Heuristic evaluation
from Clear-Group to Hci4774

Part I: Your Name

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Part II: Project Description

An application to find a job of short period for example a workshop or a fast-food festival that only take time of some days to weeks

task1: apply for an event of job
task2: take part of interview after it is considered
task3: ask additional professional information during /After work

Part III: Evaluation Execution

Briefly summarize how you conducted the heuristic evaluation: in-person or online, using which materials, following which steps, if you had to interact with the other group, if the information reported in the README was enough, etc.

The heuristic evaluation in question is evaluated in person during week lab session, the material used is low fi prototype in paper we followed these steps:
1. brief description about the project, use case and task2
2. starting to show the low fi prototype and show up the main page, indicating where are the buttons and let user click them.
3. understand the backend logic not related to task to not misevaluate the problem found

[Issue 1]. Heuristic 10, Help and documentation
Where: the problem is occurred in page 2 for the task 1, to apply for an event of job
What: although is a simple task if a new user registered that doesn't know how the site work, he would like to see the application flow for a new job.
Why: there is no a brief introductory about how to use this and apply a job or what should they do for applying a job.
Severity: 1, Cosmetic problem only; need not be fixed unless extra time is available

[Issue 2]. Heuristic N, Non-heuristic issue
Where: the problem is occurred in page 9 for the task 2, to take part of interview after it is considered.

What: although with clarification during presence heuristic evaluation is clarified that the slot is inserted manually by the operator event organized (mean each person accepted has unique time slot for him to choose) but there is still chance that manual operation can have errors so the scenario that 2 people with same slot time can happen.

Why: since as we understood the interview is one vs one so in this case how this error is managed?

Severity: 2, Minor usability problem: fixing this should be given low priority

[Issue 3]. Heuristic 7, Flexibility and efficiency of use

Where: the problem is occurred in page 7 for the task 2, to take part of interview after it is considered.

What: after the user is accepted, a notification from the company shown in the notification section with a small window, we think it is a plus add a notification section with full screen so it may can enhance the usability

Why: when the number of notification increases, especially when the new messages which are not read become more, the problem to scroll down every time could be very tired and low-efficient for user

Severity: 1, Cosmetic problem only; need not be fixed unless extra time is available

[Issue 4]. Heuristic 3 User control and freedom

Where: this happen for all pop up about message sent where the pop up say message sent correctly, this is related for task 1, task 2 and task3, for each task there are all sent message system for asking question instead for task3 is directly correlated because the task is asked additional professional information during /After work.

What: the pop up say directly message sent correctly, with a button "X" and back to previous page, we think clicking the x as a normal user logical flow should remain where you stay and give the user the chance to modify the message, while we think it should add one more step like "are you sure to send the message?" and clicking yes then the pop up say message sent correctly, and after it we also should have a button "Go back" in alert windows to turn back the previous window where we entered, and button "X" in right- top corner to stay in current window.

Why: give the user chance to modify the text written, not send directly, and choose to stay current windows or go to previous one.

Severity: 2, Minor usability problem: fixing this should be given low priority

[Issue 5]. Heuristic 3, User control and freedom

Where: the problem is occurred in page 11 for the task2, to take part in an interview after it is considered and provide more options on time slot.

What: in this page, when we write additional information or questions about time slots, there is only one button "send" rather than one more button "cancel" if the user doesn't want to send it.

Why: people may have questions or problems about time slots, however, they maybe solve them later, so there is no need to send a message.

Severity: 2, Minor usability problem: fixing this should be given low priority

[Issue 6]. Heuristic 6, Recognition rather than recall
Where: the problem is occurred in page 15 for the task1, 2, 3.
What: in this page, they use "your just work", by clicking this button to go next windows where it would show all activities that users attend, however the button not clearly show the meaning to the next page.
Why: it is a little hard to understand what is the purpose of this button, especially when users just start using this website.
Severity: 2, Minor usability problem: fixing this should be given low priority

[Issue 7]. Heuristic 1 Visibility of system status
Where: the problem is occurred in page 18 for the task2, to take part of interview after it is considered and participating the work in the page 27
What: we think more detailed information about interviewers and interviewees should show, for example, the username, company's name should show up on the videoconference both for all user.
Why: the people need to know with who is talking.
Severity: 3 Major usability problem; important to fix

[Issue 8]. Heuristic 3 User control and freedom
Where: the problem is occurred in page 18 for the task2, to take part of interview after it is considered and participating the work in the page 27
What: the call is full screen, if the user wants to navigate other content of the web in this case, he should stop the call or he should open another browser tab to browse the site he cannot browser the content and having call contemporaneously, if the call can be minimized there should be a minimize button
Why: the user may need to browser the content of website meanwhile having a call
Severity: 3 Major usability problem; important to fix

[Issue 9]. Heuristic 4, Consistency and standards
Where: the problem is occurred in page 31 for the task ask additional professional information during /After work and for all boxes to insert text for questions / feedbacks
What: at page 31 of flow chart is not clear signed where it goes after clicking "x" and we think is good to add a go back button on the all pages where there is box of text insert to let use abandon while writing the text and go back to previous section
Why: although the problem can solve by clicking using go back of browser but is still good add a go back button in the application
Severity: 2: Minor usability problem

Heuristic	# violations

H1: Visibility of system status	1
H2: Match between system and the real world	0
H3: User control and freedom	3
H4: Consistency and standards	1
H5: Error prevention	0
H6: Recognition rather than recall	1
H7: Flexibility and efficiency of use	1
H8: Aesthetic and minimalist design	0
H9: Help users recognize, diagnose, and recover from errors	0
H10: Help and documentation	1
HN: Non-heuristic issue	1

In general, the whole design well covers all three tasks, and the whole flow is pretty smooth, besides for the all pages, the whole design keeps a basically same style at the same time to implement 3 tasks, we also like this style, but there are also some small problems needed to improve and fix.

One of most frequent problems, the alert windows which are used to provide hint information don't have more button except "x" in right-top corner, it a little violates using habit, which could limit the freedom of users, in term of what the user want after finishing this operation.

Another main problem is about interview, like how to arrange time slots, how to negotiate the slot and what should provide in interview, there are more small unclear point in this part, but we think it is not very important, and just needs a slight modification.

Then there are some small problems like more introduction toward new users, some words may be not clear to show its functionality, but it would not impact a great influence on whole design.

Overall, we think it is a very good design. in our face-to-face evaluation, the control flow or a serial of operations follow the user's intuition, so we don't find those small problems.