Heuristic Evaluation of Team Health

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(These names will be removed before the document is given to the project team. Use these letter below)

1. Problem

smartGlasses for keeping track of daily eye activities and prevention of near-sightedness.

2. Violations Found

[..list violations here with a blank line between each -- number from 1 to n, where n is total # of violations]

1. [H2-10: Help & Documentation] [Severity 3] [Found by: A]
The "Auto Start" for the Timer is not exactly clear as to what it is supposed to do. It is stated that it is supposed to auto start the moment the user starts using an electronic device, but most timers only consist of a Start, Pause, Reset, and Set Time function. A help icon might be useful here for users to tap to get more information on the feature in case they didn't bother with the tutorial or documentation.

2. [H2-7: Flexibility & Efficiency of Use] [Severity 3] [Found by: A, C, D, E]
Text size is too small and text colour is not contrasting enough with the background, making text difficult to read. Diagrams on home screen are also too small. Home screen is also too cluttered.

3. [H2-7: Flexibility & Efficiency of Use] [Severity 1] [Found by: A, C, D]
There is a handy sidebar menu that allows access to all the main features, but it is only accessible from the home view, where all the main features are already accessible from. The menu button gets replaced with a Back button on other pages, so besides being able to log out, the navigation seems redundant from the home page. Maybe relocate the menu button on the home view elsewhere so it won't get replaced by a back button. Also, either use the menu or display all the functions on the main page, there is no need for both.

4. [H2-4: Consistency & Standards] [Severity 2] [Found by: A]
The login page does not have a password retrieval function. Most login pages include a way to deal with password retrieval on the same page. Just add a simple link or button to a page for it.

5. [H2-5: Error Prevention] [Severity 2] [Found by: A]
The sign up form doesn't have boxes for users to verify the password or email they're signing up with. This is pretty standard with account registrations to prevent user error in inputting a password with a typo that they won't remember. Just add another fill in for at least password to handle this.

6. [H2-1: Visibility of Status] [Severity 2] [Found by: A]
After signup, it would be useful to show users a confirmation that their account has been successfully created, or a status screen in case a problem happens along the way due to things like unstable connection and such. So an account creation status screen that redirects the users to whatever screen after signup would suffice.

7. [H2-4: Consistency & Standards] [Severity 1] [Found by: A]

The login/sign up page stands out a lot from the other pages with its blue background. It would be interesting to see if it is possible to apply the same blue background to all the pages. It might also be worth considering maintaining a single consistency for all the pages.

8. [H2-6: Recognition not Recall] [Severity 2] [Found by: B]
When launching the app, it says "start now" which is very intuitive and beautiful. On the next screen it seems to be three instruction pages of how the app works. User cannot tell if he is only supposed to read the first page or if he is supposed to do something with the glasses. Because the caption uses words as "detect" which gives him a signal that he should take some kind of action.

9. [H2-3: User Control & Freedom] [Severity 2] [Found by: B]
When swiping on the first page which is supposed to give the user some basic information about the app, user goes from from first page direct to the third page, so it is skipping the second page. User only managed to get to the second page only by clicking the "dots".

10. [H2-8: Aesthetic & Minimalist Design] [Severity 1] [Found by: B]
On both pages in history the displayed numbers for "longest use" and "alert" is not presented in a straight line-up in the column.

11. [H2-3: User Control & Freedom] [Severity 2] [Found by: B]
On the history page, it is only possible to swipe from the graph to piechart and vice versa, but pressing the "dots" do not work.

12. [H2-1: Visibility of Status] [Severity 2] [Found by: B]
In the history section the history is only presented on a weekly basis and there is no possibility to change time horizon or any explanation why it is only a weekly perspective.

13. [H2-1: Visibility of Status] [Severity 2] [Found by: C]
The time range of the displayed data is not mentioned. It is not clear if it means the longest use today or overall. It is also not clear if the alerts where just today or over a certain time period and if it is the number of alerts today or the maximum.

14. [H2-4: Consistency & Standards] [Severity 1] [Found by: C, E]
The font, the text colors and the text size is not consistent over the whole prototype (e.g In History Week has other font than longest usage, Doctors advice has different size and color than longest usage.

15. [H2-4: Consistency & Standards] [Severity 1] [Found by: C, E]
Sometimes there is a gray separating line between two categories but it's use is not consistent over the prototype (e.g doctors advice is separated from the graph but the Longest usage and the count of alerts is not separated (the same issue can be found on the main page)).

16. [H2-1: Visibility of Status] [Severity 1] [Found by: C]
The actual date is not needed on the home screen. The graph displays the distance over time so this information is redundant.

17. [H2-2: Match Sys & World] [Severity 2] [Found by: C, E]
Just using two categories is to less. There is no option for if a grown up person wants to use the service, since the service only provides two options, child or parent. There will be a problem if user is neither a child nor parent.

18. [H2-10: Help & Documentation] [Severity 2] [Found by: C, E]
There is no mention of the perfect distance and brightness for reading.

19. [H2-1: Visibility of Status] [Severity 2] [Found by: C, E]
At the timer page it is not clear what the on/off button does. It is not clear if it activates the timer just once or if it is basically a switch to enable timers. Should add a button "Start Timer".

20. [H2-6: Recognition not Recall] [Severity 2] [Found by: C, E]
The doctor's advice is an important part of the app but is not easily accessible and does not stand out enough (kids won't take a look in the history section but they might read it if the message stands out more).

21. [H2-10: Help & Documentation] [Severity 3] [Found by: D]
The time line in both Distance and Brightness is not easy to understand. Not clear what the time range of the displayed history is.

22. [H2-10: Help & Documentation] [Severity 3] [Found by: D]
Not clear which distance the app is referring to.

23. [H2-10: Help & Documentation] [Severity 3] [Found by: D]
Not clear which light the app is referring to.

24. [H2-7: Flexibility & Efficiency of Use] [Severity 1] [Found by: D]
The On/Off and Auto Start slider is redundant.

25. [H2-8: Aesthetic & Minimalist Design] [Severity 1] [Found by: D]
The bottom tag line "Lock the Phone, Unlock the Door" is not consistent and the meaning is not clear.

26. [H2-8: Aesthetic & Minimalist Design] [Severity 1] [Found by: D]
Spacing between the status labels "Longest Usage" and "Alert" and their respective numbers is too big. It is not clear that the numbers are for the statuses.

27. [H2-4: Consistency & Standards] [Severity 2] [Found by: D]
The titles of the pages should be consistent with the ones on the home page.

28. [H2-4: Consistency & Standards] [Severity 1] [Found by: E]
On Home Screen the time says "P.M." instead of "pm". Change to "pm".

29. [H2-3: User Control & Freedom] [Severity 2] [Found by: E]
On History Screen the user can't delete/ reset the history. Would be good to have a "Reset" button.

30. [H2-6: Recognition not Recall] [Severity 1] [Found by: E]
The Alert Screen could point out the problem more clearly. Change the red alert picture to something that shows that the distance is too small, "too close" should be in the upper part of the screen.

31. [H2-8: Aesthetic & Minimalist Design] [Severity 1] [Found by: E]
Not clear why time and date must be displayed on the home screen. It seems redundant so it can be removed.

3. Summary of Violations

Category	# Viol. (sev 0)	# Viol. (sev 1)	# Viol. (sev 2)	# Viol. (sev 3)	# Viol. (sev 4)	# Viol. (total)
[H2-1: Visibility of Status]	-	1	4	-	-	**5**
[H2-2: Match Sys & World]	-	-	1	-	-	**1**
[H2-3: User Control & Freedom]	-	-	3	-	-	**3**
[H2-4: Consistency & Standards]	-	4	2	-	-	**6**
[H2-5: Error Prevention]	-	-	2	-	-	**2**
[H2-6: Recognition not Recall]	-	1	2	-	-	**3**
[H2-7: Flexibility & Efficiency of Use]	-	2	-	1	-	**3**
[H2-8: Aesthetic & Minimalist Design]	-	4	-	-	-	**4**
[H2-9: Help Users with Errors]	-	-	-	-	-	**0**
[H2-10: Help & Documentation]	-	-	1	4	-	**5**
Total Violations by Severity	**0**	**12**	**15**	**5**	**0**	**32**
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	Evaluator E
sev. 0	-	-	-	-	-
sev. 1	12.5%	6.25%	25%	25%	31.25%
sev. 2	23.08%	30.77%	38.46%	7.69%	38.46%
sev. 3	25%	0%	12.5%	50%	12.5%
sev. 4	-	-	-	-	-
total (sev. 3 & 4)	25%	0%	12.5%	50%	12.5%
total (all severity levels)	16.67%	11.9%	23.81%	21.43%	26.19%

5. Summary Recommendations
[merge the general recommendations you made here]

Without the glasses now, it is difficult to fully test out the prototype. More help and documentation should be added. The recommended distance and brightness should be added to the app. Better colours choices will help important parts of the app stand out, and also let the user know which places are for pressing and which are not for pressing. Parts of the app can be made to be more intuitive. Text sizes should be bigger so that users can read the text. Text formatting should also be more consistent to aid readability. It would be good to make the design of the app more simple and minimalistic. A simpler app will be easier for children to use and it will probably be less confusing for users.

Severity Ratings

0 - don't agree that this is a usability problem
1 - cosmetic problem
2 - minor usability problem
3 - major usability problem; important to fix
4 - usability catastrophe; imperative to fix

Heuristics

[H2-1: Visibility of System Status]
- keep users informed about what is going on

[H2-2: Match Between System & Real World]
- speak the users' language
- follow real world conventions

[H2-3: User Control & Freedom]
- "exits" for mistaken choices, undo, redo
- don't force down fixed paths

[H2-4: Consistency & Standards]

[H2-5: Error Prevention]

[H2-6: Recognition Rather Than Recall]
- make objects, actions, options, & directions visible or easily retrievable

[H2-7: Flexibility & Efficiency of Use]
- accelerators for experts (e.g., gestures, kb shortcuts)
- allow users to tailor frequent actions (e.g., macros)

[H2-8: Aesthetic & Minimalist Design]
- no irrelevant information in dialogues

[H2-9: Help Users Recognize, Diagnose, & Recover from Errors]
- error messages in plain language
- precisely indicate the problem
- constructively suggest a solution

[H2-10: Help & Documentation]
- easy to search
- focused on the user's task
- list concrete steps to carry out
- not too large