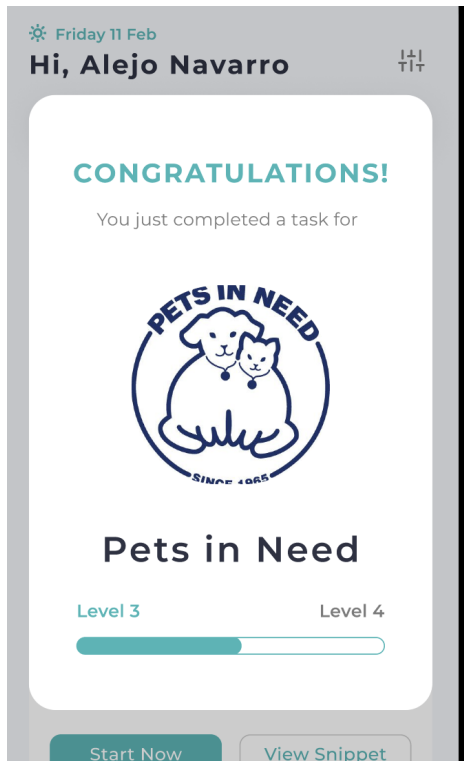


Pets in Need

Fix: display the entire logo.

38. H8: Aesthetic & Minimalist Design / Severity 1 / Found by: B

After completing the Pets in Need task, we can still see the rest of another page underneath the completion window. This violates H8 because there is unnecessary content.



Fix: further grey out the rest of the page behind the pop-up, or hide it completely and have a separate completion page.

39. H8: Aesthetic & Minimalist Design / Severity 1 / Found by: B

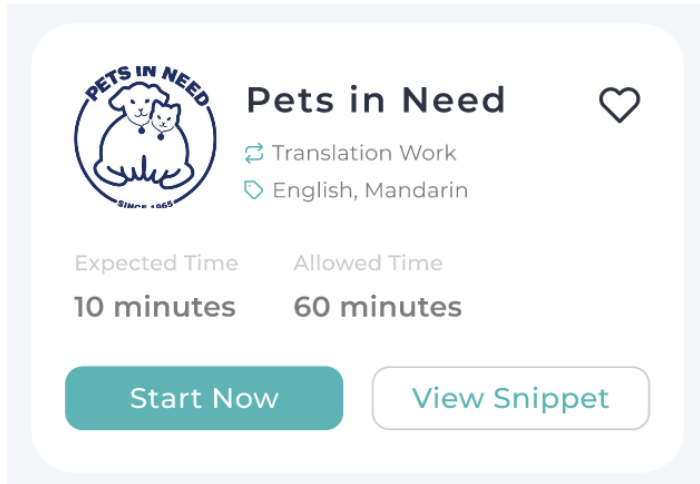
On the profile page, the text “volunteer level” appears to be lighter, thinner, or a different font than the two options to its right. This violates H8 because the design is not matching.



Fix: carry the styling of the other buttons over to the volunteer level one.

40. H8: Aesthetic & Minimalist Design / Severity 2 / Found by: B

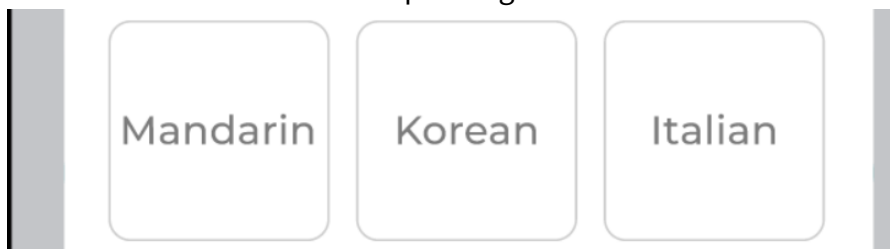
On the homepage, there are two buttons: one for start now and one for view snippet. Start now is redundant because most people won't start a snippet without knowing what it is. Violates H8 because of redundancy.



Fix: combine the functionality of the two buttons into one.

41. H8: Aesthetic & Minimalist Design / Severity 1 / Found by: B

On the skills/languages page, “Mandarin” is too close to the borders of the box/button. This violates H8 due to lack of padding.



Fix: decrease the font size of all languages on this page.

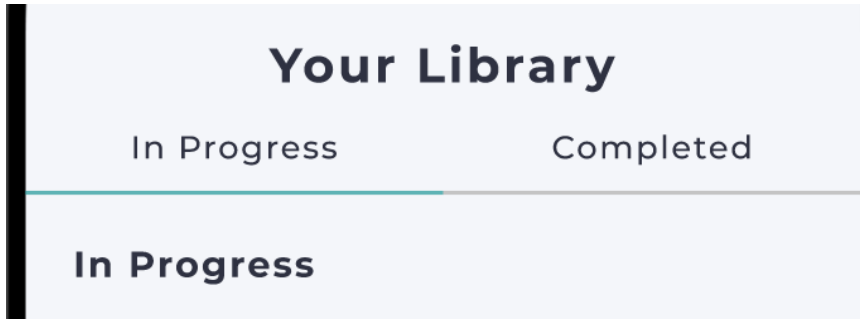
42. H8. Aesthetic & Minimalist design / Severity 1 / Found by: A

The sun icon on the home screen is unrelated to every aspect of the app. If it implies weather, that would imply having the user’s location, which is not needed or used anywhere else in the app. If it implies time (daytime), there is also no application of that knowledge to other components of the app.

Fix: Remove the sun icon and shift the text left to align with the content below.

43. H8: Aesthetic & Minimalist Design / Severity 1 / Found by: B

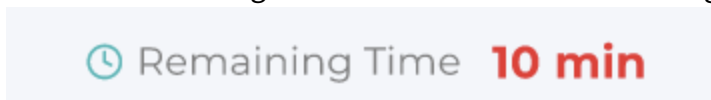
On the in-progress section of the library, there is a redundant section that says “in progress” right below the tab that also says “in progress.” This violates H8 due to redundancy.



Fix: remove the header/section that says “in progress” but keep the tab.

44. H8: Aesthetic & Minimalist Design / Severity 1 / Found by: B

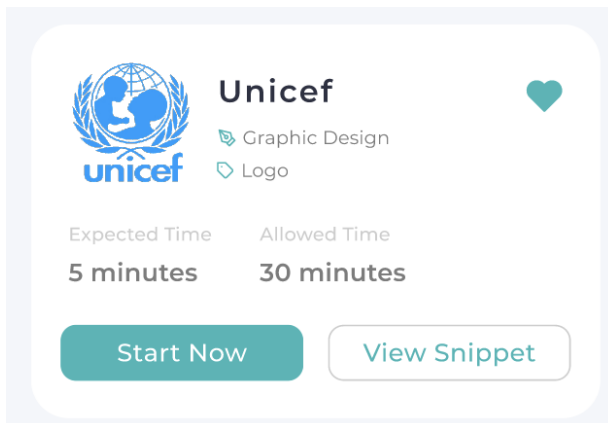
The red text for the remaining time on the Pets in Need task is out of alignment with the text “Remaining Time.” This violates H8 due to alignment.



Fix: change the alignment to fix them vertically on the same bottom line.

45. H8 (also H1): Aesthetic & Minimalist Design / Severity 1 / Found by: A, B, D

On the homepage, you can heart a task. At first, we did not know what this does and it seemed unneeded. This violates H8 because (it may be) it’s unneeded. Also violates H1 because the app does not indicate what the action accomplishes, especially since there is no visible indicator of something being added to the “Liked” library.



Fix: Remove the heart. Alternatively, let the user know what it does. Is this like saving one for later or bookmarking it? If so, it maybe should move the task up to the top.

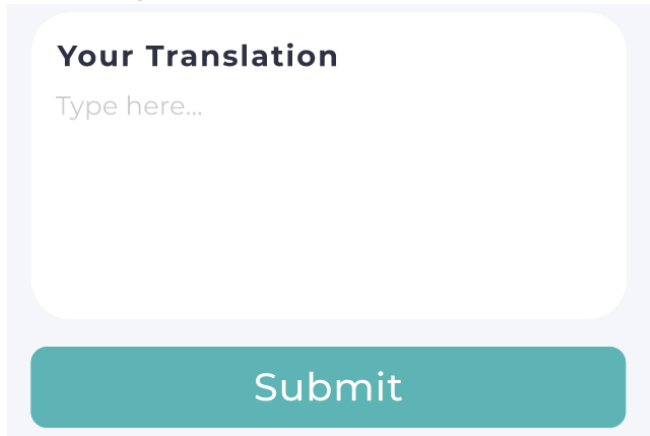
46. H8. Aesthetic & Minimalist design / Severity 1 / Found by: A

When switching from in progress to completed tabs, the top of the first card glitches slightly down, making a somewhat “did I blink?” moment for a user.

Fix: standardize the margins around the subheading, especially where cards bump the margins of the text.

47. H9 (also H5): Help Users with Errors / Severity 2 / Found by: A, B

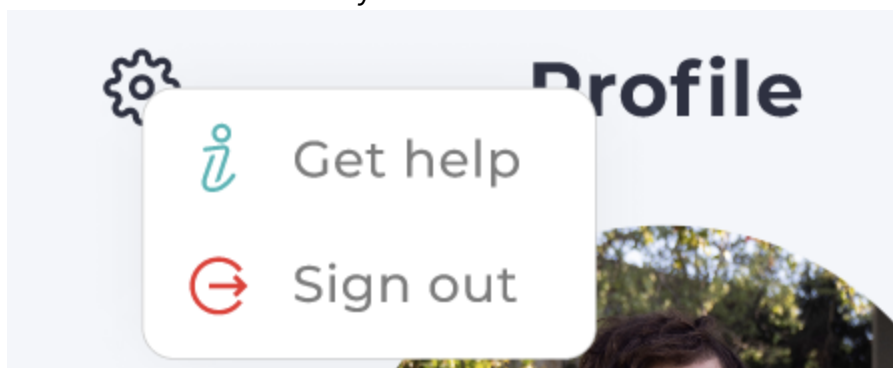
I acknowledge that some of this is likely due to this being a med-fi prototype, but you should have to put text into the submission of a task before clicking submit. If you try to click submit before doing this, it should give an error. Violates H9 because there is no error when submitting an empty submission. Violates H5 as well, because submitting empty data could cause an issue on the backend and should be prevented.



Fix: if you revise the med-fi, make the translation box clickable to add text (not actual typing—just click and it populates). This is correctly done on the Hope task but not with the Pets in Need one. Then, allow submit to be pressed. If submit is pressed too early, inform the user that they need to submit something.

48. H10: Help and documentation / Severity 2 / Found by: A, B, C

The “get help” button is buried underneath the settings option in the profile. This violates H10 because it may be hard to find.

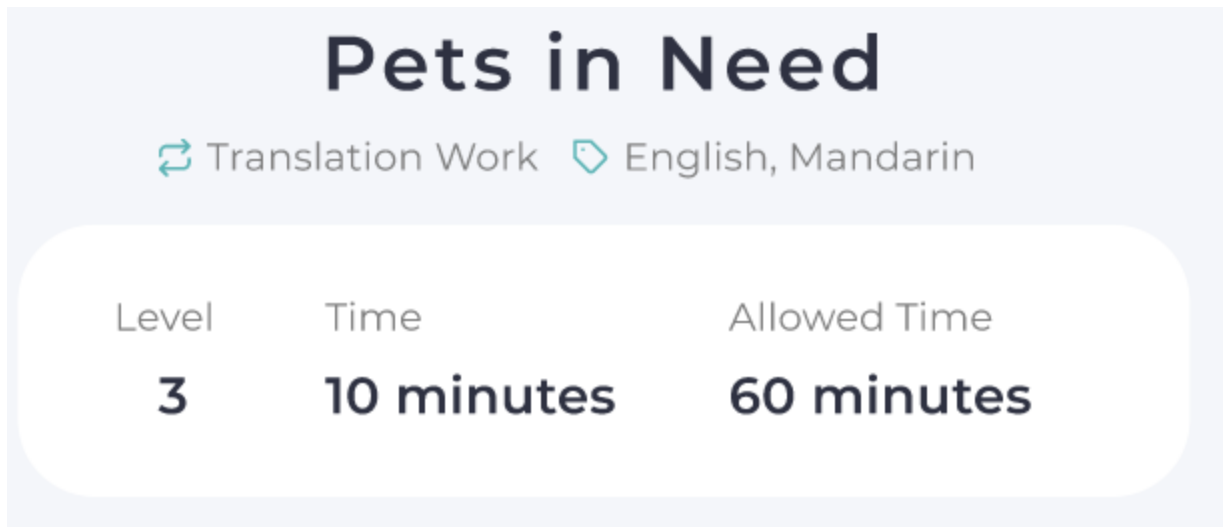


Fix: put it somewhere more prominent or make it accessible from other pages, too.

49. H10: Help and documentation / Severity 3 / Found by: A, B, C, D

We are confused about levels. We know the user has a level, but when we are on a task it displays a level, too. Do tasks or organizations have levels as well? If so, how do these interact with users’ levels? Can you only do a task if your level is high enough?

Do you level up faster by completing harder tasks? This violates H10 due to a lack of documentation.



Fix: have a page, section, or tooltip that explains to the user what levels are.

50. H10. Help and documentation / Severity 2 / Found by: A

In the Snippet overview screen, the description and requirements are placed in the same text box. More specifically, a description of the snippet is one bullet point in the list, along with a requirement detail also being in the same list, without any demarcation. This may challenge the user to easily pick out what a requirement **or** description is.

Fix: Separate the requirements and descriptions into individual sections and bullet-point lists.

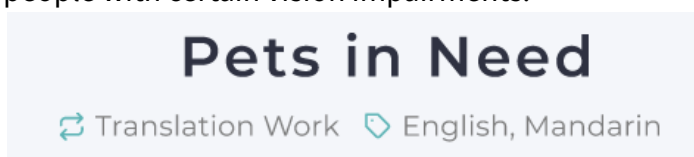
51. H10. Help and documentation / Severity 2 / Found by: A

The “what you need to do” section inside of the snippet “workspace” is different than the requirements and description section presented on the snippets overview page, but both might be helpful for a user to reference while working on a task.

Fix: add a way for the user to open a modal of the description and requirements while working on a snippet.

52. H11: Accessible / Severity 3 / Found by: B

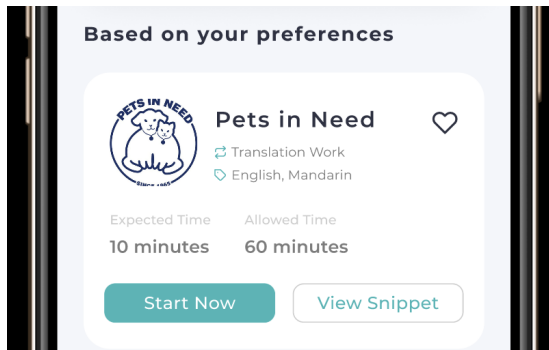
On the task page, the tags are a little small. Violates H11 due to being less accessible to people with certain vision impairments.



Fix: increase the size of the tags.

53. H11 (also H8): Accessible / Severity 1 / Found by: B, C, D

On the homepage, the grey of the page background is very close to the white of the card, which makes seeing the difference between them hard. Violates H11 due to being less accessible to people with certain vision impairments. I am only marking this once, but this also occurs across other tasks (in the library and in a few other places).



Fix: Darken the page background or change its color, as the white is already #feffff which is almost white and can't be made much lighter.

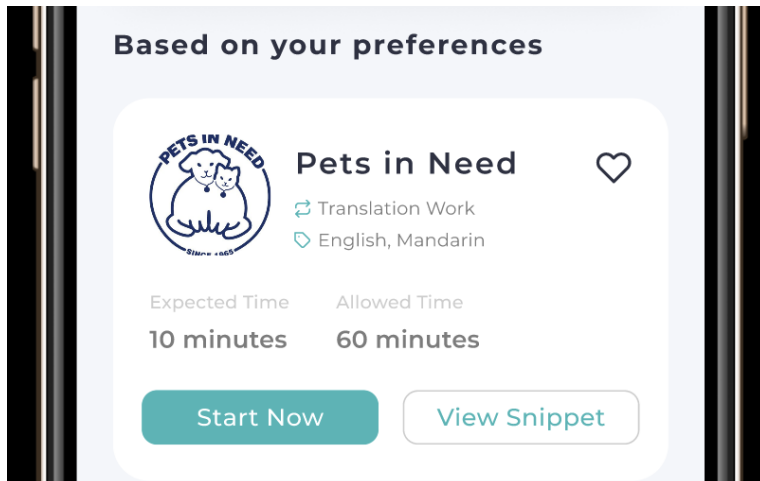
54. H11: Accessible / Severity 2 / Found by: A

A main component of the app is that users may be translating languages and therefore might speak an unexpected language that is not English, to translate to English. The settings do not offer to change the language.

Fix: Add a language picker tool in the settings along with a way to set the language at the start of the app experience (or pull from the system language set in the backend).

55. H11: Accessible / Severity 3 / Found by: B

On the homepage, the light grey of the expected/allowed time is light, which is close to the white of the card which may make reading it hard. This violates H11 due to being less accessible to people with certain vision impairments. We are only marking this once, but this also occurs across other tasks (in the library and in a few other places).



Fix: Darken, bold, and/or increase the font size of “Expected Time” and “Allowed Time”

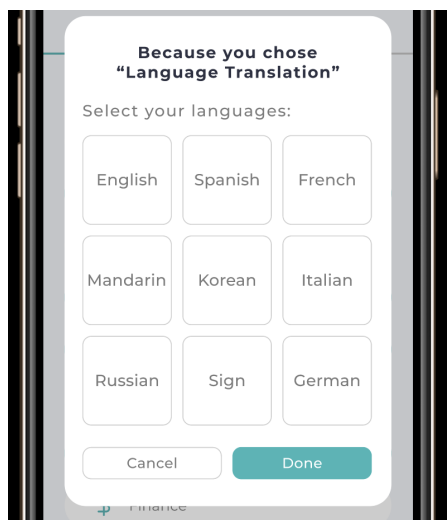
56. H11: Accessibility / Severity 2 / Found by: D

Problem: All components of the app are purely visual and do not provide support for people who have visual impairments.

Fix: Throughout the app, add auditory alternatives to text. Furthermore, add a filter category for micro-volunteer tasks that can be performed given certain impairments.

57. H12: Fairness and inclusion / Severity 2 / Found by: B

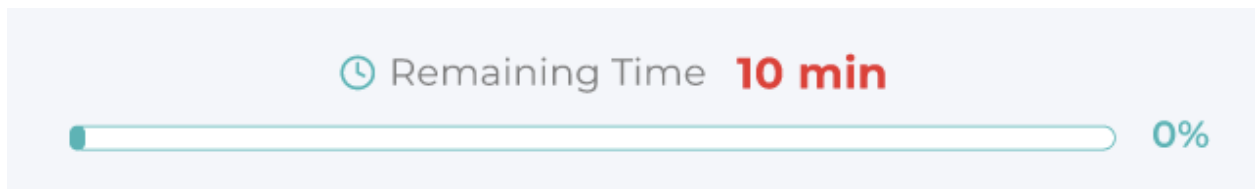
The filter skills page lets you select languages you know. It lists “sign” which is not immediately clear what type of sign language it is. Violates H12 due to not being fully inclusive of sign language users (although having sign language in general is a great start!!!)



Fix: To be inclusive of people who use sign languages other than ASL, this should indicate what type of sign language you mean.

58. H12 (also H13): Fairness and inclusion / Severity 3 / Found by: A, B, D

Having a fixed maximum time for a task may be less accommodating for people with certain disabilities. For example, on a test or assignment at school, people with OAE letters can sometimes get extra time or other accommodations. Violates H12 due to not being inclusive of people who might need extra time. This violates H13 due to adding a time limit restricting the quality of work for the service value. It can also conflict with the fun aspect for people as users may find it stressful to work under a time limit.



Fix: add the option to request more time on a task if almost complete but not quite done. Could also allow users to submit a request to always get double max time or something like that!

59. H12. Fairness and inclusion / Severity 3 / Found by: A, B, C, D

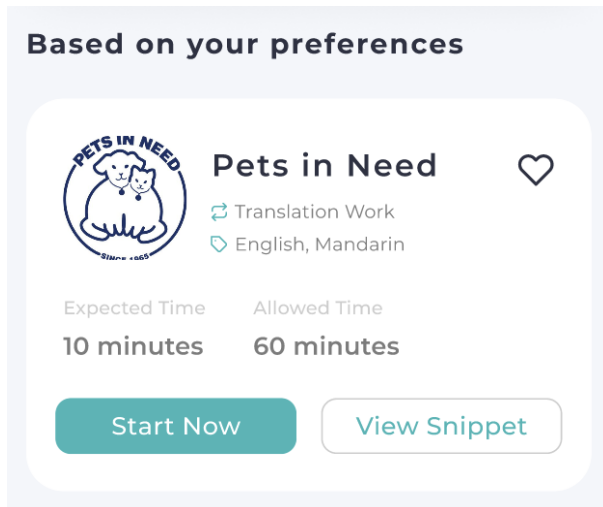
Problem Name: limited skill list

Rationale: the current provided skill list is not very inclusive of all skills that are relevant to non-profit organization needs. A lot of the tasks seem like they rely on having some sort of prior knowledge or skill. This is often associated with factors such as wealth, school system, upbringing, etc. In terms of who is able to participate, this can create a disparity between users who come from more stable upbringings and users who may not have, which often is to the detriment of representation among marginalized communities.

Suggested Fix: Increase number of and diversity of skills users can select.

60. H13: Value Alignment / Severity 3 / Found by: B, C

In your slides, you note a conflict between service and dynamism. We see an example of this on the homepage where there are many different organizations listed in no particular order (other than filters), which further encourages users to volunteer with whatever organization pops up first. This prioritization of fastness/dynamism comes at the expense of the user being more connected to a single organization for an extended commitment.



Fix: allow a user to favorite an organization (their tasks will be listed first).
Alternatively, use an algorithm to prioritize tasks from organizations that users have volunteered with already. This would encourage committed service to an organization (while still allowing for the dynamism of fast tasks).

61. H13: Value Alignment / Severity 4 / Found by: A

Since tasks can only be accomplished by one person at a time, users that use Snippets the most may involuntarily take up all the work that new users may be wanting to try when first joining the app, leaving some users with nothing to do.

Fix: Set a maximum amount of tasks a user can take on, therefore they don't hog all tasks.

62. H13: Value Alignment / Severity 2 / Found by: A

The daily streaks feature goes against the other asynchronous aspects of Snippet. While it may make a user feel accomplished, for users that Snippet is targeting by giving short, infrequent work, most users will likely have a daily streak of 0, which can be demoralizing and affect what the user thinks of their impact.

Fix: Change Daily Streaks to Weekly Streaks to encourage easier participation goals.

63. H13: Value Alignment (Also H10) / Severity 2 / Found by: A, B, C, D

Problem Name: lack of any onboarding

Rationale: the lack of an onboarding process means that the user doesn't have a chance to hear about the how's and why's of the app from the creators themselves. Onboarding provides a useful opportunity to set up one's values clearly and set the tone for the rest of the user's experience

Suggested Fix: add onboarding and specifically embed or mention values (through text, iconography, colors etc.)

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	0	3	1	0	4
H2: Match Sys & World	0	2	0	1	0	3
H3: User Control	0	0	1	2	0	3
H4: Consistency & Standards	0	3	4	1	0	8
H5: Error Prevention	0	0	3	1	0	4
H6: Recognition not Recall	0	1	3	0	0	4
H7: Efficiency of Use	0	1	6	0	0	7
H8: Minimalist Design	0	12	1	0	0	13
H9: Help Users with Errors	0	0	1	0	0	1
H10: Help & Documentation	0	0	3	1	0	4
H11: Accessible	0	1	2	2	0	5
H12: Fairness & Inclusion	0	0	1	2	0	3
H13: Value Alignment	0	0	2	1	1	4
Total Violations by Severity	0	20	30	12	1	63

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	N/A	N/A	N/A	N/A
Sev. 1	35%	50%	5%	45%
Sev. 2	40%	57%	20%	50%
Sev. 3	33%	83%	58%	50%
Sev. 4	100%	0%	0%	0%
Total (sevs. 3 & 4)	38%	77%	54%	46%
Total (all severity levels)	38%	59%	22%	48%

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

5. Summary Recommendations

First of all—great work on this extremely comprehensive med-fi prototype of your app! The design is incredibly clean and slick (card-like components, color scheme, etc). It brings with it a sense of professionalism that we think is critical to engaging with non-profits/NGOs. Additionally, all of your high-level tasks are present in this app.

Larger trends or way of thinking that is spread across many of the violations:

By total violation count, H8: Minimalist Design (13), H4: Consistency & Standards (8), H7: Efficiency of Use (7), and H11: Accessible (5) had the most violations. These areas might be good places to work on.

In H4 and H8, most violations tended to be largely minor details that will be quick to fix, such as some inconsistency in button design and icons. These violations hardly detracted from the overall design but would help make your app seem a lot more professional and consistent upon fixing.

The H7 fixes may take a little longer because they require most reworking/adding of features. For example, there is difficulty of navigation for users (especially expert users). Adding additional routing throughout the app to accommodate for this may take longer than minor style changes. Some of the other H7 issues we encountered were around there not being feedback within the app, both for users and tasks. One way to address this would be by building a rating system built into the app.

For H11, a trend we noticed is that a lot of the violations related to visual issues such as contrast and sizing. Make sure to always consider users with visual impairments while designing.

As a final note, we identified a total of 5 heuristic violations related to errors, but these were spread across two heuristic categories: H5: Error Prevention (4) and H9: Help Users with Errors (1). The trend we noticed here was the lack of consistent error messages and prevention. For example, there was a lack of confirmation options before users commit to critical actions, such as starting a challenge and submitting a task to a non-profit.

Additional feedback that doesn't fit neatly into the violations:

[Onboarding] With regards to onboarding, the lack of documentation at the beginning of the flows may be jarring for users. Immediately the user is placed onto their profile page without any information as to how to navigate the application, nor how to complete its central tasks.

Due to this gap, it requires extra effort and work on the user's side to explore the application, test the functionality and figure out what tasks they are meant to complete. Onboarding would provide a useful opportunity to set up one's values clearly and set the tone for the rest of the user's experience.

[Translation typo] The Pets in Need translation task says that it involves translation from Mandarin to English. However, the original document is in English, not Mandarin. Either it should be in Mandarin or the task description should say English to Mandarin. Also, small note: "English" is misspelled in this task.

[Logo design task] Logo design is one of Snippet's tasks. Our team knows some people doing graphic/logo design professionally, and, for a good, non-template logo, it will end up taking more than 5 minutes: potentially hours or even days. This might not be the best fit for the app due to your value of dynamism/speed. Choosing between two different options of logos (like the user votes between images for the Hope task) might be more realistic. Also, small note: the Hope task is listed as translation work with English/Mandarin but we think it should be tagged as something else.

[Miscellaneous advice around interactive components] For med-fi revisions or for future med-fi work, there is a way to make buttons such that you can toggle them between selected and not selected without having to make a separate logic path on Figma. This could be useful for allowing users to "select" multiple skills or domains on your filter page. You can do this by [creating interactive components with variants](#). This involves making a component with two variants—one for selected, one for not selected. Then, you can connect the component variants together to change on-click within the prototype section of Figma. This will then let the user click any instance of your component to change it.

[Addressing the dynamism/service value conflict] It would be great to see which organizations a user has volunteered with the most. This could help with your dynamism/service conflict, as any way that you can encourage users to volunteer with the same organization repeatedly is useful.

[Connecting to your value of productivity] We would love to see more of a connection to your value of productivity in the app. Maybe, the user could just see how long they've spent helping organizations (total time spent) so that they recognize the impact they're making by being productive (this links in with your value of service, too). This could go on the profile page, alongside the streaks feature. As a side note, the streaks feature links in well with your value of fun :)