

Heuristische Evaluatie

Wikihow – Post een nieuwe Handleiding

Evaluator – Mathijs van der Kuijp – 382255

Datum – 23 Februari 2021

Website – Wikihow

Device/OS – Computer / Windows 10 v19042.867

Browser – Chrome v89.0.4389.90 (Official Build) (64-bit)

Onderdeel – In deze heuristische evaluatie zal het plaatsen van een handleiding op Wikihow geëvalueerd worden aan de hand van Jakob Nielsen's 10 Heuristische Evaluatie-punten.

Doel – Het doel is om beter inzicht te krijgen in de “good and bad practices” van het web-onderdeel van Wikihow, en om deze kennis vervolgens in te zetten tijdens het ontwerp proces.

Severity Legenda –

- (0) – I don't agree that this is an 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.

Heuristic: Visibility of system status

Severity: 3

The screenshot shows the 'Write an Article' section of the WikiHow website. It features three distinct input paths for users to start writing an article:

- I know what to write about:** A text input field containing the placeholder text 'How to "Your Article Title"' and a green 'Get Started' button.
- I want topic suggestions:** A text input field with the placeholder 'Type any keywords here...' and a green 'Get Suggestions' button.
- I have other writing I want to share:** A section with a small icon and text asking if the user wants to publish an existing article, with an email address 'publish@wikiHow.com' provided.

On the right side of the page, there is a search bar with the text 'to do anything...', a 'Talk Page Policy Changes' notification, a 'Featured Articles' section with four article thumbnails, and a 'Changes to Patrol' section listing recent edits.

Notes:

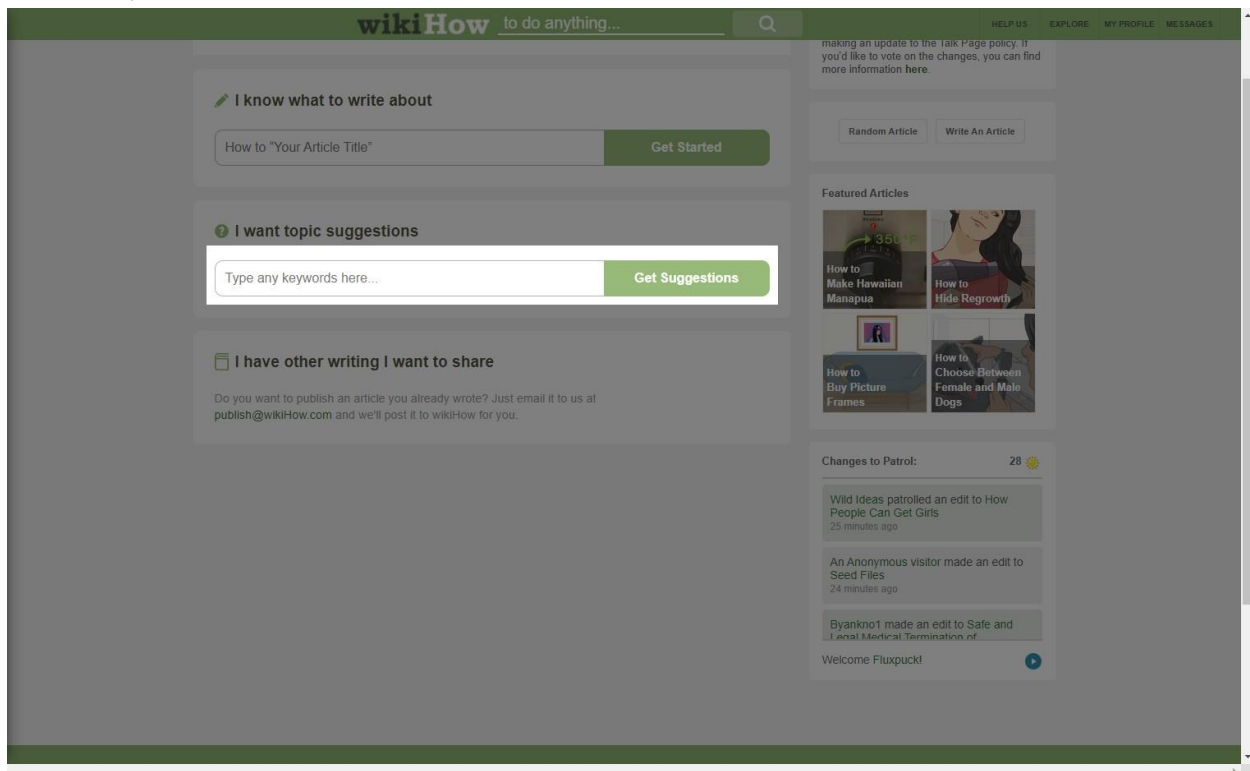
An user has to give a input in the textbox and then press the “Get Started” button to get a list with similar How-to guides.

Recommendation:

Give the user real-time (while typing) suggestions.

Heuristic: Visibility of system status

Severity: 3



Notes:

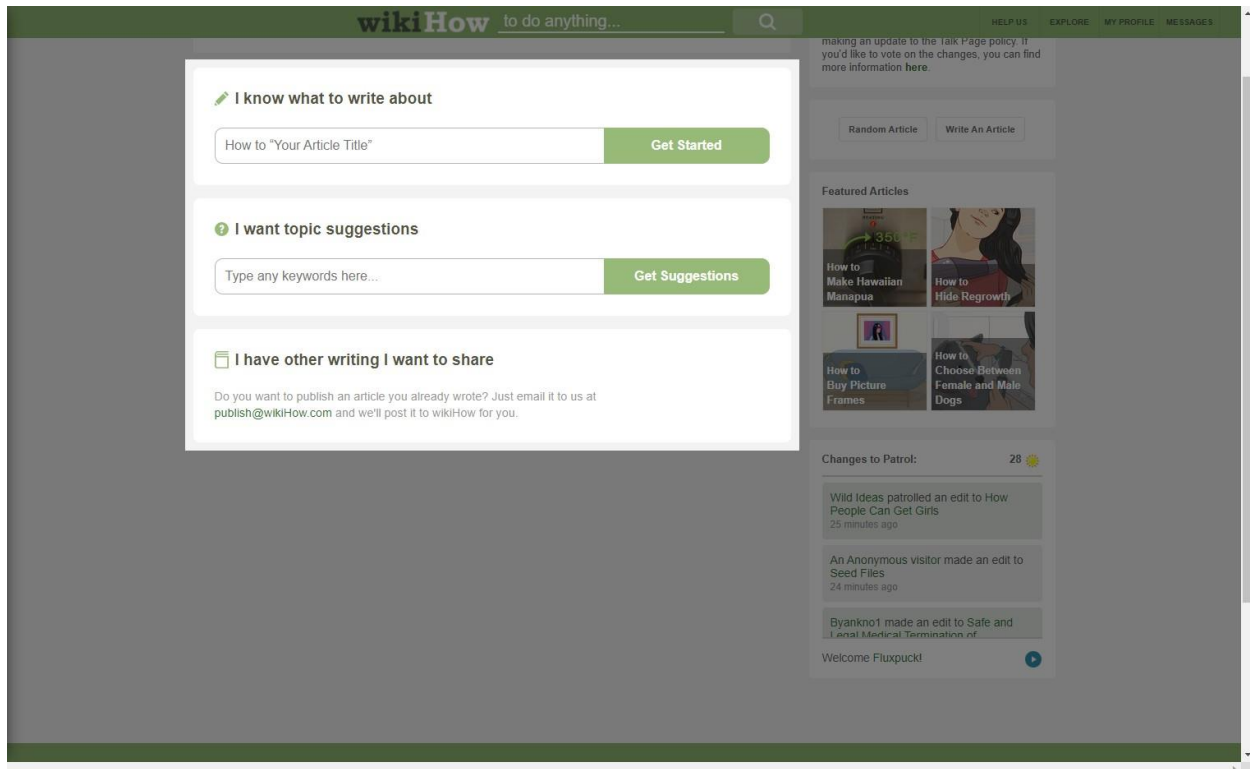
Same as previous note. The user has to give input and press the “Get Suggestion” button to get a list with suggestions.

Recommendation:

Give the user real-time (while typing) suggestions.

Heuristic: Consistency and standards

Severity: 2



Notes:

The buttons “Get started” and “Get suggestions” have a similar functionality. The only difference between the two options is the option users get after the suggestions.

The first column “I know what to write about” will ask the user if he/she is going to write something similar to... (the suggestion). After which the user can either select and edit a suggested topic or select the option that no topic is related and start writing their own guide.

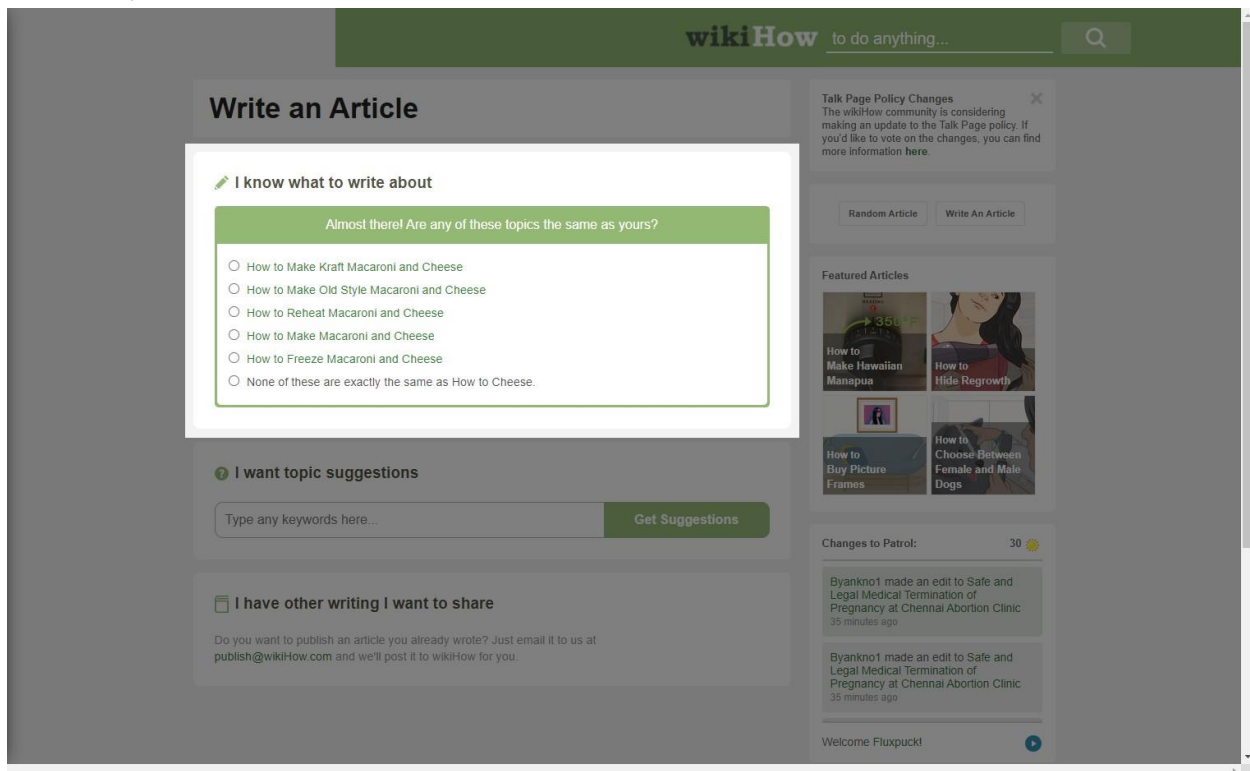
The second column “I want topic suggestions” will result in the user getting generated suggestions that do not have a How-to guide yet.

Recommendation:

The interface has many options and steps (visible and invisible) that are duplicates. The recommendation would be to merge both options into one and guide the user to writing or editing a How-to guide.

Heuristic: User control and freedom

Severity: 2



Notes:

After inputting a How-to guide title, Wikihow will give different guides that are already available and asks the user if it's similar to what they are about to write. This is to prevent duplicate guides.

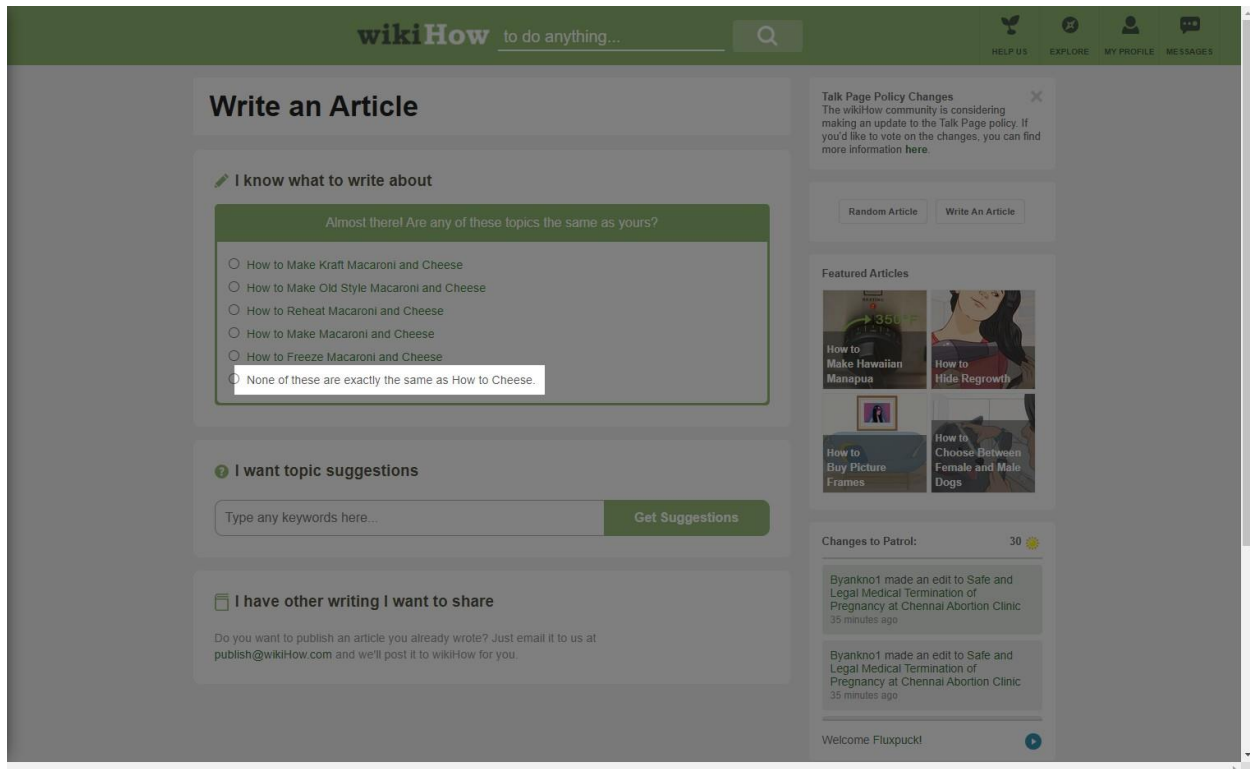
The option to go back and change your topic title is not available.

Recommendation:

Simply add a option for the user to go back or change their topic title.

Heuristic: Recognition rather than recall

Severity: 2



Notes:

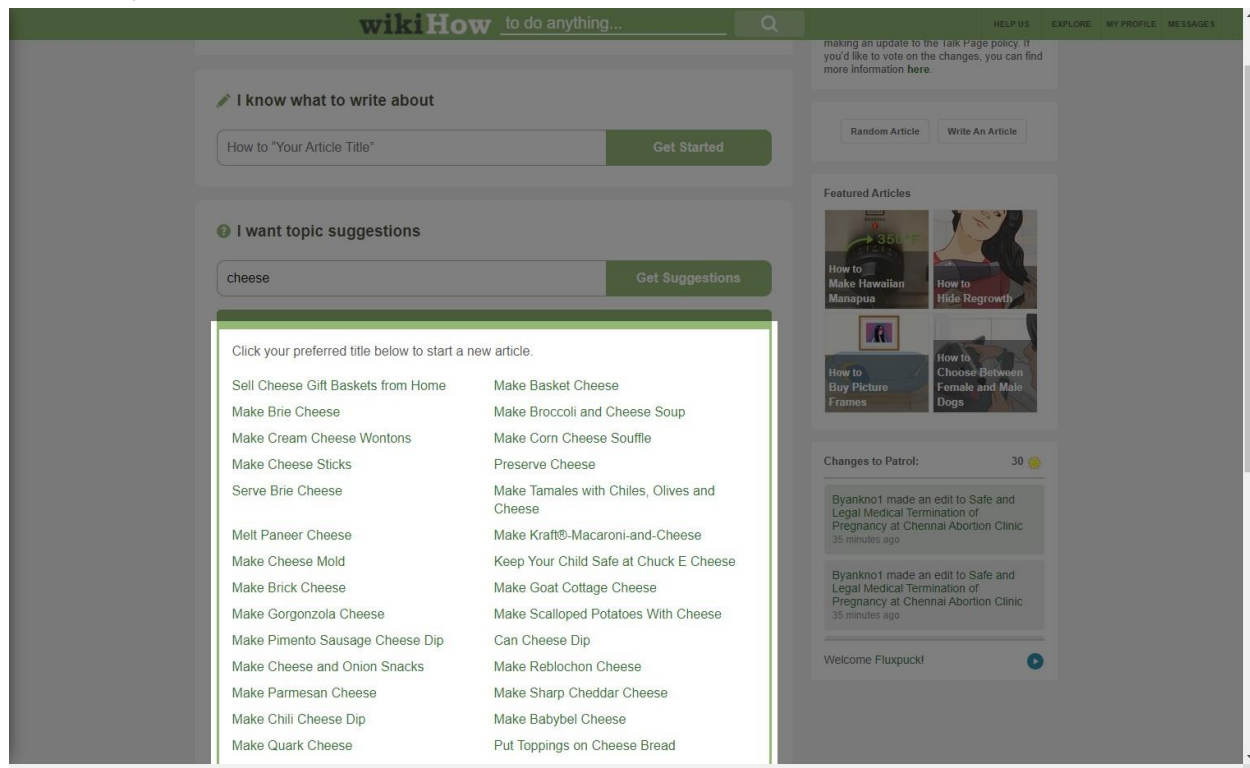
The last option “None of these are exactly the same as How to [input]” is an invisible button. After clicking on it, it will pop-up a button to go and write the guide.

Recommendation:

Create a visible option, so the user can visualize his or her options and know what the next step is and how to get there.

Heuristic: Help and documentation

Severity: 2



Notes:

Under the “I want topic suggestions” you will get a list with suggestions related to your input. At the top and bottom of this list is some documentation, guiding the user. This is missing in the “I know what to write about” section.

Recommendation:

As recommended previously would my recommendation be to merge both into one interface. Otherwise a quick fix would be to add documentation on the other section (“I know what to write about”) as well.

Heuristic: Error prevention

Severity: 1

The screenshot shows the wikiHow 'How to' page editor. At the top, there's a green header with the wikiHow logo and the text 'to do anything...'. Below the header, the editor is divided into several sections:

- Step 1:** A text input field containing 'twanwarawarw' and a bullet point 'fwfwaf'. Below it is an 'Add Step' button.
- Step 2:** A text input field containing 'fwafwafwadaw' and a bullet point. Below it is an 'Add Step' button.
- Do you have another part for Kaas?:** A text input field with an 'Add a Part' button.
- Tips:** A section with the instruction 'Enter any useful tips here. Press "Add Tip" after each individual tip.' Below it is a text input field with the placeholder 'Enter one tip here and then click "Add Tip"' and an 'Add Tip' button.
- Warnings:** A section with the instruction 'Enter any warnings here. Press "Add Warning" after each individual warning.' Below it is a text input field with the placeholder 'Enter one warning here and then click "Add Warning"' and an 'Add Warning' button.

Notes:

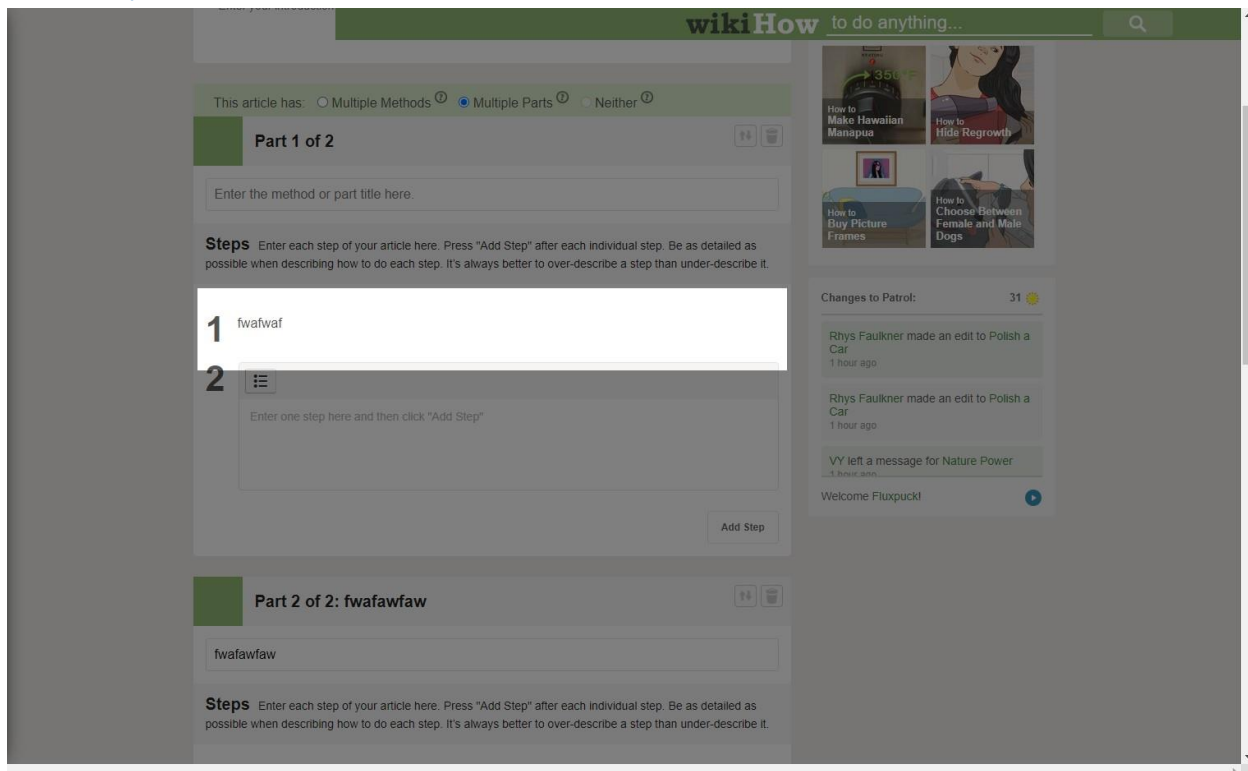
While creating a guide, it's not allowed to only have bullet-points. After submitting this a pop-up error occur to the right of the text-box.

Recommendation:

A more user-friendly solution would be to visually warn the users when an error is about to happen by making the text or the textbox-outlines red and pop-up the alert. This way the user is aware something while writing and not after submitting.

Heuristic: Flexibility and efficiency of use

Severity: 1



Notes:

When moving through steps it is not possible to delete an individual step. It requires extra steps to delete it: click on the step and then an option to delete shows.

Recommendation:

A delete or discard option per step would be more user-friendly and would add continuity to the design. This can be done with button, bin-icon or cross element.

Heuristic: Match between system and the real world

Severity: 0

The screenshot shows the 'Add Tip' form on the wikiHow website. The form is divided into sections for 'Tips', 'Warnings', and 'Add References'. The 'Tips' section has a text input field with the placeholder 'Enter one tip here and then click "Add Tip"' and an 'Add Tip' button. The 'Warnings' section has a similar text input field and an 'Add Warning' button. Below these is a green '+ Add References' button. At the bottom of the form are 'Discard' and 'Publish' buttons. A small disclaimer in fine print states: 'wikiHow is a collaborative writing project. You should expect other wikiHow community members will edit and build upon the writing that you submit here. By submitting your writing, you confirm that you wrote this content yourself or that you have received permission from the copyright holder to post it here. In addition, you agree to our Terms of Use and are willing to have your work released under a Creative Commons License.' The footer of the page includes the wikiHow logo, a search bar, and a list of links: Home, About wikiHow, Experts, Jobs, Contact Us, Site Map, and Terms of Use. Social media icons for Instagram, Facebook, Twitter, YouTube, and Email are also present.

Notes:

The bottom of the new guide form will house copyright and license information in a small font.

Recommendation:

This rather important information could be displayed better. It should have a nice information box, in the regular font-size and with a better explanation. Transparently is very important 2020+.

Heuristic: Help recognize & recover from errors

Severity: 2

The screenshot shows the 'New Guide' form on the wikiHow website. The form is divided into several sections. At the top, there is a 'Tips' section with a text input field and an 'Add Tip' button. Below this is a 'Warnings' section with a text input field and an 'Add Warning' button. Further down, there is a green button labeled '+ Add References'. At the bottom of the form, there are two buttons: 'Discard' and 'Publish'. Below the form, there is a green footer bar containing the wikiHow logo, a search bar, and a list of links: Home, About wikiHow, Experts, Jobs, Contact Us, Site Map, and Terms of Use. Social media icons for Instagram, Facebook, Twitter, YouTube, and Email are also present in the footer.

Notes:

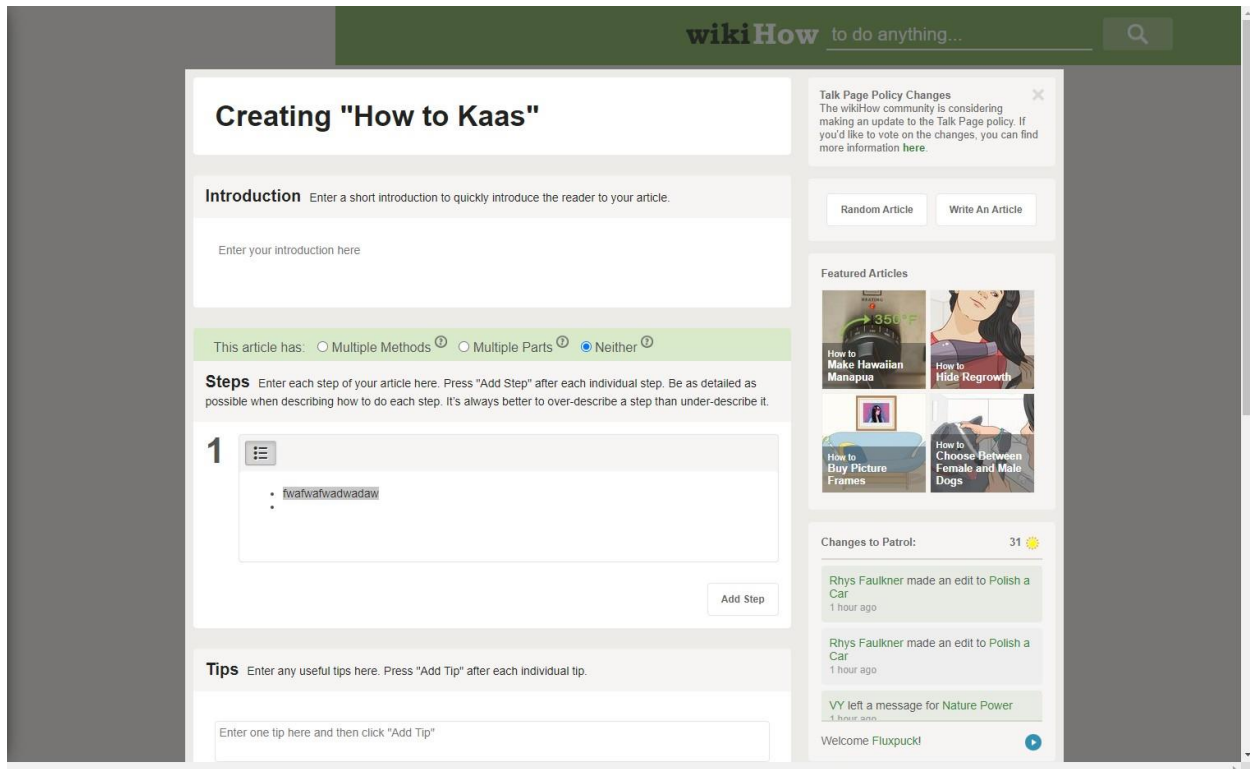
At the bottom of a new guide form are the options to Discard and Publish. There is no option for the user to preview their guide before publishing it.

Recommendation:

By adding a preview option, you allow the user to see their guide before publication. This will allow them to check and make corrections.

Heuristic: Aesthetic and minimalist design

Severity: 1



Notes:

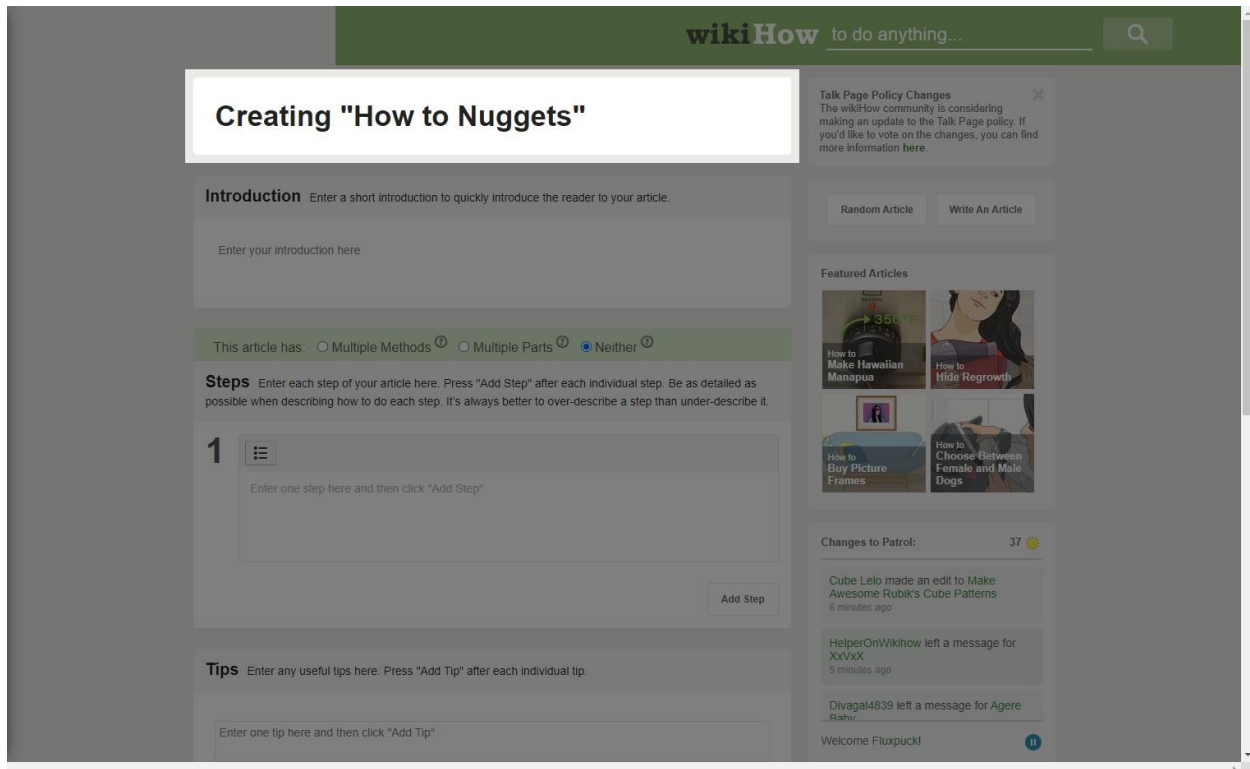
Simple and boring design.

Recommendation:

Could use some cheer with icons, simple patterns or colors.

Heuristic: User control and freedom

Severity: 2



Notes:

After selecting a topic in the previous menu, there is no option to change or alter the title. To change the title a user needs to go back and start all over again.

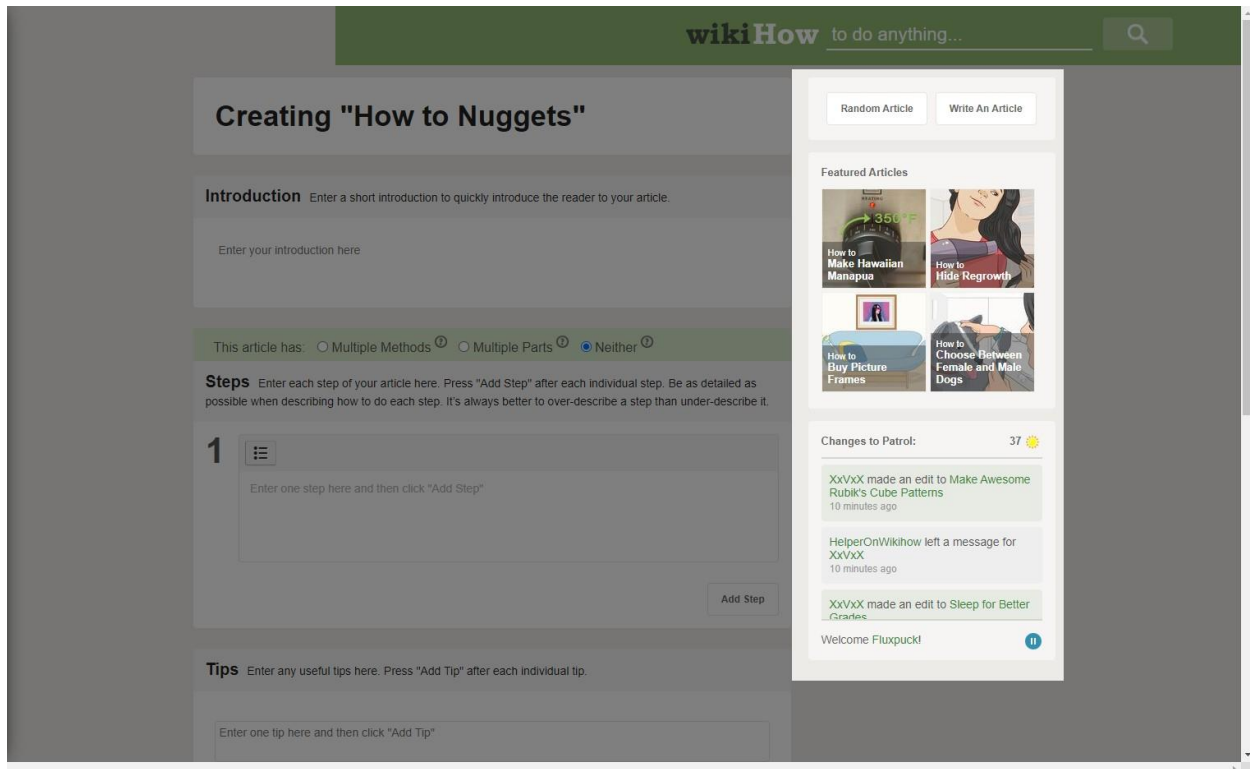
This is done to prevent a work-around for duplicate guides, however it is not user-friendly.

Recommendation:

There are two options in this recommendation. First option is to allow users to change the title. The second option is to have better documentation on the previous page, where an user selects the topic.

Heuristic: Help and documentation

Severity: 0



Notes:

On changing an existing guide, there is a tutorial article in the right column to explain users, step by step, how to edit a guide. There is a How-to guide on how to write a guide, but it doesn't show when creating a guide.

Recommendation:

As on editing a guide, link and show the How-to write a guide article in the right column for better documentation.

Conclusion

Uit de heuristische analyse kan geconcludeerd worden dat het ontwikkelen van een gebruiksvriendelijke web formulier voor het plaatsen van een oplossing nog enorm ingewikkeld kan zijn. Goede uitleg en begeleiding van de gebruiker is genoodzaakt. Dit kan bereikt worden door informatie inclusief uitleg per onderdeel toe te voegen en directe feedback te geven aan de gebruiker.

Denk hierbij aan eventueel een vraagteken met uitleg per onderdeel en een auto-correctie binnen de tekst editor.