Cyberdyne Finances

Team 13

**Usability Evaluation of Team 14's App**

**Introduction**

We have chosen to evaluate Team 14’s app using heuristic evaluation. We have chosen this because it is useful when a small group is evaluating code. We hope to learn to better analyze user interfaces, not only the UI of other apps but ours as well. In order to evaluate the UI we are going to be keeping track of anything we think is wrong or is not good UI practice, these can be found in the Bug Reports/General Problems section. We will then be provide a 1-10 rating for various categories in the Checklist section. Lastly, is the Usability Report detailing 3 major UI issues.

**Bug Reports/ General Problems (Raw data section)**

* Don’t provide feedback when username and password are wrong
* Main account screen: don't know what this screen is, no title
* Not very obvious where to click to add an account
* no title on account creation dialog
* account value in weird place
* account creation dialog not uniform in placement of items
* Lack of feedback after registration. Thus we do not know if we are logged in or not immediately. There should be some type of confirmation of user creation.
* New transaction doesnt do anything from user home page should not be an option in the dropdown
  + after learning that I should click the three dots to do things (through making an account) I would go there to make a transaction and seeing that the transaction button did nothing, I would assume the app was broken
  + Not obvious account is clickable
  + transaction title field should have a hint specifying that a title should be entered there.
  + Txn value should just say value, ‘Txn’ is confusing
  + What does the Txn Value input field do? How do you use it?
  + It is good that you can change the date of a transaction, but the format is too difficult to actually change. Ex: if I wanted to make the date Jan 31 do I have to know the day of the week and input hour minutes and seconds?
  + Clicking on a transaction take me to the new transaction page with everything grayed out, why?
  + many options only work if you happen to be on the right screen
  + Since you can only do transactions from within accounts, it does not make sense for the new transaction screen to offer the option of selecting an account.
  + You should show the user the proper way to format the date in the Account record so they dont just think the text field isnt working.
  + The dropdown menu should be dynamic as the page changes.
  + Total Balance on the Account Record should be named something else like total changes, because at first it looked the total balance of all accounts
  + Needs a better name than ‘app’ to go with the icon because it was hard to find and know what it was when you click the home button on the phone

Like

* In the account creation screen account name looks good.
* Like how you can click on the account to go to account info screen
* Specific account pages list details well, it is easy to read.
* Withdrawals written in red

**Checklist**: 1-10 rating (1-very bad, 7-average, 10-good)

**Visibility of system status**

The system should always keep users informed about what is going on, through appropriate feedback within reasonable time.

4 - need better names at the top to know what screen you’re on; lack of feedback from textfields; only have actions you can perform in the dropdown of actions; not sure what to enter in textfields

**Match between system and the real world**

The system should speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms. Follow real-world conventions, making information appear in a natural and logical order.

7 - acceptable but could be better: withdrawals in red: good; ‘Txn’: bad: what does that mean

**User control and freedom**

Users often choose system functions by mistake and will need a clearly marked "emergency exit" to leave the unwanted state without having to go through an extended dialogue.

8 - you can always go back by hitting the back button

**Consistency and standards**

Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.

4 - never knew when a button was going to work or not because it only worked on certain screens

**Error prevention**

Even better than good error messages is a careful design which prevents a problem from occurring in the first place. Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action.

7 - we are prevented from being able to do things in screens that we shouldn’t

**Recognition rather than recall**

Minimize the user's memory load by making objects, actions, and options visible. The user should not have to remember information from one part of the dialogue to another. Instructions for use of the system should be visible or easily retrievable whenever appropriate.

5 - we recognized that we should push the button with 3 dots but had to recall what buttons we could actually use at that time

**Aesthetic and minimalist design**

Dialogues should not contain information which is irrelevant or rarely needed. Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.

6 - at times too much data was presented to the user that they do not need

**Help users recognize, diagnose, and recover from errors**

Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution.

4 - error messages were not always displayed and there were never solutions to the problem or suggestions for proper input

**Help and documentation**

Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation. Any such information should be easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large.

6 - more specific prompts for textfields would be helpful

**Usability Report**

We have identified three major sections that contain flaws which we think need improvement. These sections are Button Options, Consistency of Inputs and Layout, and Help and Documentation. Each section is outlined in detail below along with pros and cons.

**Button Options**

This section refers to the button group in the toolbar. Overall, it is quite convenient to house these options in one place. However, this can pose a problem when, depending on the page, not all buttons are enabled for usability by the user. It may be good to provide prompts to tell the user when certain buttons/options are available.

**Bad:**

* Design too minimal and buttons too hidden for first time user
* Unusable buttons are available

**Good:**

* Buttons were descriptive
* Buttons all grouped together in one place
* Button placement consistent throughout the app

**Consistency of inputs and layout**

This section refers to the consistency of the inputs and overall layout of the application. A few portions of the app were not very clear and had to be discovered by the user, namely the format required for some textfields and the placement of textfields. However, there were sections that were very nicely displayed, for example, the account summary page was very well laid out and was easy to read.

**Bad:**

* Textfields were inconsistent
  + Account creation dialog for example had a smaller textfield for account name, while the balance textfield was rather large
* There should not be text that must be deleted in input fields that the user is expected to fill, transaction name textfield for example.
* Textfield labels were confusing
  + Ex: ‘Txn value’ took us a good 5 minutes to figure out it meant Transaction value

**Good:**

* Display of accounts page was well laid out and easy to read.
* Login and Register was minimal, yet easy to understand.

**Help and Documentation**

This section deals with the use of helpful hints, prompts to the user, and overall documentation in the application. There was a significant amount of responsibility placed on the user to investigate, understand, and remember how to use the application and in what steps any given action required. This is not optimal, as the app should be prompting the user for responses that satisfy the information required. However, in some cases the button text was descriptive enough to understand what was required of the user.

**Bad:**

* Unsure of expected format for textfields
  + Ex: date textfield in Account record
* No feedback when input was unacceptable
* On initial registration, unsure of where to find options and functionality.
* Difficult to figure out how to get to account information initially

**Good:**

* Buttons were descriptive