Project name: Stress-Bye

Smartphone prototype violations

H1: Visibility of system status

1. **Summary:** lack of feedback when performing an action.
   - **Where:** *home*, *customize plan* and *share activities* pages
   - **What:** lack of immediate feedback to indicate that a modification or an action has been performed or completed successfully.
   - **Why:** It is crucial for usability that a user knows the system's status to understand if their actions had the intended effects
   - **Severity:** 2

H2: Match between system and the real world

2. **Summary:** the hours arrangement is not intuitive.

   - **Where:** in the day view of the *home* page.
   - **What:** the arrangement of hours and minutes is not clear.
   - **Why:** a user is not supposed to know that the row represents the minutes and the column represents the hours. The symbols *h* for hours and *min* for minutes (or any equivalent) are closer to the standard.
   - **Severity:** 2

3. **Summary:** selectable choices for an activity type are not enough.

   - **Where:** the *add new activity* page.
   - **What:** when a user wants to add a new activity the only type options are *Job* and *Hobby*.
   - **Why:** in the real world there might be other activities that a person might want to include in their schedule that don't fall in those two specific categories.
   - **Severity:** 4

H3: User control and freedom

4. **Summary:** back button is absent.
   - **Where:** in every page.
   - **What:** there are is no *back button* or something equivalent.
   - **Why:** users often choose system functions by mistake and will need a clearly marked "emergency exit" to leave an unwanted state.
   - **Severity:** 4

H4: Consistency and standards

5. **Summary:** the language used is not standard.

   - **Where:** several pages.
   - **What:** when a user adds a new activity, *Time needed* and *Alarm* aren't conventional words to describe respectively the duration of a task and a ringtone for an alarm. In the prompt for deleting an activity the words used are *Yes* and *Cancel* instead of *Yes* and *No*.
   - **Why:** it will likely cause confusion for most of the users.
   - **Severity:** 4

6. **Summary:** the language used whthin the application is not consistent.

   - **Where:** several pages.
   - **What:** several words are used to refer to the same thing such as: *task*, *activity*, *habit*, *plan*, this is also true for *job* and *work*.
   - **Why:** it will likely cause confusion for most of the users that will wonder whether these different words, situations and actions mean the same thing.
   - **Severity:** 4

7. **Summary:** the *save* button is not consistent within the application.

   - **Where:** the *customize activity* and *customize plan* pages.
   - **What:** the *save* button on the *customize activity* page is on a different place from the one on the *customize plan* page.
   - **Why:** is difficult for a user learn two different patterns for a single action.
   - **Severity:** 2

H6: Recognition rather than recall

8. **Summary:** some pages may increase users memory load too much.
   - **Where:** in the *add new activity* and *customize plan* pages.
   - **What:** The user has to remember that the *days of work* are related to the type *Job*. Also, when adding a new activity, the user has to recall that if an activity is of type *Job*, its duration and possible days should match the ones defined in the *customize plan* page.
   - **Why:** increases the user's memory load.
   - **Severity:** 3

H7: Flexibility and efficiency of use

9. **Summary:** acitivity names are not customizable once set.

   - **Where:** in the *customize activity* page.
   - **What:** A user can't modify the name of their activities. They should delete and create another activity if they want to do so. Also, the app does not consider if the user do not have a regular sleeping schedule

and work days.

- o **Why:** this limitation reduces flexibility and efficiency, especially for users who need to make quick edits or updates to activities.
- o **Severity:** 3

10. **Summary:** the app has limited options for the routine of users.

- o **Where:** in the *customize plan* page.
- o **What:** the app does not consider if the user do not have a regular sleeping schedule or regualr work days.
- o **Why:** this limitation reduces the usability for user with such needs.
- o **Severity:** 3

11. **Summary:** the app doesn't display the status of "advanced user".

- o **Where:** not specified.
- o **What:** there are not any indications of shortcuts or advanced features concerning the status of being an "advanced user".
- o **Why:** it's a lack of customization for advanced users, so it doesn't really show options or features that let them optimize their workflow for example or make their daily usage more efficient.
- o **Severity:** 2

H8: Aesthetic and minimalist design

12. **Summary:** the *available slots* page is too cluttered.
    - o **Where:** the *available slots* page.
    - o **What:** the pages seems a bit crowded with all of the available slots that can be too many for the user, especially for the monthly slots.
    - o **Why:** the user can get lost seeing all the cluttered information.
    - o **Severity:** 1

H10: Help and documentation

13. **Summary:** there's no guide available.
    - o **Where:** in the *account* page.
    - o **What:** there's no guide or help section.
    - o **Why:** Such an app with so many functionalities and pages related to one another needs a documentation or a help functionality to help the user not get lost.
    - o **Severity:** 3

No violations regarding the categories **H5: Error prevention**, **HN: Non heuristic issues** and **H9: Help users recognize, diagnose, and recover from errors** where found on this prototype.

Smartwatch prototype violations:

H4: Consistency and standards

1. **Summary:** inconsistency in the alarm related pages.

   - **Where:** the *set new alarm / customize alarm* page.
   - **What:** there are the three dots that indicates a sequence of pages but there are no other pages since the only ways to leave this page are to add a new alarm/delete an existing alarm or go back.
   - **Why:** this can cause confusion since a user may think they can access other pages by side scrolling but this action does nothing.
   - **Severity:** 1

2. **Summary:** misleading text on a button.

   - **Where:** the *customize plan* page.
   - **What:** the text on the *Set Plan* button is not easy or intuitive to understand what it does.
   - **Why:** it may cause confusion for a user because the real usage of this button is to make an activity regular. So the text can be misleading.
   - **Severity:** 2

H6: Recognition rather than recall

3. **Summary:** alarm names cannot be changed.
   - **Where:** the *set new alarm / customize alarm* page.
   - **What:** the alarms have default names with a sequence number and cannot be changed.
   - **Why:** when an alarm will ring a user have to remeber what is the alarm about.
   - **Severity:** 3

H10 Help and documentation

4. **Summary:** there's no guide available.
   - **Where:** not specified.
   - **What:** there's no guide or help section.
   - **Why:** if a user has a problem with the application, they may stay stuck and not being able to solve it.
   - **Severity:** 2

HN: Non-heuristic issues

5. **Summary:**
   - **Where:** the *home* page.
   - **What:** there are no indications for reaching the *add new task* and *account* pages and go back.
   - **Why:** it doesn't correspond to any heuristics because it may be something forgot and not something incorrect by itself.
   - **Severity:** 3

No violations regarding other categories were found on this prototype.

Final decision

We needed a mobile device and we experimented with paper prototypes for both smartphones and smartwatch. In the end, we picked the `smartphone` prototype because `being able to write text` most comfortably and intuitively possible is needed to perform all the tasks related to adding new activities and modifying existing ones that are a core part of this project and a smartwatch is not well suited for that.

Figma link

[https://www.figma.com/file/J5oA6QVQaIL1A0H6pvKlM9/Stress-Bye?type=design&node-id=0-1&mode=design&t=aLkrYbAS16OB3j7P-0 (https://www.figma.com/file/J5oA6QVQaIL1A0H6pvKlM9/Stress-Bye?type=design&node-id=0-1&mode=design&t=aLkrYbAS16OB3j7P-0)](https://www.figma.com/file/J5oA6QVQaIL1A0H6pvKlM9/Stress-Bye?type=design&node-id=0-1&mode=design&t=aLkrYbAS16OB3j7P-0)

Plan for the hi-fi prototype

We decided to address the violation with following solutions:

Violation #4

- H3: User control and freedom
- `Severity:` 4
- Description: Our team had an agreement that this is a crucial violation. The back button has been considered in the new prototypes.

Violation #5

- H4: Consistency and standards
- `Severity:` 4
- Description: Our team had an agreement that this is a crucial violation. We modified the names in a way that would make more easier for the user to understand the functionality of the following figures. E.g the "alarm" has been changed to "reminder" and "Time needed" has been changed to "duration.

Violation #6

- H4: Consistency and standards
- `Severity:` 4
- Description: Our team had an agreement that this is a crucial violation. We modified the names in a way that would make more easier for the user to understand the functionality of the following figures. E.g the "task" has been changed to "activity".

Violation #12

- H8: Aesthetic and minimalist design
- **Severity:** 1
- Description: Our team had an agrement that this is a crucial violation. The cluttered environment of the available slot page has been be modified in a way that it would be less confusing for the users to follow and interact with the page.

Moreover, Our team is considering to improve the following vialoation for the future:

Violation #1

- H1: Visibility of system status
- **Severity:** 2
- Description: Our team had an agreement that this is a violation to be considered. It is most likely that more usability would be included in our prototype. Therefore; The user would be notified whether or not their action has taken affect.

Violation #2

- H2: Match between system and the real world
- **Severity:** 2
- Description: Our team had an agreement that this is a violation to be considered. Our team will try to name the row and column hence it would be more relatable for the user the representation of the hour and minutes in the table.

Violation #6

- H4: Consistency and standards
- **Severity:** 4
- Description: Our team had an agreement that this is a violation to be considered. It is most likely that we would modify the remaining words mentioned in the following violation. E.g *habit*, *plan* and *job*, *work*.

Violation #7

- H4: Consistency and standards
- **Severity:** 3
- Description: Our team had an agreement that this is a violation to be considered. It is most likely that we will modify the position of the save button more accurately on all pages for the future.

Violation #9

- H7: Flexibility and efficiency of use
- **Severity:** 3

- Description: Our team had an agreement that this is a violation to be considered. It is most likely that the most flexibility would be implemented by our team in future designs. E.g an edit functionality would be added for the name of an activity. Furthermore, users' unique sleeping schedules and/or working hours might be taken into consideration.

Violation #13

- H10: Help and documentation
- **Severity:** 3
- Description: Our team had an agreement that this is a violation to be considered. It would be most likely that a guide section would be attached to our prototype. Documentation will certainly help the user interact and understand the functionalities, decreasing the chance of confusion going through the pages.

Moreover, Our team does not agree on the following violations:

Violation #3

- H2: Match between system and the real world
- **Severity:** 4
- Description: This is not a violation since this classification is meant to separate work-related activities to not work-related activities. Also, in the setting part, it is possible to edit and add the type for the activity.

Violation #6

- H4: Consistency and standards
- **Severity:** 4
- Description: We disagree partially with this violation since a plan is the plan for a given activity, they are not the same thing conceptually speaking. other mentioned terms need to be modified in hi-fi prototype.

Violation #8

- H6: Recognition rather than recall
- **Severity:** 3
- Description: This is not a violation since the smart computation of available slots cannot be shown on a paper prototype. our solution is a "smart planner" which means user does not need to think about planning.

Violation #10

- H7: Flexibility and efficiency of use
- **Severity:** 3
- Description: This is not a violation since a logged-in user should have given to the app some pieces of information about themselves (sleeping schedule included) so that the planner can compute the slots for activities based on that information. This feature is not implemented nor related to the three tasks that can be performed on the paper prototype.

Violation #11

- H7: Flexibility and efficiency of use
- **Severity:** 2
- Description: This is not related to three tasks and also it was on the profile page of the prototype.