

# Heuristic Review: Queso

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CIM 622 UX Research Methods

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# Executive Summary

Queso is a learning management system for gameful classrooms. This educational platform helps students and instructors reshape existing class features incorporating concepts from game design.

Six evaluators conducted a heuristic evaluation by using ten usability heuristics developed by Jacob Nilsen & Rolf Molich. The evaluators found and categorized 8 positive attributes to keep and 73 recommendations for change based on a set of tasks a student can accomplish. Based on a severity scale from 1 to 4, each evaluator conducts the heuristic evaluation independently. As a group, the team aggregates the findings and redesigns the website, improving the usability of the site.

Next step is to conduct usability test and refine the website design.

# Introduction

## Product Description

Queso is a learning management system for gameful classrooms. Queso helps take existing classrooms and reshapes them using concepts from game design. In doing this, Queso utilizes a unique terminology when referring some features, such as assignments, and individual instructors can use their own custom naming. For example:

Quests = assignments in Queso

Notices = Notifications of instructor feedback on assignment or general message in Queso

Debug = Find and fix coding Errors homework assignment (class specific)

Do's = Assignments to be completed in class, must be turned in by days end & cannot be revised.

## Evaluation Objective

Find usability problems on Queso website that violate the heuristics and come up with recommendations to redesign the website.

# Methods

## Roles

- Chris Roy: Evaluator and redesign sketch
- Lauren Kett : Evaluator and organized presentation structure
- Jose Guzman: Evaluator and created site map
- Hyan Freitas: Evaluator & assisted with data aggregation + powerpoint
- Sunny Xie: Evaluator and redesign page
- Eric Sun: Evaluator and style powerpoint

# Methods

## Procedure

1. Use student account to login Queso website, write down page title of Queso's home page and subpages
2. Discuss and write down all tasks that users could perform by using Queso as a group
3. List problem types like function, icon intuitives, layout and interaction, etc.
4. Create current site map of Queso
5. Create data enter system in google spreadsheet
6. Using ten heuristics developed by Jakob Nilsen and severity scale from 0 to 4 to evaluate design issues of Queso independently.
7. Capture findings like positive attributes and usability issue in the google spreadsheet.
8. Categorize and integrate usability issues in a combined spreadsheet, figure out average severity scale of each issues.
9. Sketched redesign of Queso page and come up with recommendations
10. Finalize presentation

# Methods

## Tools/Equipment

- Heuristic Review: personal computers
- Sketching: whiteboard, markers pencil and paper
- Data Entry: Google spreadsheet

## Schedules

- Monday: Use student account to login Queso
- Tuesday: Group meeting-Write page types of Queso's home page and subpage, create sitemap of Queso, write down task list and create data enter system
- Wednesday: Finalize data enter system, evaluators conduct heuristic review independently
- Thursday-Friday: Aggregating findings which includes positive attributes and usability issues as well as recommendations, figure out average severity score for each issue
- Saturday: Sketch recommendations into redesign and finalize presentation

# Tasks

1. Login to Queso
2. Look up points from a graded Quest
3. View notes from professor on Quest
4. Revise a submitted Quest
5. Look for progress level in Course
6. Review Individual course homepage
7. Access material posted from professor
8. Access the syllabus
9. Ask a question
10. Change account settings
11. Join Another Course
12. Sign out

Note: The course reviewed (CIM640 Section: Fall 2015) concluded in December 2015. Because of this, evaluators could not access available quests open for submission to review.

# 10 Usability Heuristics for User Interface Design

Visibility of system status

Match between system and the real world

User control and freedom

Consistency and standards

Error prevention

Recognition rather than recall

Flexibility and efficiency of use

Aesthetic and minimalist design

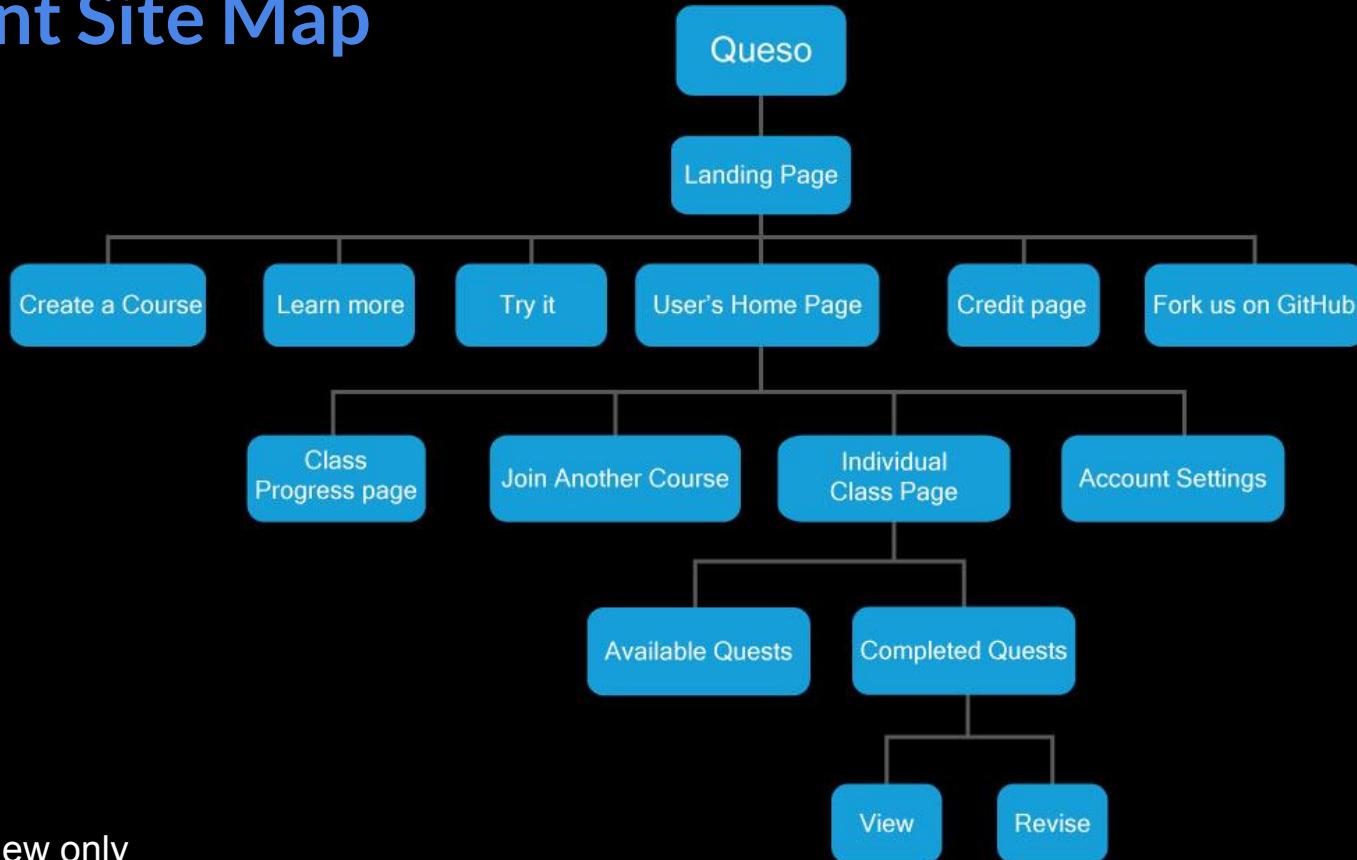
Help users recognize, diagnose, and recover from errors

Help and documentation

# NIELSEN'S METHOD, 1993

Severity	Severity Description
0	I don't agree that this is a usability problem at all
1	Cosmetic problem only: need not be fixed unless extra time is available on project
2	Minor usability problem: fixing this should be given low priority
3	Major usability problem: important to fix. so should be given high priority
4	Usability catastrophe: imperative to fix this before product can be released

# Current Site Map



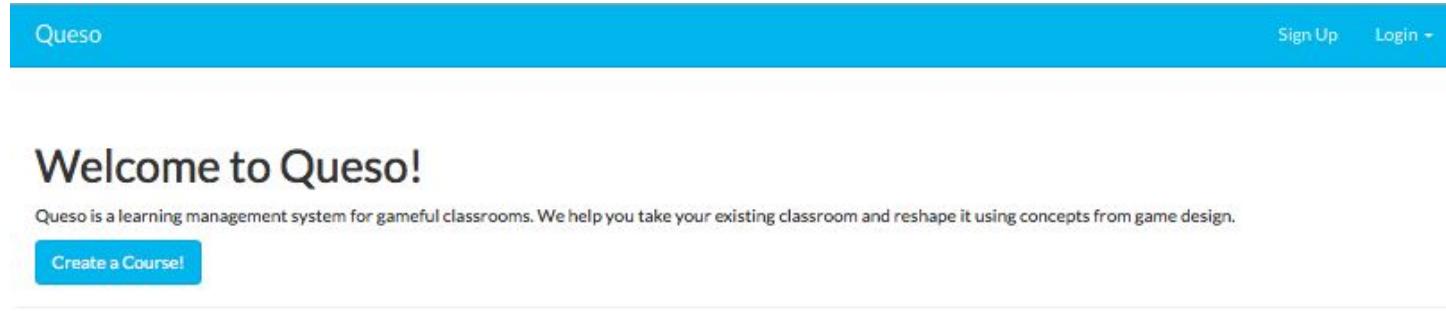
# **Positive Attributes (Keepers)**

**Task  
Keeper**

**Log in to Queso  
Fonts and colors**

**Description**

The choice of colors (blues, whites, greys) is consistent across the site & font choice allows for legible text



**Location**

'Welcome to Queso' landing page

# Task Keeper

## Access material posted from professor Post order

### Description

Most recent posts appear on top making it easy for user get to latest information quickly; user is also able to search by date to find desired post

### Location

Individual Class Page

#### Libraries

Slides for Libraries

November 4, 2015

#### Data

Slides can be found [here](https://drive.google.com/open?id=1_kMuZVgexbkbFCu8vDZqM0-E7dHCW420KVp6Sho_jZk)

October 23, 2015

#### Outside the Canvas

Slides from today [here](#)

October 13, 2015

#### Objects

Slides can be found [here](#)

October 8, 2015

#### Loops

Slides are [here](#)

September 29, 2015

#### Arrays

Slides for arrays can be found [here](#)

September 24, 2015

CL ----

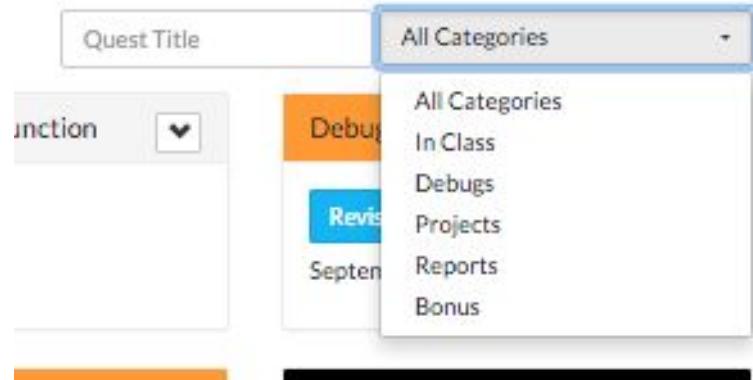
September 16, 2015

## Task Keeper

Look up points from Quest  
Sort by Quest & Quest category

### Description

Search box and dropdown allowing user to sort through quests by category assigned by instructor is logical and useful



### Location

Completed Quests Page

## Task Keeper

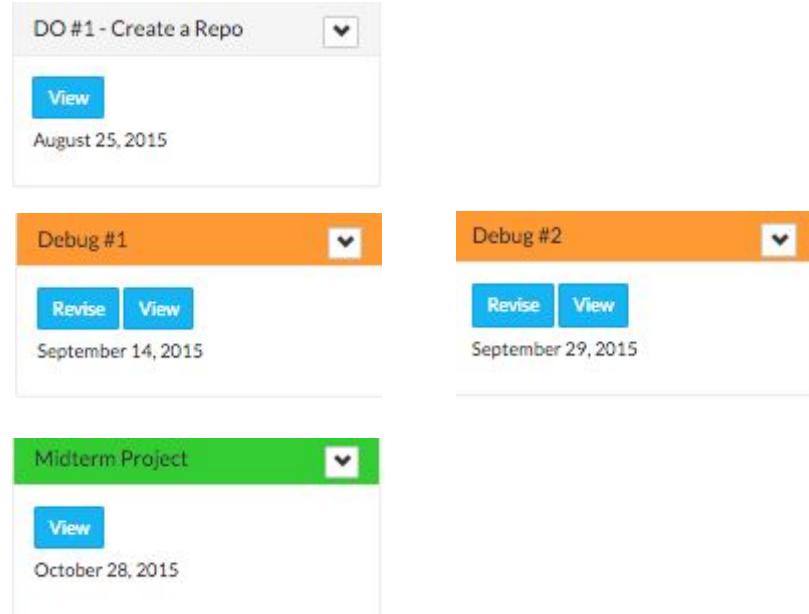
### Revise a Submitted Quest Varied color by Quest card

#### Description

Different colors for specific categories of quests is a good visual design method; In right example, it is clear to the user that orange corresponds with Debug Quests

#### Location

Completed Quests Page



**Task  
Keeper**

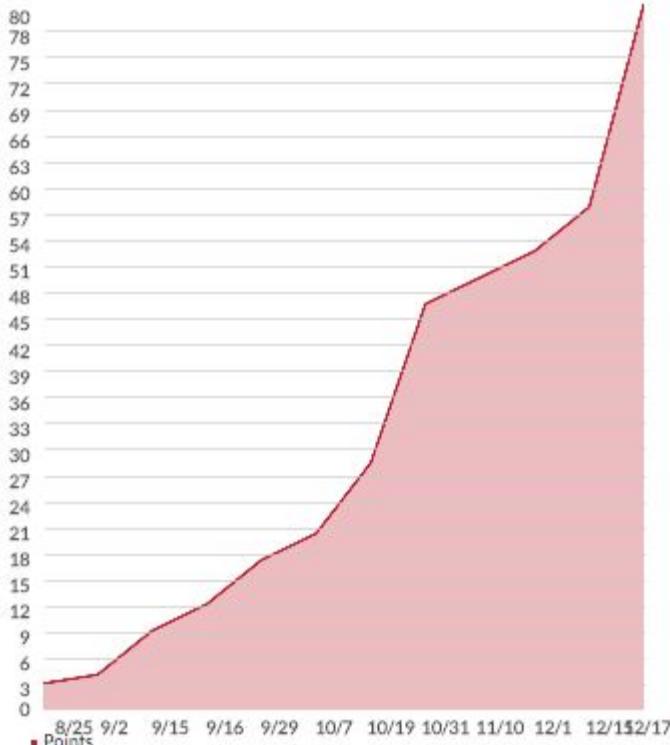
Look for progress level  
Progress level display

**Description**

Progress is displayed in the form of an area chart with all the graded quests below it allowing for an at-a-glance look at positive performance.

**Location**

Class progress page



Quest	Skills Earned
DO #1 - Create a Repo August 25, 2015	3 Points

# Task Keeper

Look for progress level  
See projected level

## Description

Function is helpful to better understand standing in course and anticipate final grade

## Location

Class progress page

Quest	Skills Earned
DO #1 - Create a Repo August 25, 2015	3 Points
DO #2 - Create a Function September 1, 2015	1 Points
Debug #1 September 14, 2015	5 Points
DO #4 - Conditional Shapes September 15, 2015	3 Points
Debug #2 September 29, 2015	5 Points
DO #7 - Particles! October 6, 2015	3 Points
Debug #3 October 13, 2015	5 Points
DO #8 - Form to Canvas October 13, 2015	3 Points
Midterm Project October 28, 2015	18 Points
Final Project Progress Report #1 November 10, 2015	3 Points
Final Project Progress Report #3 December 1, 2015	3 Points
Final Project December 15, 2015	23 Points
Put it on the Web December 15, 2015	5 Points

Levels	Totals	
A	93 Points	80
A-	90 Current Level	B-
B+	87 Points From Remaining	
B	83 Quests	
B-	80 Points	15
C+	73 Projected Level	A
C-	70	
D	60	
Half Way	50	
Getting There	35	
Novice	25	
Beginner	1	
F	0	

Points From Remaining Quests

Points  
Projected Level

15  
A



# Task Keeper

## Ask a question

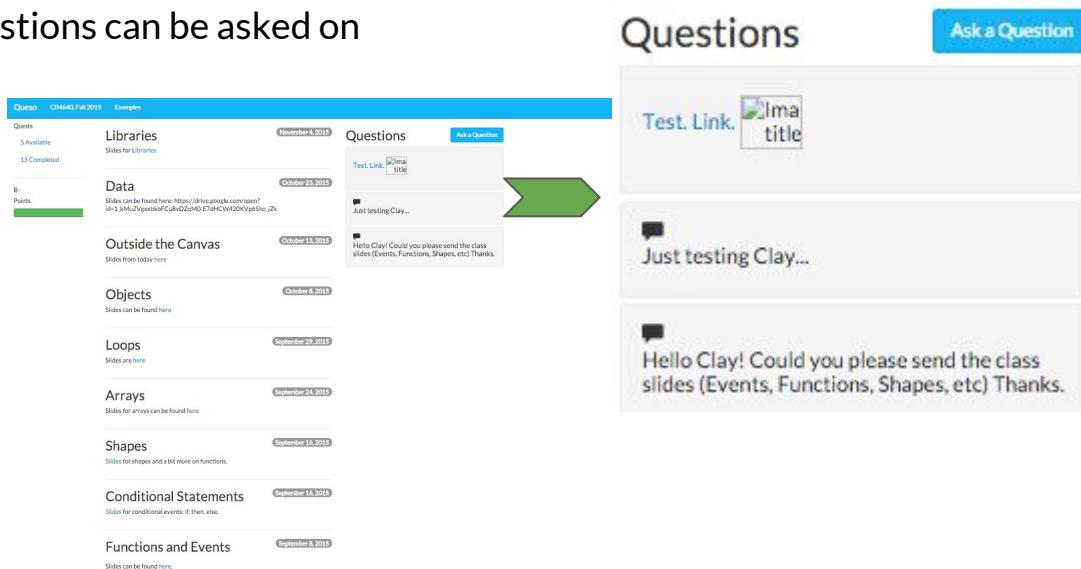
# Allow user to ask questions in forum

## Description

The “Questions” box is visible to the instructor and all students enrolled in class. It serves as a sort of forum where questions can be asked on assignments and other topics related to class.

## Location

Individual class page (CIM640)



**Task  
Keeper**

**Ask a question  
Use of Message Icon**

**Description**

Message icon is intuitive and logically indicates to user that clicking here will expand questions & allow user to view response and/or join conversation.



Hello Clay! Could you please send the class slides (Events, Functions, Shapes, etc) Thanks.

**Location**

Individual class page (CIM640)

# Improvement Opportunities

**TASK #1**

**Login to Queso**

**Task**

**Problem**

**Severity Score**

## Description

Clicking the “Learn More” button on the Homepage creates an error on the server because the page doesn’t exist.

Leading the user to an error page that prompts a text link to get back to the Homepage, which will send the user into a different Homepage

## Recommendation

Discard the secondary Homepage and update the learn more link so it sends the user to the corresponding page.

**Problem Type** Navigation

**Heuristic Violated** User control and freedom

**Location** Welcome to Queso! landing page

**URL** <http://queso.com.miami.edu/>

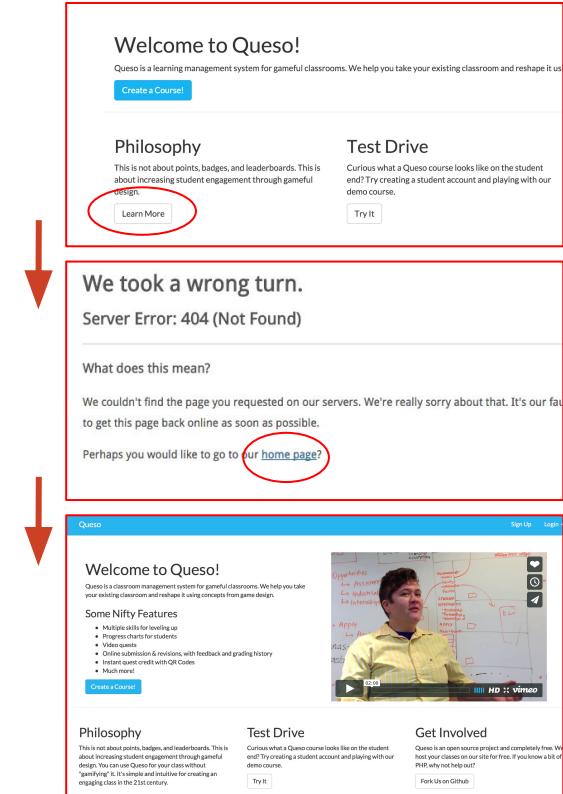
# Login to Queso

## Inconsistent Navigation from Student registration

4

Homepage

Secondary Homepage



**Task**

Login to Queso

**Problem**

Login credentials don't work on secondary homepage

**Severity Score**

4

#### Description

On secondary Queso homepage, the login credentials doesn't work

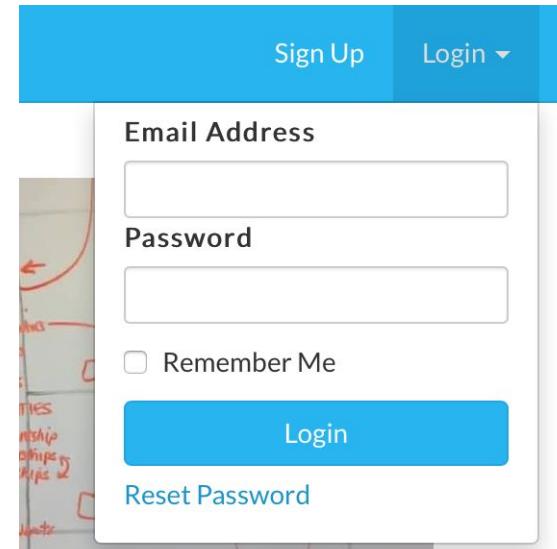
#### Recommendation

Remove the secondary home page

**Problem Type** Navigation

**Heuristic Violated** Consistency and standards

**Location** Welcome to Queso! landing page



**Task****Problem****Severity Score**

Login to Queso

Error page for philosophy button

4

**Description**

The link in the Philosophy section on the Home page, leads the user to a page that doesn't exist

**Recommendation**

Fix the link in the philosophy section or remove button if additional content doesn't exist

**Problem Type**

Navigation

**Heuristic Violated**

Help users recognize diagnose and recover from errors

**Location**

Welcome to Queso! landing page

## Philosophy

This is not about points, badges, and leaderboards. This is about increasing student engagement through gameful design.

[Learn More](#)

We need a map.

Server Error: 404 (Not Found)

What does this mean?

We couldn't find the page you requested on our servers. We're really get this page back online as soon as possible.

Perhaps you would like to go to our [home page](#)?

**Task****Problem****Severity Score****Description**

If the user is trying to register as a student and commit an error in the password or course code input area. At the moment the user try to register he will be sended to a blank page.

**Recommendation**

Display a message of error in the area where the error was committed and give the option to keep registering instead of leading the user to a blank page

**Problem Type**

Navigation

**Heuristic Violated**

Consistency and standards

**Location**

Welcome to Queso! landing page

## Login to Queso

Blank page when error

3

The diagram illustrates a user interface for registration. At the top, there is a red rectangular box enclosing three input fields: 'Course Code', 'Password', and 'Confirm Password'. Below this box is a large blue rectangular button labeled 'Register'. A red arrow points downwards from the bottom right corner of the red box to the corresponding fields on a larger, more detailed registration form located below.

Course Code

Password

Confirm Password

Register

### Student Registration

Please enter your information below

First Name

Last Name

Email

Course Code

Password

Confirm Password

Register

<b>Task</b>
<b>Problem</b>
<b>Severity Score</b>

Login to Queso

Content and User Mismatch

3

#### Description

The create course button is intended for teachers only but it appears on the student view. Yet the naming of the label can create a confusion with the students

#### Recommendation

Change the label of this button to “Instructor registration”

**Problem Type** Navigation

**Heuristic Violated** Consistency and standards

**Location** Welcome to Queso! landing page

# Welcome to Queso!

Queso is a learning management system for gameful classrooms.

Create a Course!



**Task**

**Problem**

**Severity Score**

Login to Queso

Inconsistent button coloring

2

### Description

The button design in the landing page is inconsistent

### Recommendation

Give the same design to the buttons in the landing page which should be followed the

**Problem Type**

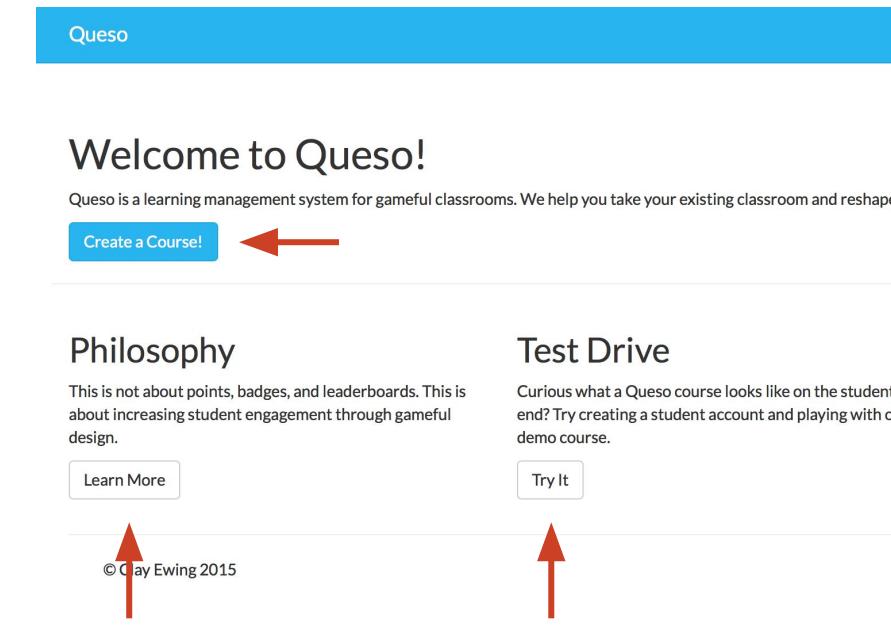
Visual Design

**Heuristic Violated**

Consistency and standards

**Location**

Welcome to Queso! landing page



**Task**

Login to Queso

**Problem**

Lack of contrast in visual design of hover status

**Severity Score**

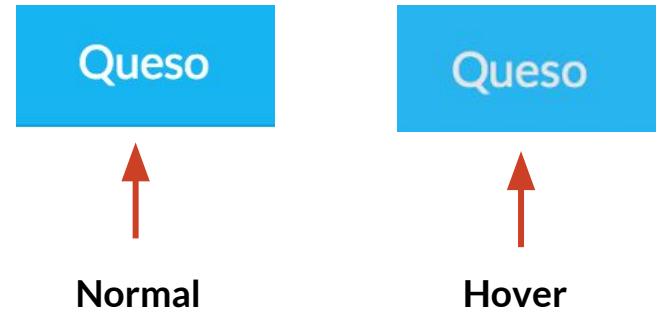
2

**Description**

There is no visible difference in the colors  
between hover and normal states

**Recommendation**

Increase contrast of hover state with a 80% dark  
gray



**Problem Type**

Visual Design

**Heuristic Violated**

Consistency and standards

**Location**

Welcome to Queso! landing page

## TASK #2

Look up points from a graded Quest

**Task**

Look up points from a graded Quest

**Problem**

Unreadable visual design

**Severity Score**

4

**Description**

Black with dark grey background header on completed  
Quests are unreadable

**Recommendation**

Increase contrast for readability

**Problem Type**

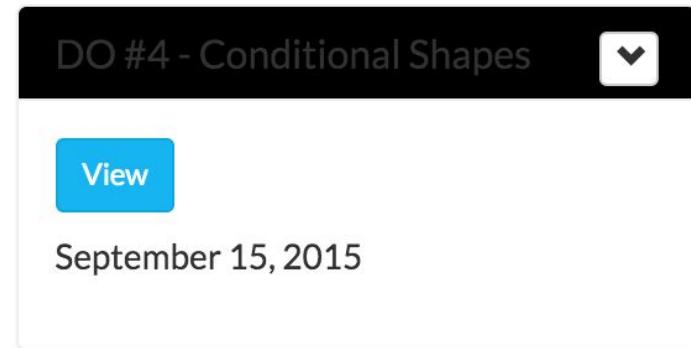
Visual Design

**Heuristic Broken**

User control and freedom

**Location**

Completed Quest Page



**Task**

**Problem**

**Severity Score**

Look up points from a graded Quest  
Cards are wasted space and hides some information

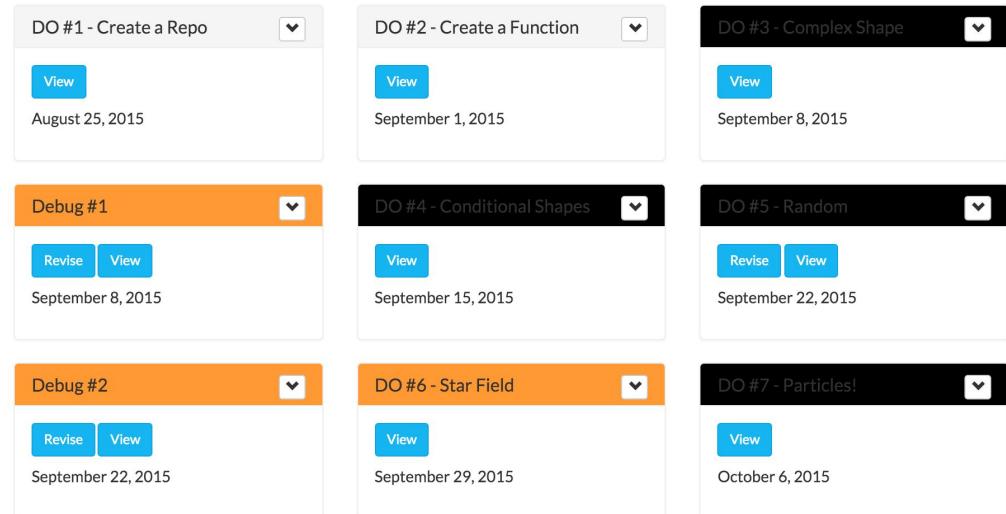
4

### Description

Provide no information without clicking to further pages or drop downs

### Recommendation

Remove cards and use a list layout to display information easily read and understood by users



**Problem Type** Layout

**Heuristic Broken** Flexibility and efficiency of use

**Location** Completed Quest Page

**Task**

Look up points from a graded Quest

**Problem**

Notices only displayed once when logging in

**Severity Score**

3

**Description**

On the homepage of all classes, notifications pop up once for grading and comments. They can't be found again if navigate from the page

**Recommendation**

Create a feed or way to find all notices, so none are missed

**Notices**

Nothing new!

**Problem Type**

Content

**Heuristic Broken**

User control and freedom

**Location**

Quest Homepage

**Task**

Look up points from a graded Quest

**Problem**

Empty point bar in graded quest

**Severity Score**

3

**Description**

When clicking on a card to see points earned from quest, the points show up, but the bar chart is empty

**Recommendation**

Filling bar with points earned from total possible points

**Problem Type**

Visual Design

**Heuristic Broken**

Visibility of system status

**Location**

Completed Quest Page

## DO #1 - Create a Repo

View

August 25, 2015

In Class

*3 Points*

**Task**

**Problem**

**Severity Score**

Look up points from a graded Quest

Categories of cards not clear

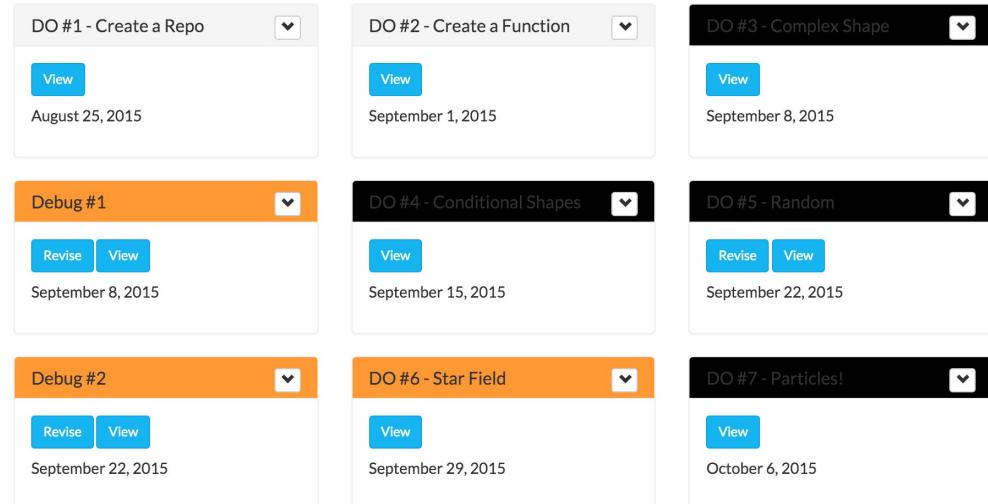
3

### Description

Coloring consistency doesn't match based on category of assignment

### Recommendation

Create and follow UI style guide



**Problem Type**

Visual Design

**Heuristic Broken**

Consistency and standards

**Location**

Completed Quest Page

**Task**

**Problem**

**Severity Score**

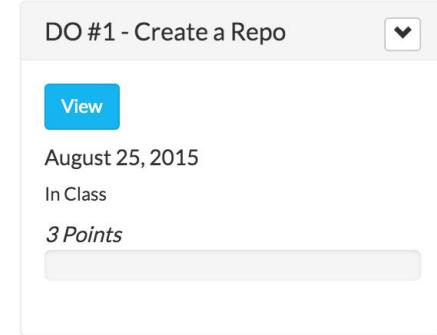
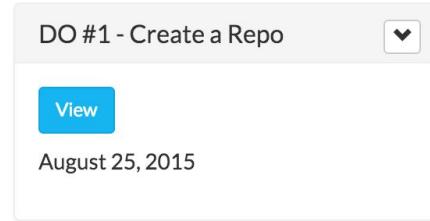
Look up points from a graded Quest

Content from Quest isn't shown on the card

2.75

**Description**

Users must click on dropdown button to see grading and any relevant information other than the title



**Recommendation**

Make grade of assignment immediately visible

**Problem Type**

Interaction

**Heuristic Broken**

Flexibility and efficiency of use

**Location**

Completed Quest Page

**Task**

Look up points from a graded Quest

**Problem**

Inconsistent visual design

**Severity Score**

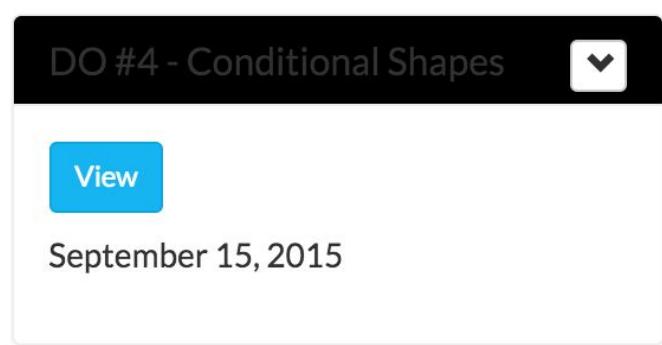
2.5

**Description**

Heavy black on the card doesn't match the rest of the site where no other black is used outside of text

**Recommendation**

Create unified color palette for UI style guide



**Problem Type**

Visual Design

**Heuristic Broken**

Consistency and standards

**Location**

Completed Quest Page

# TASK #3

View Notes from Professor on Quest

**Task**

View notes from professor on Quest

**Problem**

Lack of a replying system to respond the professor's feedback

**Severity Score**

2.5

**Description**

After user receives feedback or notes from the professor, there is no access to answer or ask for clarification from their feedback

**Recommendation**

Put a reply system in the feedback section from professors so users can post their questions to professor

**Problem Type**

Interaction

**Heuristic Broken**

Consistency and standards

**Location**

Completed Quests page

## DO #5 - Random

Submitted on September 22, 2015

new version

[new9.22.sketch.js](#)

### Notes on Quest

Almost there! Just make sun change to a random number instead of staying at 0.

You can reference random() and int() on the p5js.org website.

— September 22, 2015

Great!

— September 22, 2015



Revision #1 ▾

**Task**

View notes from professor on Quest

**Problem**

Lack of clarity in date layout

**Severity Score**

2

#### Description

Date on completed quest is unclear, it could be submitted date or due date

#### Recommendation

Add text to clarify date. Currently it is the submission date

**Problem Type**

Content

**Heuristic Broken**

Help and documentation

**Location**

Completed Quests page



# **TASK #4**

## Revise a submitted Quest

**Task**

Revise a submitted Quest

**Problem**

Naming of “view” button is unclear of its function

**Severity Score**

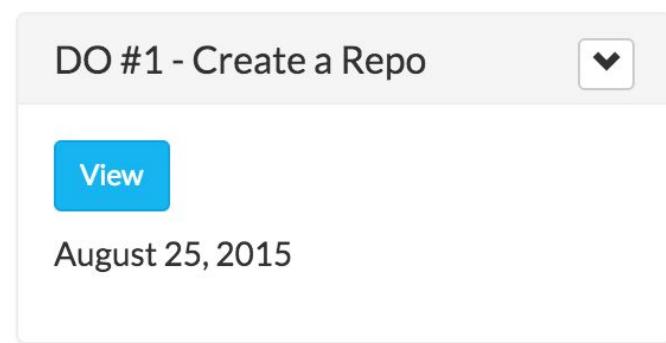
4

**Description**

View button is unclear. Does naming imply feedback from instructor, see grade or option to revise?

**Recommendation**

Rename button

**Problem Type**

Icon Intuitiveness

**Heuristic Broken**

Match between system and the real world

**Location**

Completed Quest Page

## Task

Revise a submitted Quest

## Problem

Unable to upload file

## Severity Score

3

## Description

File picker across site isn't working. Error comes up with "application is unavailable." Plugin has a new version and hasn't been updated

## Recommendation

Update plugin

Problem Type

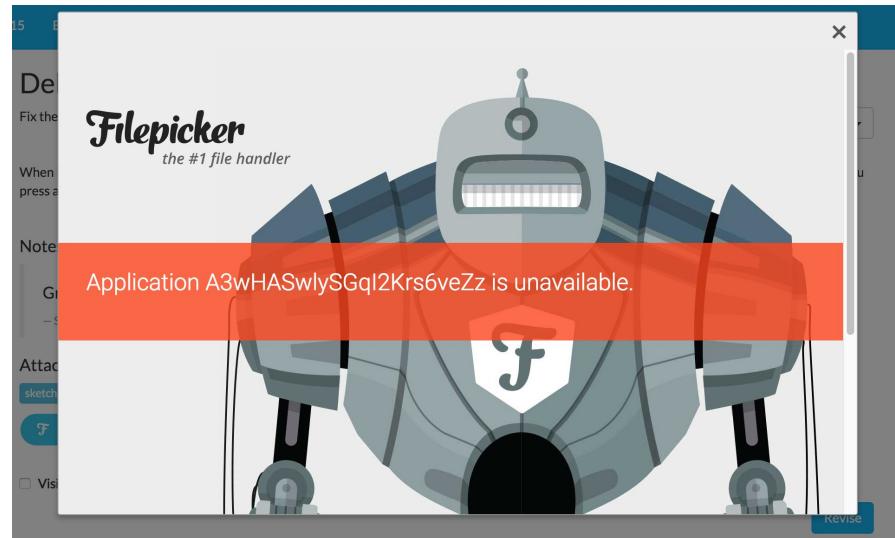
Interaction

Heuristic Broken

Error prevention

Location

Completed Quest Page



**Task****Problem****Severity Score****Revise a submitted Quest****Unclear button naming for first attempted revision**

3

**Description**

Clicking to revise in the view page of a graded quest, users can click on first attempt and then are taken to a revision page

**Recommendation**

Remove step and clarify differentiation between viewing and revising assignments. View page should show history of revisions without clicking to a new page

**Problem Type**

Content

**Heuristic Broken**

Aesthetic and minimalist design

**Location**

Completed Quest Page

**DO #1 - Create a Repo**

Submit a link to your repository

Notes on Quest

Great!

— August 25, 2015

 Visible to Other Students**Revise**

**Task**

Revise a submitted Quest

**Problem**

Redundancy in buttons for revise and view

**Severity Score**

2.8

**Description**

If users aren't allowed to revise, they shouldn't be given the option. In the view page users can revise even if it's not shown on the graded quest card

**Recommendation**

Consolidate and clarify function . Revise should be only to re-submit and view should only to see notes which are instructor comments. If user cannot revise, don't show revise button

**Problem Type**

Layout

**Heuristic Broken**

Match between system and the real world

**Location**

Completed Quest Page

DO #2 - Create a Function

**View**

September 1, 2015

Revision #3 ▾

Original Submission

Submission #1 2/9/2015 3:46am

Submission #2 2/9/2015 3:47am

**Revise Latest Version**

**Task**

Revise a submitted Quest

**Problem**

Naming of “notes” is confusing

**Severity Score**

2

**Description**

Title of Notes on Quest not associated with notes from professors on assignment by evaluators

**Recommendation**

Rename “notes” to “Instructor feedback”

**Notes on Quest**

I don't see a random selection of an item in your arrays.

— September 24, 2015

I see it now. You're using a for loop earlier in the code with the same variable name of "i" for anything outside of a loop.

**Problem Type**

Content

**Heuristic Broken**

Match between system and the real world

**Location**

Completed Quest Page

**Task**

Revise a submitted Quest

**Problem**

Confusion on where content shared with other students goes

**Severity Score**

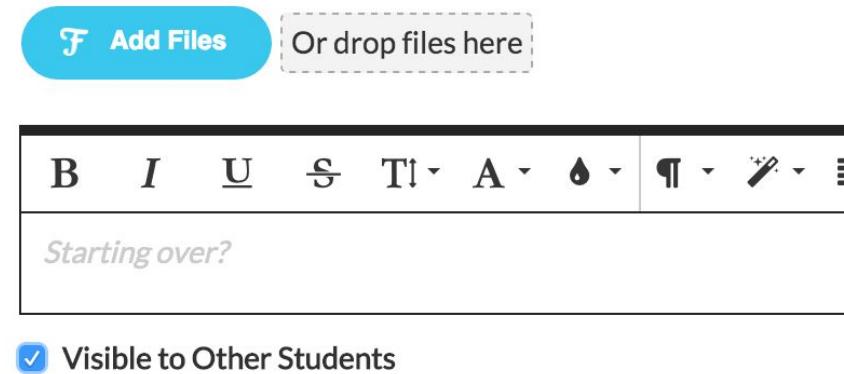
2

**Description**

Optional check box for "visible for other students"  
doesn't say where assignment uploaded will go

**Recommendation**

Remove function

**Problem Type**

Navigation

**Heuristic Broken**

Visibility of system status

**Location**

Completed Quest Page

**Task**

Revise a submitted Quest

**Problem**

No section division of content

**Severity Score**

1.5

### Description

No distinction between revision area and previously uploaded and graded content

### Recommendation

Use visual design guide to standardize distinction between content

**Problem Type**

Layout

**Heuristic Broken**

Consistency and standards

**Location**

Completed Quest Page

Great!

— September 28, 2015

### Attached Files

sketch.js

Add Files

Or drop files here



Visible to Other Students

**TASK #5**

**Look for Progress Level in Course**

## Task

## Problem

## Severity Score

## Look for Progress in Course

No proper context for current standing progress

3

## Description

Grading is based on the entire course, so until larger projects are graded users have failing grade and no context of their current standing

## Recommendation

A grading system based on work completed within week of remaining weeks in the semester

Problem Type

Interaction

Heuristic Broken

Recognition rather than recall

Location

Course Homepage

The screenshot shows a course dashboard for 'Building Interfaces F-15'. At the top, it says 'Queso' and 'Building Interfaces F-15'. Below that, there's a 'Quests' section with a progress bar for '7 Completed' tasks. A large red arrow points to the letter 'F' next to the progress bar, indicating a failing grade. To the right, there's a 'Foundation Press Install' section with a date 'November 2, 2015', a 'Questions' section with a count of 'NAKSDJFLKÑ', and a 'Ask a Question' button. Further down, there's a 'Class GitHub Page' section with a date 'August 24, 2015', a link to the GitHub page, and a note about a syllabus attached. At the bottom, there's a 'Files' section with a PDF file named 'building interfaces.pdf'.

## Task

## Problem

## Severity Score

## Description

Other content is on it's own page, but progress related to individual class is in the top navigation within a dropdown menu

## Recommendation

A system with an accurate grade progression

## Look for Progress in Course

Progress page is separated from other class material

3

The screenshot shows a course progress page with a blue header bar. The header includes the course name 'CIM640, Fall 2015' and a user profile for 'Chris Roy'. Below the header, there are sections for 'Quests' (19 Completed), 'Libraries' (Slides for Libraries, November 4, 2015), 'Data' (Slides can be found here: https://drive.google.com/open? id=1\_kMuZVgexkbkFCu8vDZqM0-E7dHCW420KVp6Sho\_jZk, October 23, 2015), 'Outside the Canvas' (Slides from today here, October 13, 2015), and 'Objects' (Slides can be found here, October 8, 2015). To the right of these sections is a sidebar with a 'Questions' section containing a message from a user named 'Just testing Clay...' asking for class slides. A red arrow points down to the 'Progress' link in the sidebar, which is part of a dropdown menu that also includes 'Join Another Course', 'Account Settings', and 'Sign Out'.

Problem Type Navigation

Heuristic Broken Flexibility and efficiency of use

Location Course Homepage

**Task**

**Problem**

**Severity Score**

Look for Progress in Course

The chart style falls off the page

3

**Description**

Progress graph doesn't fit on page. Must scroll to see the axis points

**Recommendation**

Redesign graph information into a “one-view” overview graphic

**Problem Type**

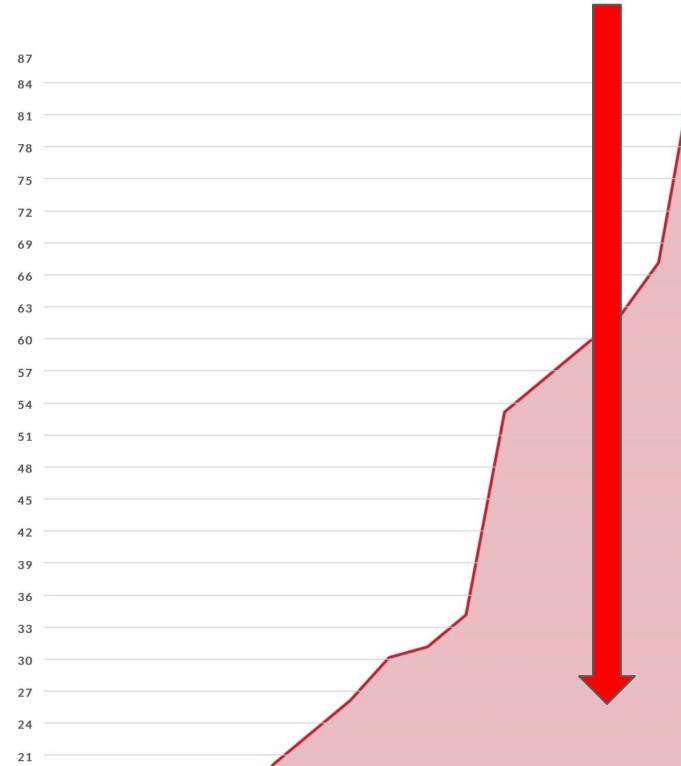
Layout

**Heuristic Broken**

Aesthetic and minimalist design

**Location**

Progress page



**Task**

Look for Progress in Course

**Problem**

User must scroll up and down to see progress

**Severity Score**

3

**Description**

Unable to comprehend where student points lie when looking at the chart. Must scroll down to see axis and then scroll further down to see what that correlated in grading system of the class

**Recommendation**

Redesign chart style to fit without scrolling

**Problem Type**

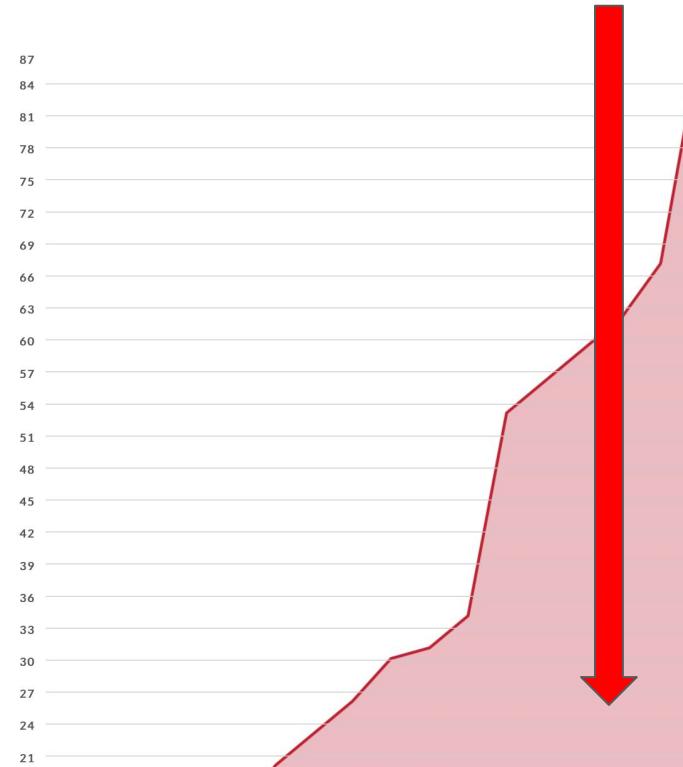
Layout

**Heuristic Broken**

Recognition rather than recall

**Location**

Progress page



**Task**

Look for Progress in Course

**Problem**

Improper color usage

**Severity Score**

3

### Description

Area chart is red, which doesn't match green used across the rest of the site. Red is also has a negative connotation and this chart should show progress in a class which is positive

### Recommendation

Change line to green for consistency and color theory purposes

**Problem Type**

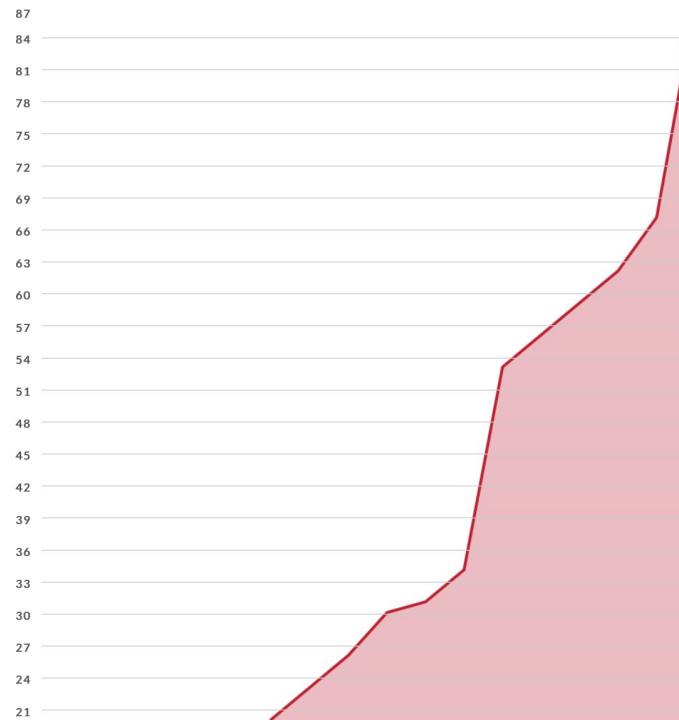
Visual design

**Heuristic Broken**

Consistency and standards

**Location**

Progress page



**Task**

Look for Progress in Course

**Problem**

Remove unnecessary levels in course

**Severity Score**

2

**Description**

"Half way" "getting there" are arbitrary  
breakpoints that mean nothing to students

Levels

A	93
A-	90
B+	87
B	83
B-	80
C+	73
C-	70
D	60
Half Way	50
Getting There	35
Novice	25
Beginner	1
F	0



**Recommendation**

Remove unnecessary levels in course

**Problem Type**

Content

**Heuristic Broken**

Aesthetic and minimalist design

**Location**

Progress page

**TASK #6**

**Review Individual Course Page**

**Task**

**Problem**

**Severity Score**

Review Individual course homepage

Remove class label from home navigation bar after login

3

### Description

After user logins the Queso, the user could still see the previous course label in the top right navigation bar, which is incorrect and confusing, for the user hasn't opened any class page yet

### Recommendation

Remove any course label from top navigation bar after users login the Queso

**Problem Type**

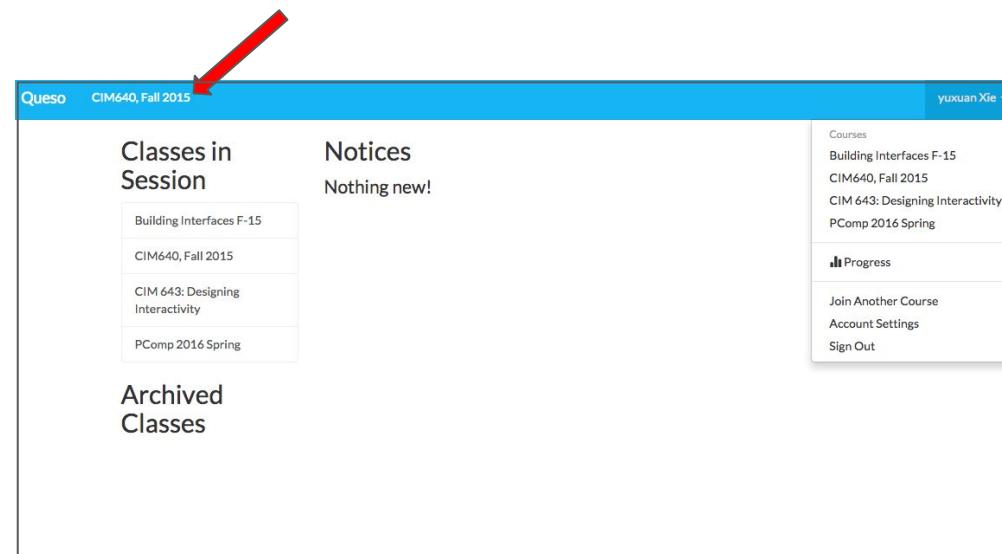
Navigation

**Heuristic Broken**

Consistency and standards

**Location**

Individual course homepage



**Task**

Review Individual course homepage

**Problem**

Little hierarchy of class title for user viewing

**Severity Score**

2.5

**Description**

When user is in a specific class sessions, sh/he couldn't know which class he/she is in, for there is no highlight information display.

**Recommendation**

Color background of class button when it is activated, so user knows what class content they are viewing.

**Problem Type**

Layout

**Heuristic Broken**

Recognition rather than recall

**Location**

Individual course homepage

## Classes in Session

Building Interfaces F-15

CIM640, Fall 2015

CIM 643: Designing  
Interactivity

PComp 2016 Spring

## Notices

Nothing new!



## Archived Classes

**Task**

Review Individual course homepage

**Problem**

Status of completed classes aren't "archived"

**Severity Score**

2.33

**Description**

The status of archived classes are still in current classes section.

**Recommendation**

Put classes that are complete in the "Archived Classes" section

**Problem Type**

Layout

**Heuristic Broken**

Consistency and standards

**Location**

Individual course homepage

## Classes in Session

Building Interfaces F-15

CIM640, Fall 2015

CIM 643: Designing  
Interactivity

PComp 2016 Spring

## Notices

Nothing new!

## Archived Classes



## TASK #7

Access Material Posted from a Professor

**Task**

Access material posted from professor

**Problem**

Lack of relevant content to accomplish task in current layout

**Severity Score**

3.33

### Description

Current content is not prioritized to task categories, like slides, extra resource, syllabus, etc. It takes users plenty of time to scroll down to find what they want

### Recommendation

Add a drop down menu with content options as follow: slides,syllabus,articles/reading videos

**Problem Type**

Layout

**Heuristic Broken**

Recognition rather than recall

**Location**

Individual class page

Libraries	November 4, 2015
Slides for Libraries	
Data	October 23, 2015
Slides can be found here: <a href="https://drive.google.com/open?id=1_kMuZVgexkbFCu8vDZqM0-E7dHCW420KVp6Sho_jZk">https://drive.google.com/open?id=1_kMuZVgexkbFCu8vDZqM0-E7dHCW420KVp6Sho_jZk</a>	
Outside the Canvas	October 13, 2015
Slides from today <a href="#">here</a>	
Objects	October 8, 2015
Slides can be found <a href="#">here</a>	
Loops	September 29, 2015
Slides are <a href="#">here</a>	
Arrays	September 24, 2015
Slides for arrays can be found <a href="#">here</a>	
Shapes	September 16, 2015
Slides for shapes and a bit more on functions.	
Conditional Statements	September 16, 2015
Slides for conditional events: if, then, else.	
Functions and Events	September 8, 2015
Slides can be found <a href="#">here</a> .	
Make sure you do Debug #1 before next class!	

# **TASK #8**

## **Find the Syllabus**

## Task

## Problem

## Severity Score

## Find the Syllabus

Content not prioritized based on tasks

3.2

## Description

Important information is not prioritized or given consistent placement on the page. Users must scroll down to the bottom of page to find syllabus

## Recommendation

Reorganize the structure of the individual class homepage so syllabus is at the top for the entire semester; not as simply a generic post, but its own sticky link

### Problem Type

Layout

### Heuristic Broken

Flexibility and efficiency of use

### Location

Individual class page

Functions!

September 1, 2015

Slides for today can be found [here](#).

Make sure you watch Zach's talk at Eyeo

Eyeo 2015 – Zach Lieberman from Eyeo Festival // INSTINT on Vimeo.

GitHub & Variables

August 25, 2015

Class Intro

GitHub

Variables

Welcome to Creative Code!

July 24, 2015

This semester you'll learn the foundations of programming. By the end of the class, you should feel pretty confident in your ability to put together a quick prototype using p5.js.

Files

[CIM640 - Intro to Creative Coding - Fall 2015.pdf](#)

**Task****Find the Syllabus****Problem**

Unclear label for section where syllabus can be found

**Severity Score**

3

**Description**

"Example" tab in top nav is a local navigation that houses the syllabus, and that title is not related to a syllabus

**Recommendation**

Add a syllabus feature to the class homepage that sticks to the top of the page or add to the sidebar and remove from the top navigation

**Problem Type**

Navigation

**Heuristic Broken**

Consistency &amp; Standards

**Location**

Individual class page

# TASK #9

Ask a question

**Task**

Ask a question

**Problem**

No description of how user will be notified when response is made

**Severity Score**

3

**Description**

There isn't instruction for notification system about the answers to user raised questions

**Recommendation**

Add directional text and notification as an alert icon in the question section when an answer is posted to your question

**Problem Type**

Interaction

**Heuristic Broken**

Match between system and the real world

**Location**

Individual class page (CIM640)

Questions

Ask a Question

Test. Link.



Just testing Clay...



Hello Clay! Could you please send the class slides (Events, Functions, Shapes, etc) Thanks.

**Task**

Ask a question

**Problem**

No organization description of responses to questions

**Severity Score**

2.5

### Description

Unclear about how responses are organized

### Recommendation

Add a date and potentially a time stamp to the response in order to identify when was that answer posted

**Problem Type**

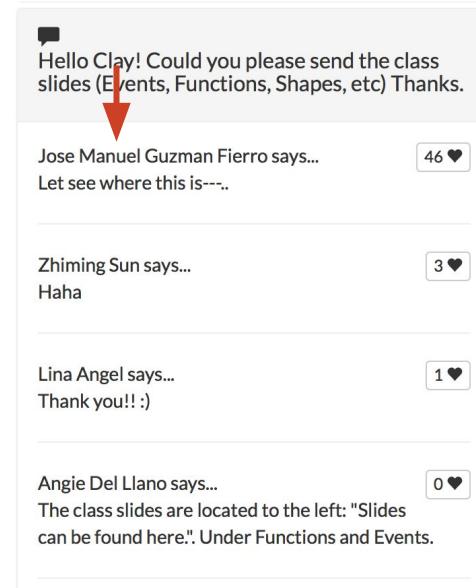
Interaction

**Heuristic Broken**

Visibility of system status

**Location**

Individual class page (CIM640)



**Task**

Ask a question

**Problem**

Likes are upvotes

**Severity Score**

2

### Description

The like button functions as an upvote, but the icon doesn't match that function

### Recommendation

Change the heart icon for an arrow

**Problem Type**

Icon Intuitiveness

**Heuristic Broken**

Match between system and the real world

**Location**

Individual class page (CIM640)

Hello Clay! Could you please send the class slides (Events, Functions, Shapes, etc) Thanks.

Jose Manuel Guzman Fierro says...  
Let see where this is---.

Zhiming Sun says...  
Haha

Lina Angel says...  
Thank you!! :)

Angie Del Llano says...  
The class slides are located to the left: "Slides can be found here.". Under Functions and Events.

**Task****Ask a question****Problem**

Inconsistent clickable area in total grey text box

**Severity Score**

2

**Description**

Bottom half of textbox is clickable to show more of the question, but not entire box

**Recommendation**

Make the entire box clickable to create a better user experience

**Problem Type**

Interaction

**Heuristic Broken**

Match between system and the real world

**Location**

Individual class page (CIM640)

**Task****Ask a question****Problem**

Wrong affordance for Question icon

**Severity Score**

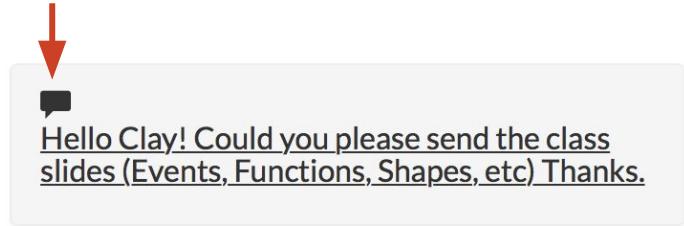
2

**Description**

It does indicate communication, but is not clear if it is for raising questions or a chat area

**Recommendation**

Change icon to a Question mark

**Problem Type**

Icon Intuitiveness

**Heuristic Broken**

Match between system and the real world

**Location**

Individual class page (CIM640)

# TASK #10

## Change Account Settings

**Task**

**Problem**

**Severity Score**

**Description**

When clicking choose image button, an error comes up; Can't actually change profile image

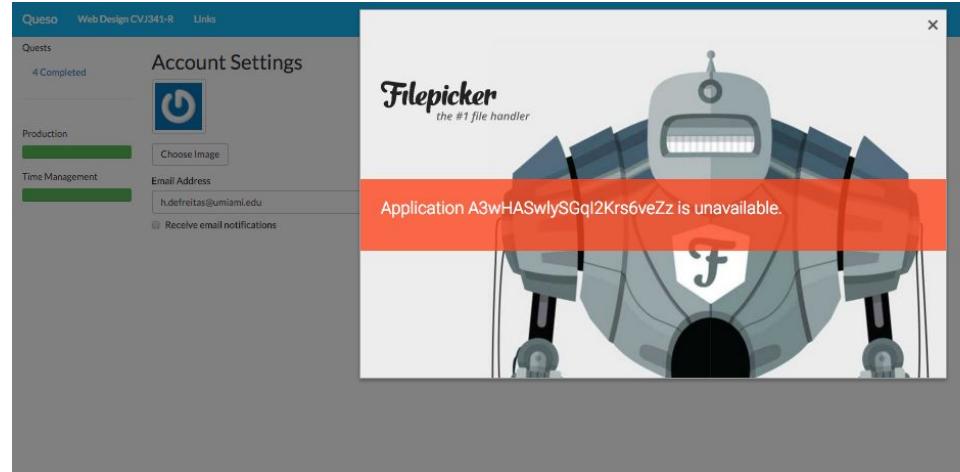
**Recommendation**

Fix error, so user can change profile image or remove option

## Change Account Settings

Error when changing profile image

4



**Problem Type**

Interaction

**Heuristic Broken**

Help users recognize, diagnose and recover from errors

**Location**

Top Navigation

**Task**

**Problem**

**Severity Score**

## Change Account Settings

Superfluous grade bar on account settings

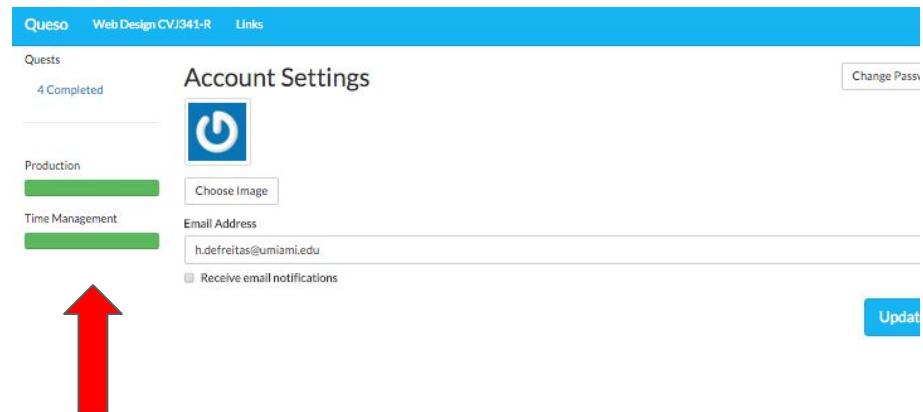
4

### Description

Left sidebar showing class grade/progress randomly appears here despite no connection to page.

### Recommendation

Remove grade sidebar from account settings page



**Problem Type** Content

**Heuristic Broken** Aesthetic and minimalist design

**Location** Account Settings

**Task**

## Change Account Settings

**Problem**

No visual hierarchy or separation of content for account settings

**Severity Score**

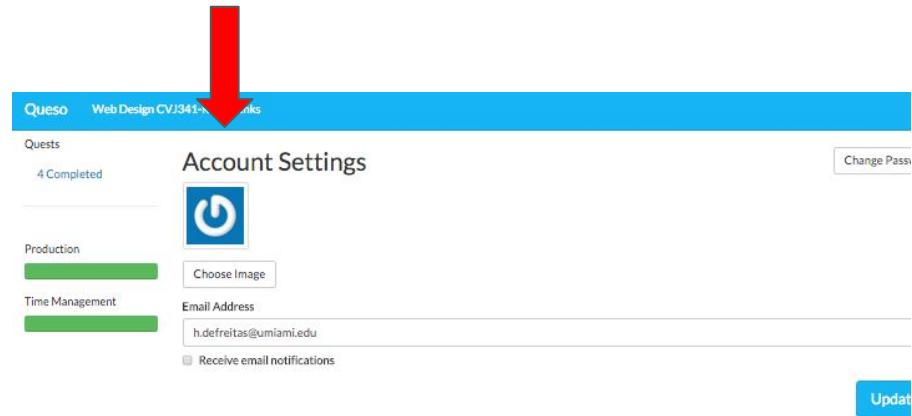
2.33

### Description

The standard profile photo is a power button which does not match what is expected of a blank profile photo

### Recommendation

Make icon an outline of a user



**Problem Type**

Icon Intuitiveness

**Heuristic Broken**

Match between system & the real world

**Location**

Account Settings

**Task**

## Change Account Settings

**Problem**

Profile Icon Doesn't Show a Blank User

**Severity Score**

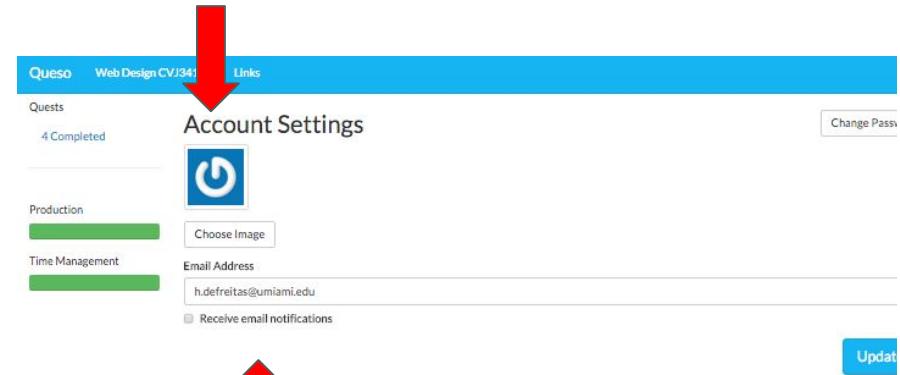
2

**Description**

No naming or description for the photo option;  
The email address input section is clearer yet is  
right up against avatar selector

**Recommendation**

Consistently name features on page

**Problem Type** Layout**Heuristic Broken** Consistency & standards**Location** Account Settings

**Task**

**Problem**

**Severity Score**

## Change Account Settings

Password not on the same line as the other settings options

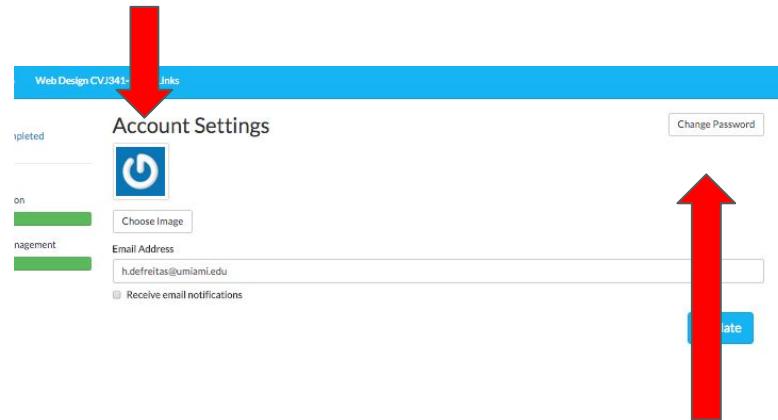
1.66

### Description

Change password link is currently located in the top right-hand corner of page while everything else is aligned towards the left side of the page

### Recommendation

Left-align to border as other buttons/options are



**Problem Type** Layout

**Heuristic Broken** Consistency & standards

**Location** Account Settings

# **TASK #11**

## Join Another Course

**Task**

Join Another Course

**Problem**

Unclear reasoning for error on public courses

**Severity Score**

3

**Description**

When Clicking on Public Course List of open classes on Queso, an error takes user from the page and doesn't define problem that caused the error

**Recommendation**

Add reasoning to error and keep error message on the same page as the public course list

**Problem Type**

Interaction

**Heuristic Broken**

Help users recognize diagnose and recover from errors

**Location**

Top Navigation

# Public Course List

- PComp Spring 2015
- 

We need a map.

Server Error: 404 (Not Found)

---

What does this mean?

We couldn't find the page you requested on our servers. We  
to get this page back online as soon as possible.

Perhaps you would like to go to our [home page](#)?

**Task****Problem****Severity Score****Join Another Course****Less functional feature prioritized****3****Description**

Students must enter a course code to add a course, currently. This causes unnecessary error potential when Queso has a Public Course List users can choose from classes

**Recommendation**

Remove Registration Code feature to Join Another Course and surface the Public Course List

**Add a Course**

Registration Code

**Add Course**

# Public Course List

- PComp Spring 2015

**Problem Type** Navigation**Heuristic Broken** User control and freedom**Location** Top Navigation

**Task**

Join Another Course

**Problem**

Naming inconsistency for "Join another course"

**Severity Score**

2.5

#### Description

The main navigation refers to adding a course as Join Another Course, but everywhere else on Queso it says Add a Course

---

Join Another Course

#### Recommendation

Unify naming across site to Add a Course

# Add a Course

Add Course

**Problem Type**

Content

**Heuristic Broken**

Consistency and standards

**Location**

Top Navigation

**Task**

**Problem**

**Severity Score**

Join Another Course

Irrelevant content on on "Add a Course" page

2.5

### Description

User adding a new course so a grade, course title and completed quests seen shouldn't be visible. Now the page shows content from the last class visited. This is confusing

### Recommendation

Remove grade, course title and completed quests from Add a Course page

**Problem Type**

Content

**Heuristic Broken**

Aesthetic and minimalist design

**Location**

Top Navigation

The screenshot shows a user interface for adding a course. At the top, there is a navigation bar with three tabs: 'Queso' (highlighted in blue), 'CIM640, Fall 2015', and 'Examples'. Below the navigation bar, there is a section titled 'Quests' which displays the text '18 Completed'. To the right of this, the main content area has a heading 'Add a Course' and a 'Registration Code' input field. A large red arrow points from the 'Completed' text towards the 'Registration Code' field, indicating that the irrelevant content is causing confusion.

**Task****Problem****Severity Score****Join Another Course**

Lack of instruction on how to Join a Course with code

2

**Description**

When adding a course, there is no instructional text about where to get Registration Code or an example about what the code would look like for students to look for it

**Recommendation**

Add directions to clarify that user needs code from a professor to join a course and provide a sample code for students to refer to when looking at syllabus

**Problem Type**

Content

**Heuristic Broken**

Help and documentation

**Location**

Top Navigation

**Add a Course**

Registration Code

**Add Course**

**Task****Problem****Severity Score****Join Another Course****Join Another Course functionality poorly organized****2****Description**

Join Another Course, Archived Classes and Classes in Session are presented distally, but are related content

**Recommendation**

Move Add a Course to Queso homepage with Archived Classes and Classes in Session

**Problem Type**

Navigation

**Heuristic Broken**

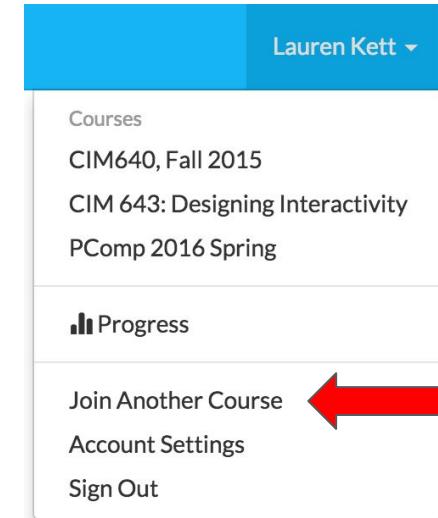
Consistency and standards

**Location**

Top Navigation

**Classes in Session**

Building Interfaces F-15
CIM640, Fall 2015
CIM 643: Designing Interactivity
PComp 2016 Spring

**Archived Classes**

# TASK #12

## Sign Out

**Task****Sign Out****Problem**

Hard to find “Sign Out” button

**Severity Score**

4

**Description**

Sign out Button is at the bottom of top nav drop down menu, under account settings button. It takes user's time to find this option.

**Recommendation**

Move “sign out” button to top navigation bar

**Problem Type**

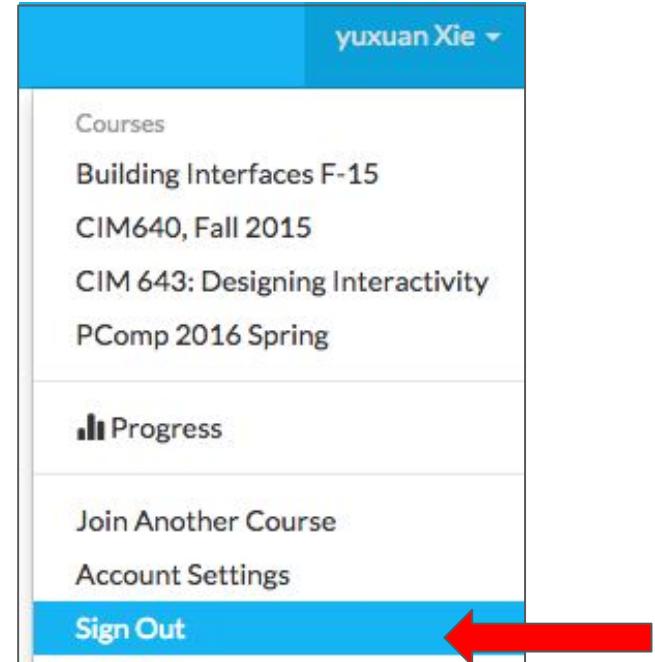
Navigation

**Heuristic Broken**

User control and freedom

**Location**

Top Navigation



# Recommendations

## Re-Design

# Redesign: Landing Page

## Current Design

The screenshot shows the current Queso landing page. At the top is a blue header bar with the word "Queso". On the right side of the header are "Sign Up" and "Login" buttons. Below the header, the main content area has a white background. It features a large "Welcome to Queso!" heading. Underneath it is a brief description of what Queso is. A prominent blue button labeled "Create a Course!" is centered below the description. The main content area is divided into three columns: "Philosophy", "Test Drive", and "Get Involved". Each column contains some text and small buttons like "Learn More", "Try It", and "Fork Us on Github". At the bottom left is a copyright notice: "© Clay Ewing 2015".

Give more appropriate labels to the buttons

Use the same design for all the buttons in the page

## Re-Design

The screenshot shows the redesigned Queso landing page. The overall layout is similar to the current design but with several changes. The "Sign up" and "Log in" buttons in the top right are now combined into a single "Sign up Log in" button with a dropdown arrow. A green arrow points to this button with the annotation "Change the color in the hover state for a better visualization". In the main content area, the "Create a Course!" button from the current design has been replaced by a larger, more prominent blue button labeled "Instructor Registration". A green arrow points to this new button. The "Philosophy", "Test Drive", and "Get Involved" sections remain, but their button designs have been统一ized to match the new "Instructor Registration" button. The footer copyright notice "© Clay Ewing 2015" is also present.

Change the color in the hover state for a better visualization

# Redesign: Account setting page

## Current Design

Account Settings

 Choose Image

Email Address

Receive email notifications

**Update**

**Change Password**

Use proper icon  
for Choose Image

## Re-Design

Queso

User Name ▾

Account Settings

 Choose Image

Change Password  
Older Password   
New Password   
Confirm Password

Email Address   
 Received email notifications

**Update**

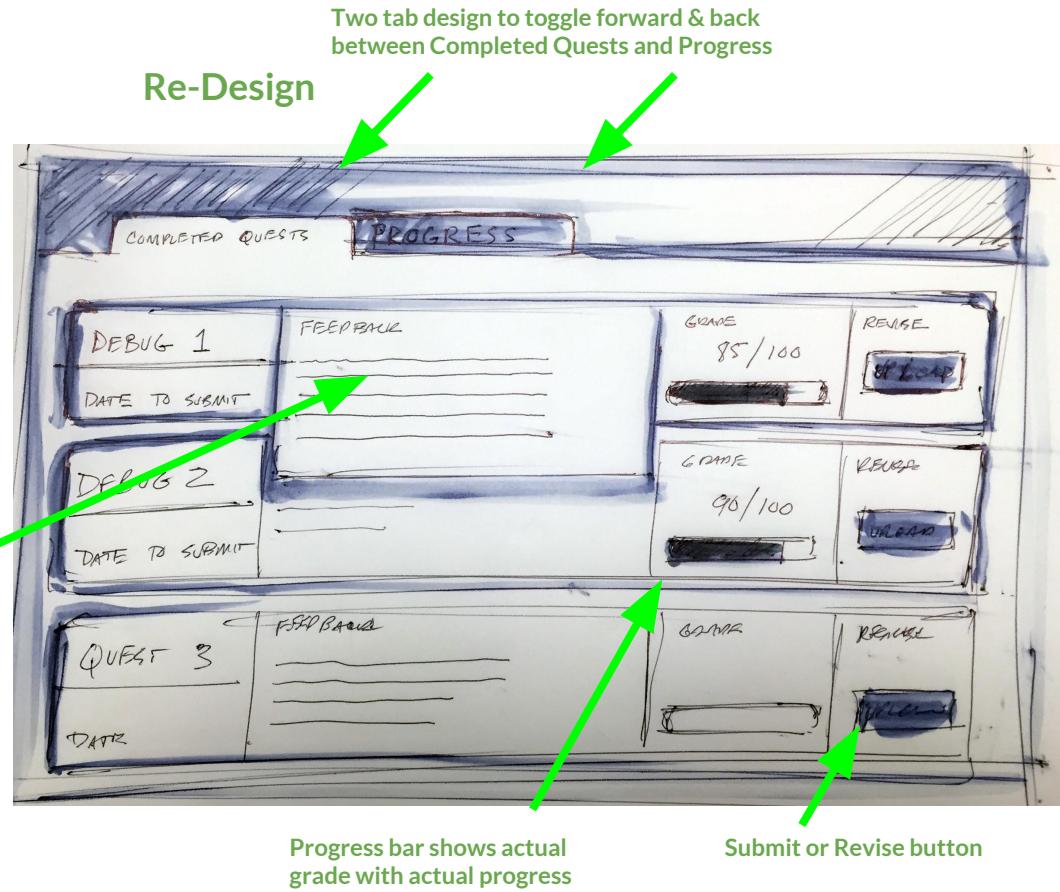
Align "Change Password" "Email Address" in order.  
And put everything in one page

# Redesign: Completed page

## Current Design

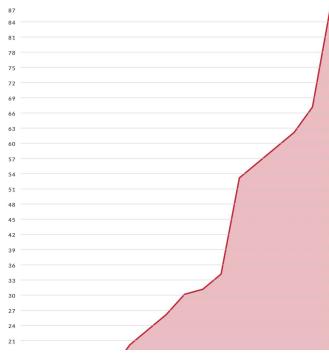
DO #1 - Create a Repo	DO #2 - Create a Function	DO #3 - Complex Shape
<a href="#">View</a>	<a href="#">View</a>	<a href="#">View</a>
August 25, 2015	September 1, 2015	September 8, 2015
Debug #1	DO #4 - Conditional Shapes	DO #5 - Random
<a href="#">Revise</a> <a href="#">View</a>	<a href="#">View</a>	<a href="#">Revise</a> <a href="#">View</a>
September 8, 2015	September 15, 2015	September 22, 2015
Debug #2	DO #6 - Star Field	DO #7 - Particles!
<a href="#">Revise</a> <a href="#">View</a>	<a href="#">View</a>	<a href="#">View</a>
September 22, 2015	September 29, 2015	October 6, 2015

Feedback is an automatic drop down window revealing instructor feedback with suggestions



# Redesign: Progress page

## Current Design



Your Total

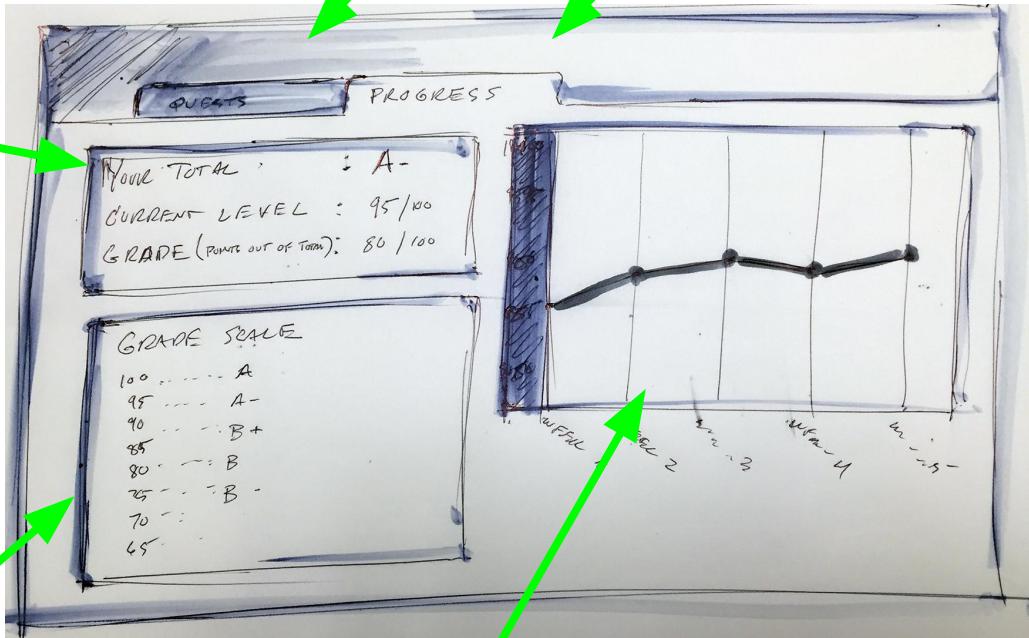
Shows current grade  
for each quest

Levels	
A	93
A-	90
B+	87
B	85
B-	80
C+	73
C	70
D	60
Half Way	50
Getting There	35
Novice	25
Beginner	1
F	0

Feedback is an automatic  
drop down window  
revealing instructor  
feedback with suggestions

Two tab design to toggle forward & back  
between Completed Quests and Progress

## Re-Design



Progress bar shows actual grade with actual progress on  
each week of the semester

# Appendix

# Conclusion

After conducting the Heuristic Evaluation on the learning management tool Queso, we found eight elements to keep and 73 recommendations for improvement. From the initial sketches our designers have made, we will create a functional prototype of a mock course to iteratively test our redesign.

# TASK #1

## Login to Queso

**Task**

**Problem**

**Severity Score**

Login to Queso

Lack of content organization on landing page

2.33

## Description

No user control or description of added benefits to students

## Recommendation

Add content categories that describes benefits and use of Queso for students and clearly delineate from instructor content

**Problem Type**

Content

**Heuristic Broken**

Help and documentation

**Location**

Welcome to Queso! landing page

The screenshot shows the Queso landing page. At the top, there's a navigation bar with 'Queso' on the left and 'Sign Up' and 'Login' on the right. Below the navigation is a main heading 'Welcome to Queso!' followed by a brief description: 'Queso is a learning management system for gameful classrooms. We help you take your existing classroom and reshape it using concepts from game design.' There are three main content blocks: 'Philosophy' (describing gameful classroom design), 'Test Drive' (with a 'Try It' button), and 'Get Involved' (with a 'Fork Us on Github' button). At the bottom, there's a copyright notice '© Clay Ewing 2015' and a link 'Credit where credit is due'.

**Task**

**Problem**

**Severity Score**

Login to Queso

Inconsistent navigation

2

#### Description

When clicking on credit, the navigation bar changes to logged out status

#### Recommendation

Fix the navigation bar so it display as log in the entire time the user is in the website

#### Credits

Queso would not be possit

Twitter Bootstrap

Laravel

Glyphicon

Sign Up

Login ▾

**Problem Type**

Navigation

**Heuristic Broken**

Visibility of system status

**Location**

Welcome to Queso! landing page

## Task

## Problem

## Severity Score

## Login to Queso

Inputting incorrect login takes user to another page

2

### Description

If an error is committed while logging in, it will take you to a different page and away from the landing page

### Recommendation

Keep user on the landing page and show error in the same section. Let the user try again from drop down login area

#### Problem Type

Interaction

#### Heuristic Broken

Aesthetic and minimalist design

#### Location

Welcome to Queso! landing page

The image contains two screenshots of the Queso login interface. The top screenshot shows a dropdown menu with a login form. The 'Email Address' field contains 'zxs198@miami.edu' and the 'Password' field contains a series of dots ('.....'). Below the form are 'Remember Me' and 'Login' buttons, and a 'Reset Password' link. The bottom screenshot shows the main landing page with a 'Bad Password' error message above the login form. The 'Email Address' and 'Password' fields are identical to the top screenshot. The 'Remember Me' and 'Login' buttons are also present.

**Task**

Login to Queso

**Problem**

Error for logging in is not noticeable

**Severity Score**

2

**Description**

Error message of "the user does not exist" is in small and black text

The user does not exist.



**Recommendation**

Make error message red and noticeable through bigger font

## Login

Email Address

Password

Remember Me

**Problem Type**

Interaction

**Heuristic Broken**

Help users recognize diagnose and recover from errors

**Location**

Welcome to Queso! landing page

**Task**

**Problem**

**Severity Score**

Login to Queso

Inconsistent footer

2

### Description

Footer provides no functionality to students and is inconsistently placed on the website

### Recommendation

Move content of copyright and thanks to open source community to the landing page and don't visualize it as a footer

© Clay Ewing 2015

Credit where credit is due

**Problem Type**

Layout

**Heuristic Broken**

Consistency and standards

**Location**

Welcome to Queso! landing page

## TASK #2

Look up points from a graded Quest

**Task**

**Problem**

**Severity Score**

Look up points from a graded Quest

Total points card with improper position

3

### Description

Total points card is at the bottom of the page, which is inconvenient for users to look up

### Recommendation

Surface total points to know where students stand in course and then show individual breakdown of quest below. Reorganize layout of page

**Problem Type**

Layout

**Heuristic Broken**

Flexibility and efficiency of use

**Location**

Completed Quest Page

The image shows a user interface for managing quests. At the top, a blue header bar displays the number '15 Examples'. Below this, a 4x3 grid of quest cards is shown, each with a title, a 'View' button, and a date. The cards are color-coded: DO #8 (black), Debug #3 (orange), DO #9 (green), Midterm Project (green), Final Project Progress Report #1 (pink), Final Project Progress Report #2 (pink), Final Project Progress Report #3 (pink), Put it on the Web (orange), and Final Project (green). The dates range from October 13, 2015, to December 14, 2015. At the bottom of the page, there is a light green table with two rows: 'Totals' and 'Points 101'.

Totals	
Points	101

**Task**

Look up points from a graded Quest

**Problem**

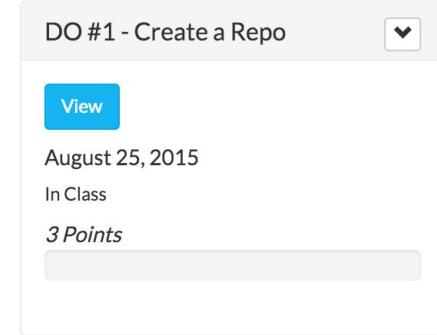
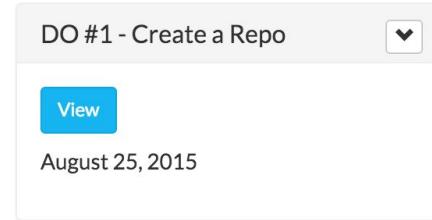
Lack of information in current Graded Quest page

**Severity Score**

2

**Description**

User needs to click on dropdown to show points for more information



**Recommendation**

Remove the drop down and just add the point at the end of each Quest

**Problem Type** Layout

**Heuristic Broken** Flexibility and efficiency of use

**Location** Completed Quest Page

# **TASK #4**

## Revise a submitted Quest

**Task**

Revise a submitted Quest

**Problem**

Pasting link doesn't auto convert to clickable link

**Severity Score**

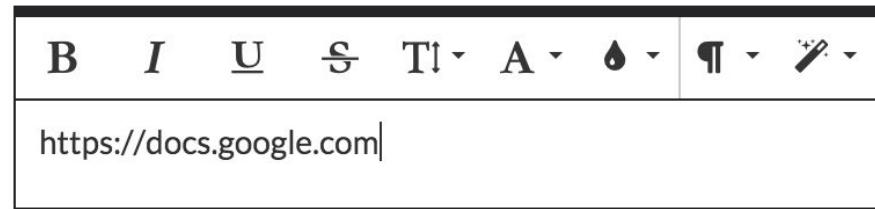
2

**Description**

Most submissions for assignment are links, but when typed in there's no prompt to convert

**Recommendation**

Auto suggest conversion to a clickable link before submitting

 Visible to Other Students**Problem Type**

Interaction

**Heuristic Broken**

User control and freedom

**Location**

Completed Quest Page

**Task**

Revise a submitted Quest

**Problem**

Drop file area is too small

**Severity Score**

2

**Description**

Grabbing file and dropping area is too small

— September 28, 2015

**Recommendation**

Make “drop files here” area larger

Great!

— September 28, 2015

**Problem Type**

Visual Design

**Heuristic Broken**

Flexibility and efficiency of use

**Location**

Completed Quest Page

**Attached Files**

sketch.js

 Add Files

Or drop files here

**Task**

Revise a submitted Quest

**Problem**

No description of what can be entered in text editor

**Severity Score**

1.5

**Description**

Unclear if text editor space is for assignment or notes without instruction

**Recommendation**

Add description of purpose text above editor



Visible to Other Students

**Problem Type**

Content

**Heuristic Broken**

Help and documentation

**Location**

Completed Quest Page

**Task**

Revise a submitted Quest

**Problem**

Icon unclear for upload file

**Severity Score**

1

**Description**

The icon “F” doesn't match the functionality represented

**Recommendation**

Change icon to reflect uploading icon

 Add Files

**Problem Type**

Icon Intuitiveness

**Heuristic Broken**

Match between system and the real world

**Location**

Completed Quest Page

**TASK #5**

**Look for Progress Level in Course**

**Task**

Look for Progress in Course

**Problem**

Unorganized layout of progress page

**Severity Score**

2

### Description

Grading scale is at the bottom of the page.

User must scroll past chart to see key

### Levels

A		93
A-		90
B+		87
B		83
B-		80
C+		73
C-		70
D		60
Half Way		50
Getting There		35
Novice		25
Beginner		1
F		0

### Recommendation

Reorganize layout so user knows context of chart  
before trying to read it

**Problem Type**

Layout

**Heuristic Broken**

Flexibility and efficiency of use

**Location**

Progress page

**Task**

Look for Progress in Course

**Problem**

Grade point breakdown

**Severity Score**

2

**Description**

Chart isn't helpful in illustrating grade in class.  
Points do a better job but are on the bottom  
of page

**Levels**

A	93
A-	90
B+	87
B	83
B-	80
C+	73
C-	70
D	60
Half Way	50
Getting There	35
Novice	25
Beginner	1
F	0

**Recommendation**

Surface points and reorganize page

**Problem Type**

Layout

**Heuristic Broken**

Flexibility and efficiency of use

**Location**

Progress page

# TASK #9

Ask a question

**Task**

Ask a question

**Problem**

Unclear upvotes

**Severity Score**

1

### Description

When liking a post the "like" doesn't show up immediately potentially causing multiple "likes" of one post.

### Recommendation

Immediate response of button, don't make user wait for the page's respond

**Problem Type**

Interaction

**Heuristic Broken**

Visibility of system status

**Location**

Individual class page (CIM640)

↳ Manuel Guzman Fierro says...  
see where this is---..

46 ❤



**Task****Ask a question****Problem**

Spacing issue

**Severity Score**

1

**Description**

Distance between posted content is not enough to clarify it's a separate section from the "Questions" section

**Recommendation**

Put margin around entire question section in order to create a division between sections

**Problem Type**

Visual Design

**Heuristic Broken**

Aesthetic and minimalist design

**Location**

Individual class page (CIM640)

The screenshot shows a forum interface with a header bar containing 'Ask a Question'. Below the header, there is a section titled 'Questions'. Three posts are listed, each with a timestamp and a message. A red arrow points from the 'Description' section of the task card to the first post in the screenshot.

Date	Message
November 4, 2015	Test. Link. <a href="#">?</a>
October 23, 2015	Just testing Clay...
October 13, 2015	Hello Clay! Could you please send the class slides (Events, Functions, Shapes, etc) Thanks.

# TASK #10

## Change Account Settings

## Task

## Problem

## Severity Score

## Description

Password is not on the same page as other account setting options, but on its own page

## Recommendation

Have password change as a show/hide button and not take user to a separate page

## Problem Type

Interaction

## Heuristic Broken

Aesthetic and minimalist design

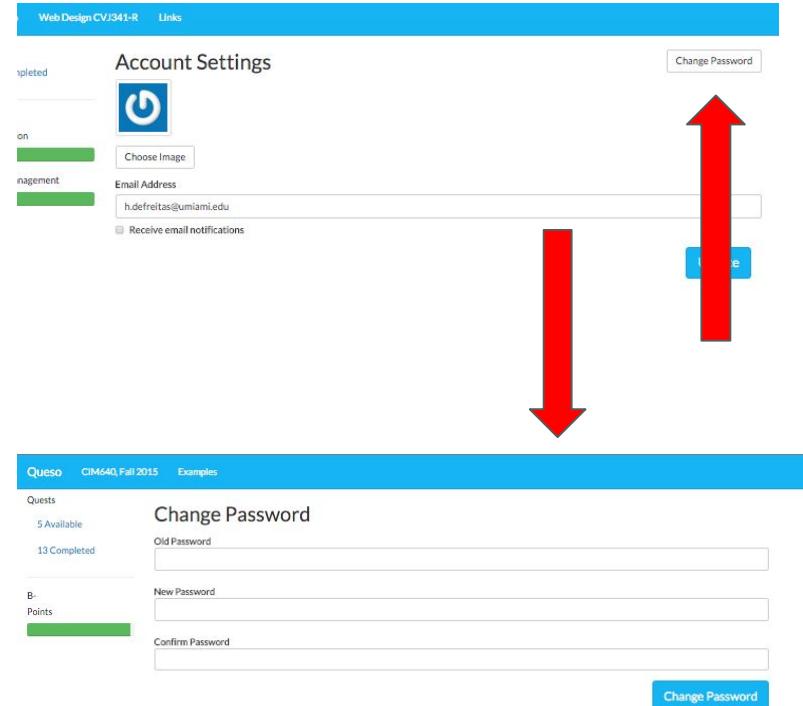
## Location

Account Settings

## Change Account Settings

Account Settings content separated

1.5



# **TASK #11**

## Join Another Course

**Task**

**Problem**

**Severity Score**

Join Another Course

Lack of error message for incorrect Course Code

2

### Description

No mention of invalid registration code when inputting flawed course code. Queso immediately shows the Public Course List page

### Recommendation

Show an error of invalid course code

### Add a Course

Registration Code

adfasdfjiasdfalskdfja;sdf

Add Course

## Public Course List

- PComp Spring 2015

**Problem Type**

Interaction

**Heuristic Broken**

Help users recognize diagnose and recover from errors

**Location**

Top Navigation

**TASK #12**

**Sign Out**

**Task****Sign Out****Problem****Lack of Alert when Signing Out****Severity Score**

1

**Description**

No option or alert window pop out when user want to cancel sign out option

**Recommendation**

Add alert window to alert users they are about to log out

**Problem Type**

Interaction

**Heuristic Broken**

Error prevention

**Location**

Top Navigation

