

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.

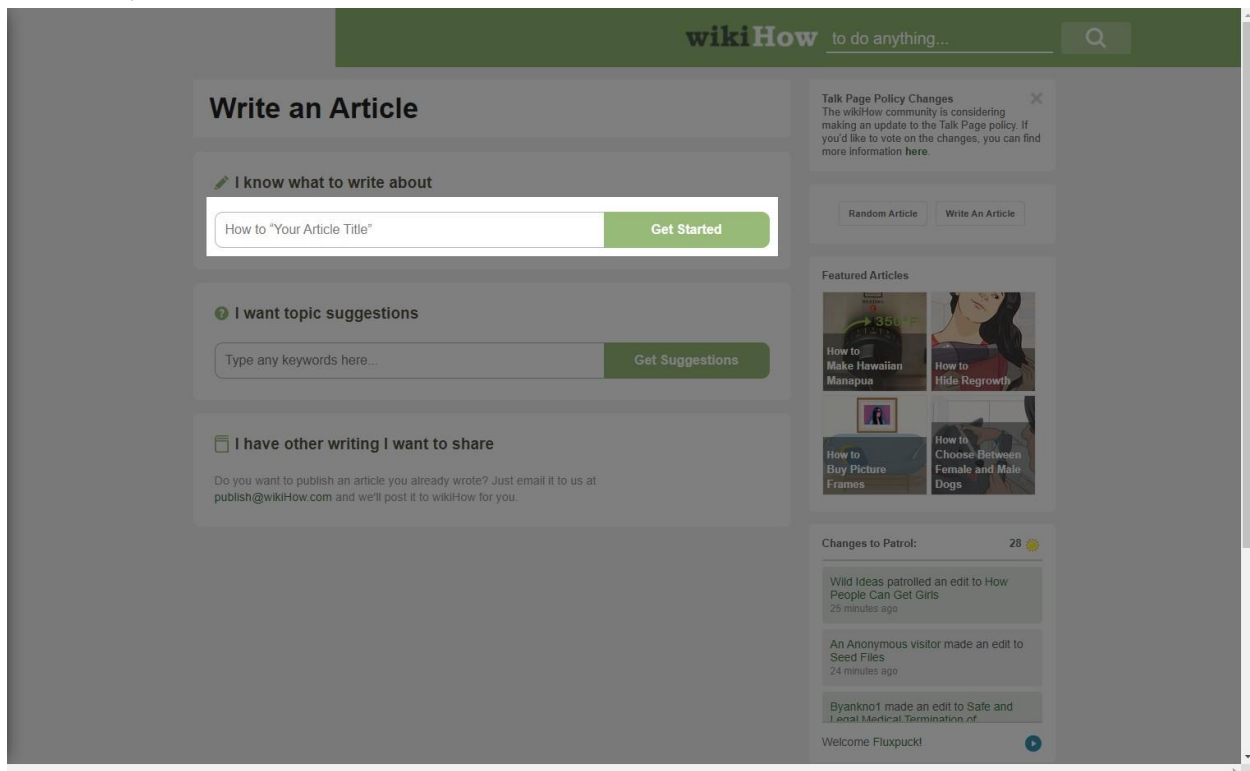
Doel – Het doel is om beter inzicht te krijgen in de “good and bad practices” van het web-onderdeel van Wikihow, en om deze kennis vervolgens in te zetten tijdens het ontwerp proces.

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



Notes:

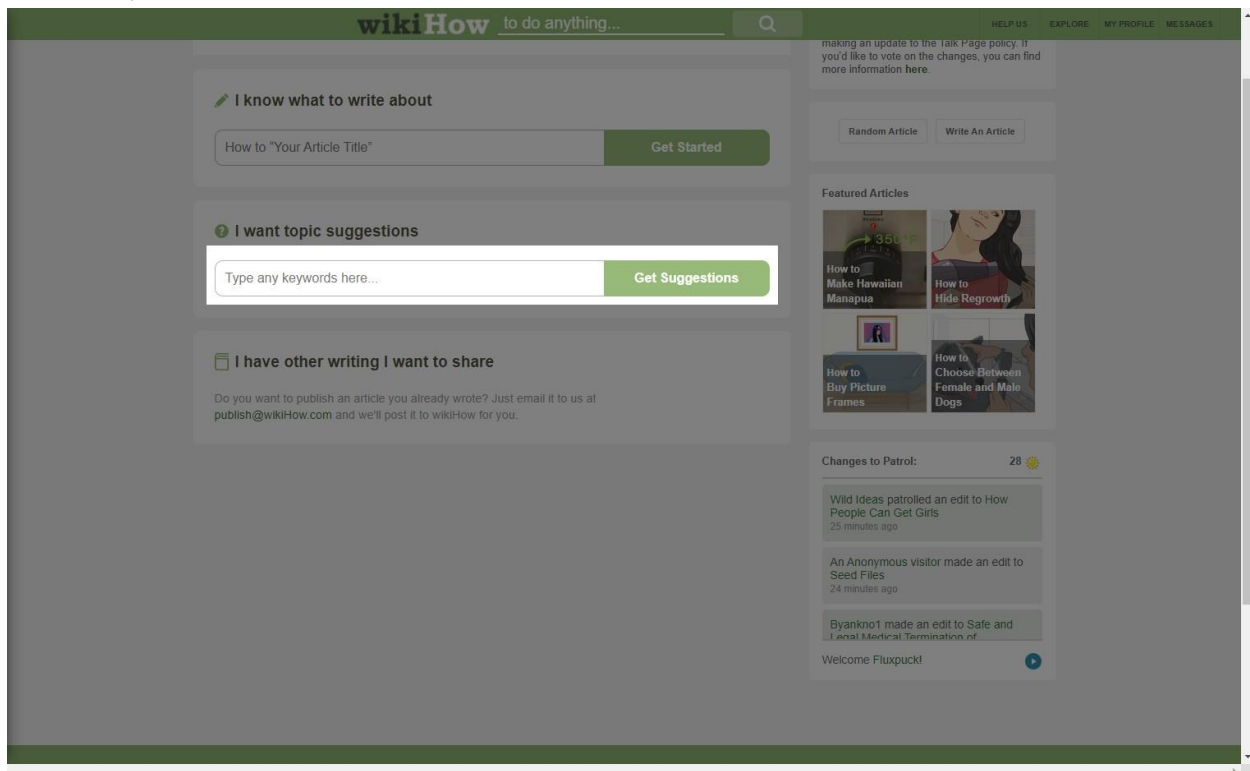
An user has to give a input in the textbox and then press the “Get Started” button to get a list with similar How-to guides.

Recommendation:

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

Heuristic: Visibility of system status

Severity: 3



Notes:

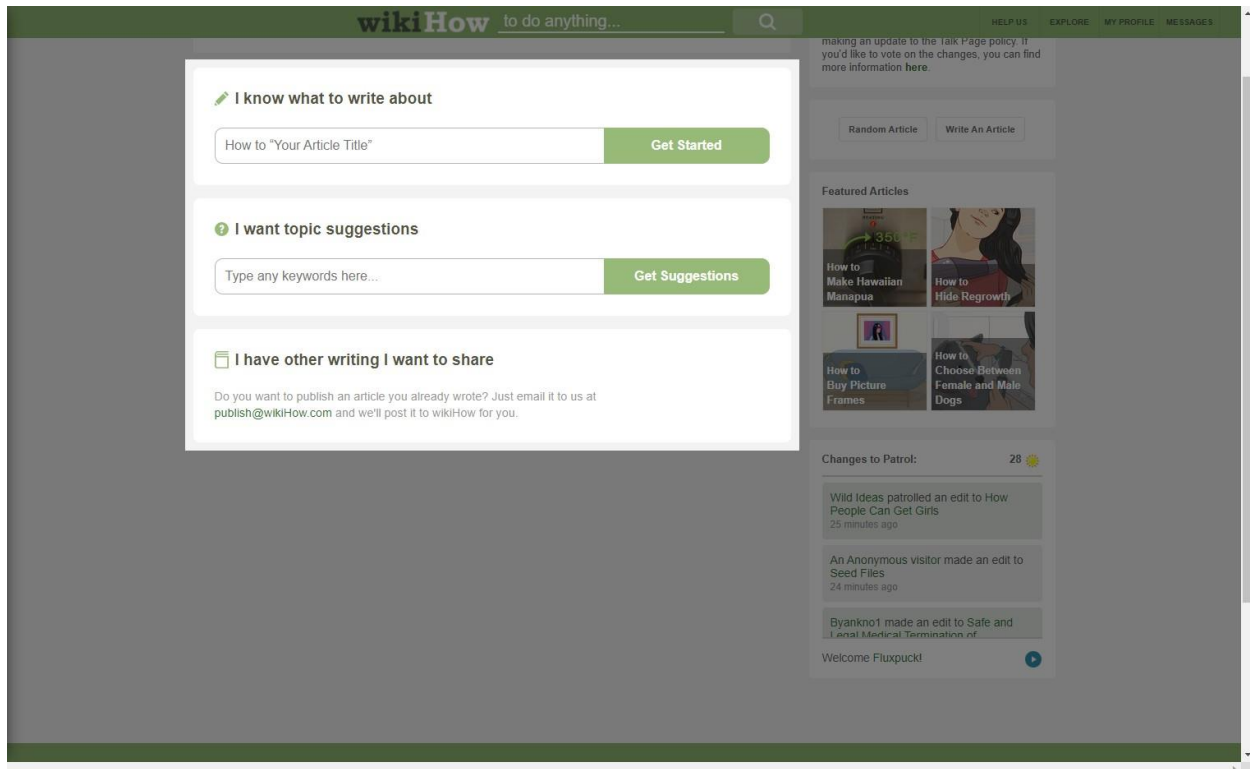
Same as previous note. The user has to give input and press the “Get Suggestion” button to get a list with suggestions.

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.

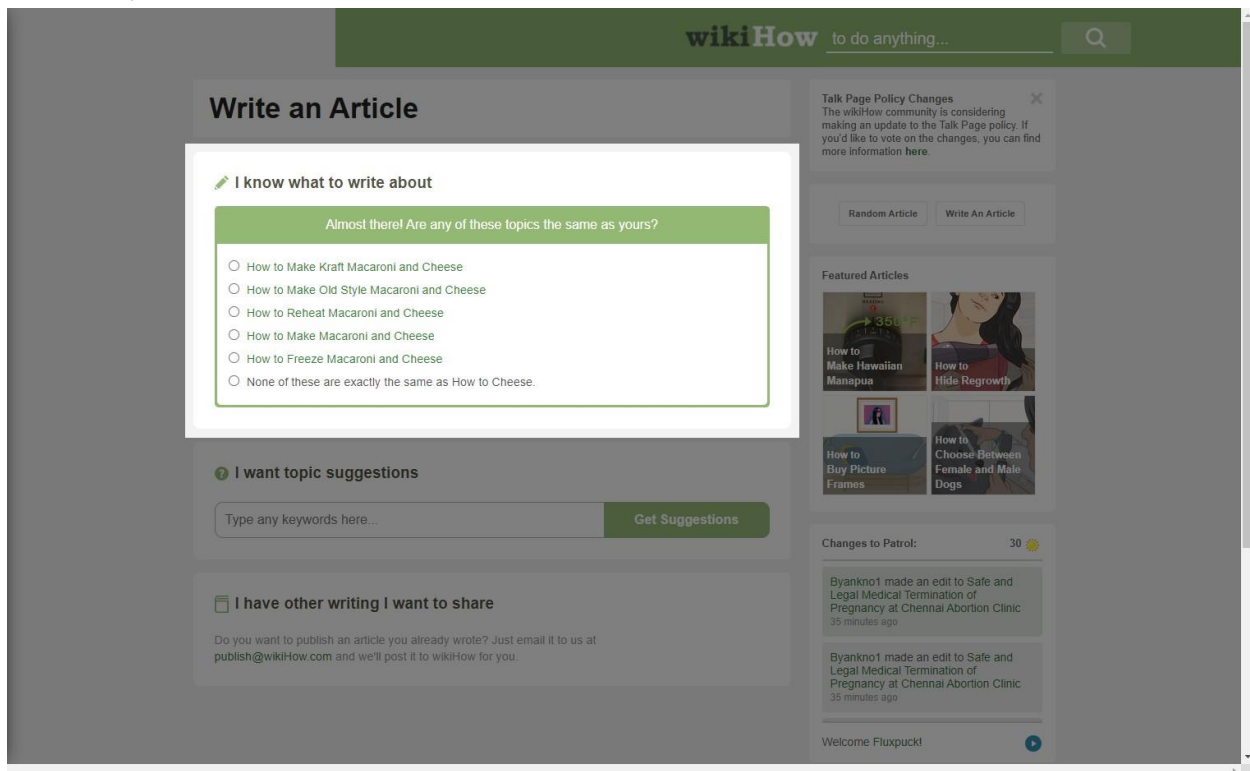
The second column “I want topic suggestions” will result in the user getting generated suggestions that do not have a How-to guide yet.

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

The screenshot shows the 'Write an Article' page on wikiHow. The page has a green header with the wikiHow logo and a search bar. Below the header, there are three main sections for writing an article:

- I know what to write about**: A section with a green header and a list of topics. The topics are: 'How to Make Kraft Macaroni and Cheese', 'How to Make Old Style Macaroni and Cheese', 'How to Reheat Macaroni and Cheese', 'How to Make Macaroni and Cheese', 'How to Freeze Macaroni and Cheese', and 'None of these are exactly the same as How to Cheese.' The last option is highlighted with a white box.
- I want topic suggestions**: A section with a green header and a text input field labeled 'Type any keywords here...'. There is a green button labeled 'Get Suggestions'.
- I have other writing I want to share**: A section with a green header and a text input field labeled 'Do you want to publish an article you already wrote? Just email it to us at publish@wikiHow.com and we'll post it to wikiHow for you.'

On the right side of the page, there are several widgets:

- Talk Page Policy Changes**: A notification box with a close button (X) and a link to 'more information here'.
- Featured Articles**: A section with four article thumbnails: 'How to Make Hawaiian Manapua', 'How to Hide Regrowth', 'How to Buy Picture Frames', and 'How to Choose Between Female and Male Dogs'.
- Changes to Patrol**: A section with a '30' count and a sun icon, showing a list of recent changes.
- Welcome Fluxpuck!**: A welcome message with a blue arrow icon.

Notes:

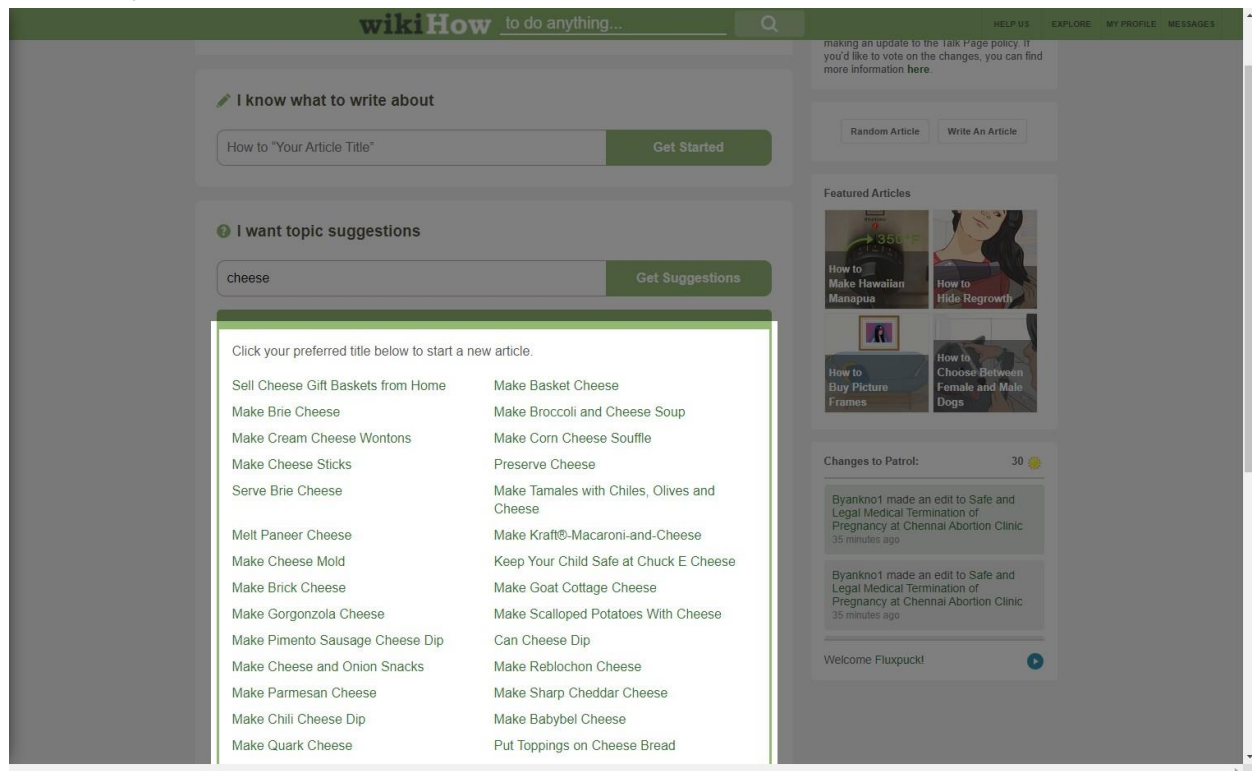
The last option “None of these are exactly the same as How to [input]” is an invisible button. After clicking on it, it will pop-up a button to go and write the guide.

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 guide creation interface. At the top, there's a green header with the wikiHow logo and the tagline "to do anything...". Below the header, the user's profile "nwanwanwarawr" and a list of steps are visible. Step 1 is titled "fwfwaf". Step 2 is titled "fwafwafwafwafwaf" and contains a list of bullet points. Below the steps, there's a section for "Do you have another part for Kaas?" with an "Add a Part" button. Below that, there's a "Tips" section with a text input field and an "Add Tip" button. Finally, there's a "Warnings" section with a text input field and an "Add Warning" button.

Notes:

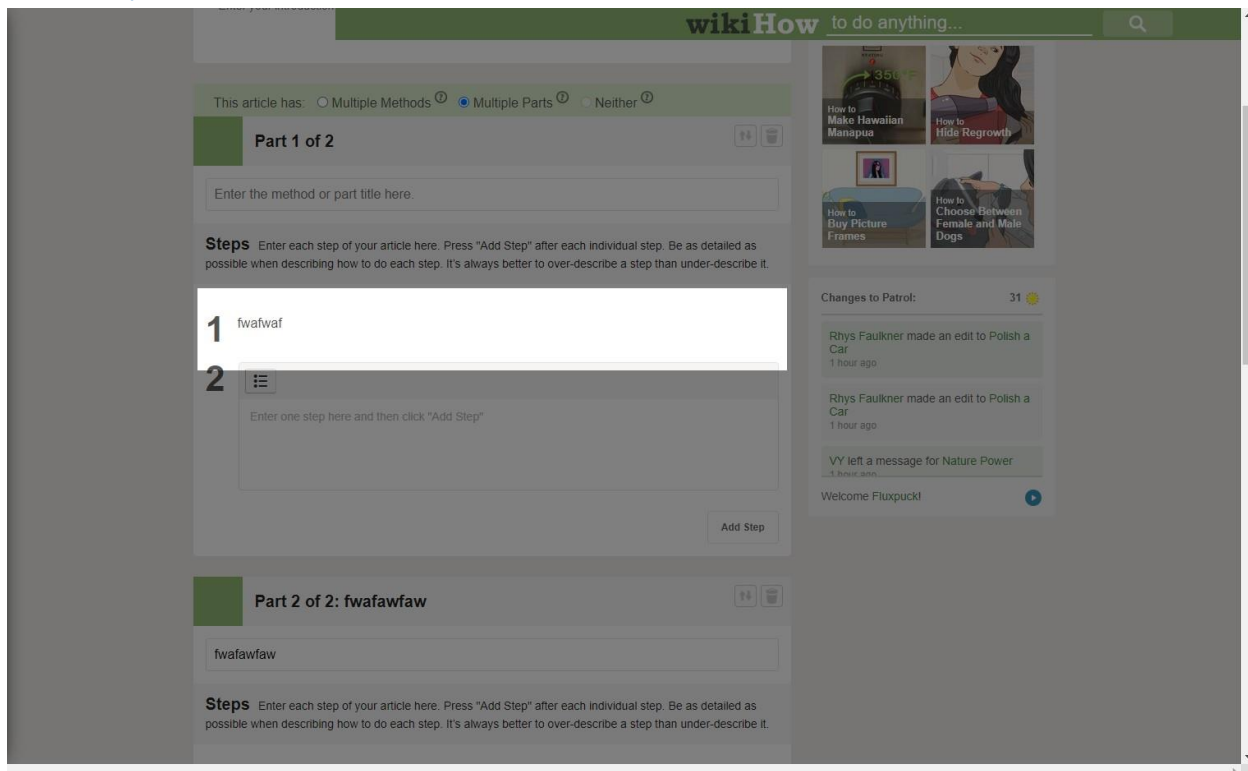
While creating a guide, it's not allowed to only have bullet-points. After submitting this a pop-up error occur to the right of the text-box.

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 an 'Add References' button. At the bottom of the form, there 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 'Add Tip' form on the wikiHow website. The form is divided into two main sections: 'Tips' and 'Warnings'. 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 text input field with the placeholder 'Enter one warning here and then click "Add Warning"' and an 'Add Warning' button. Below these sections is a green button with a plus icon and the text 'Add References'. At the bottom of the form are two buttons: 'Discard' and 'Publish'. Below the form 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. There are also social media icons for Instagram, Facebook, Twitter, YouTube, and Email.

Notes:

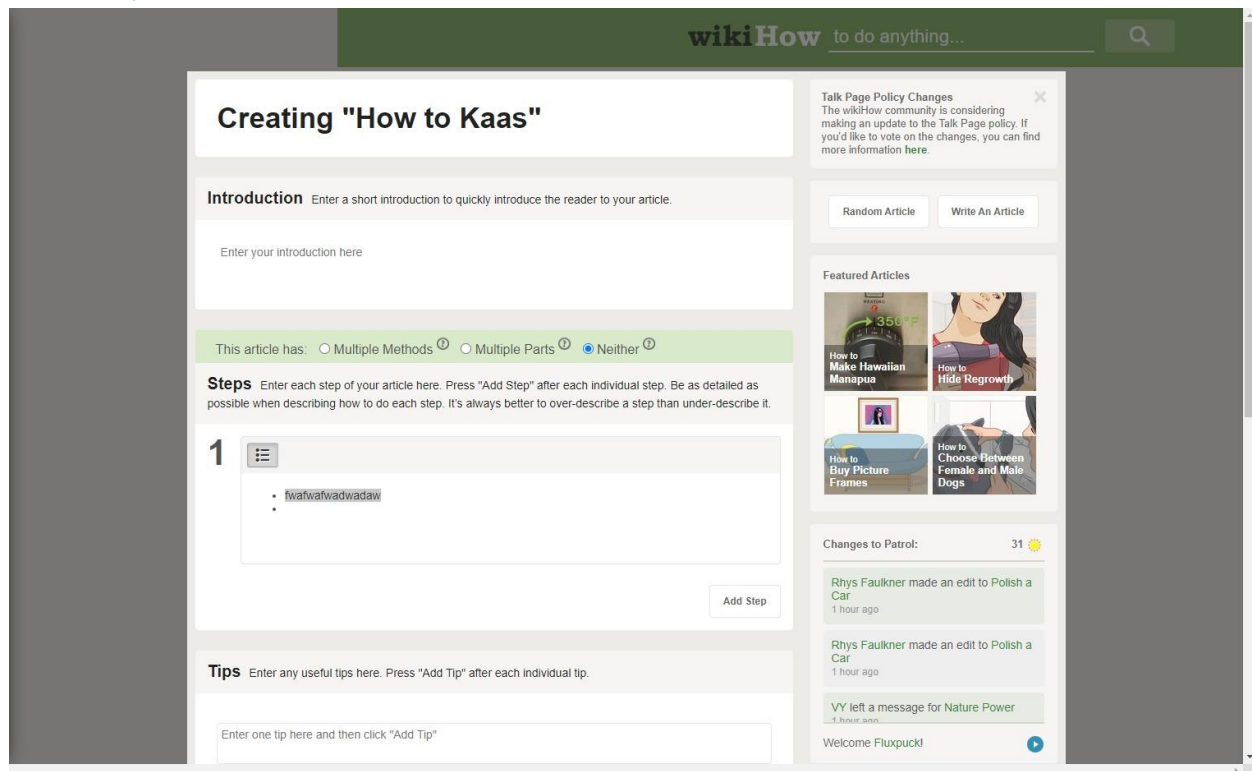
At the bottom of a new guide form are the options to Discard and Publish. There is no option for the user to preview their guide before publishing it.

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:

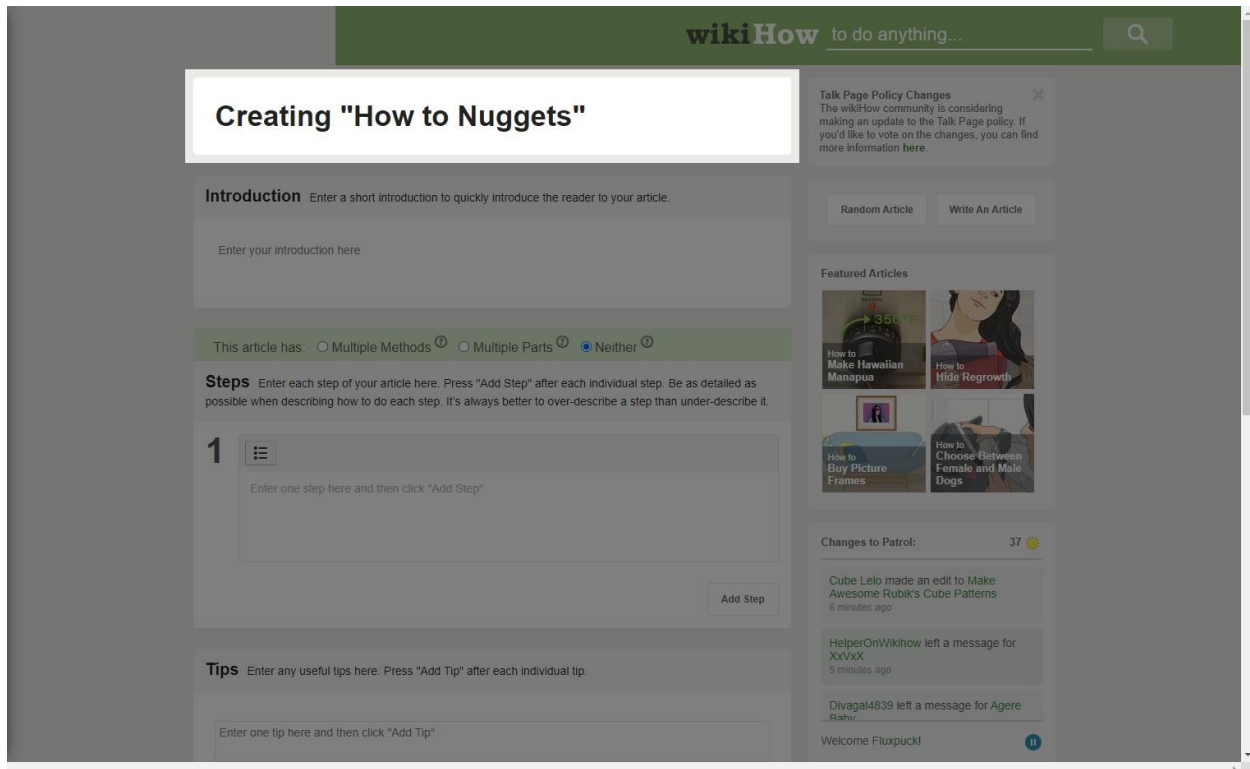
Simple and boring design.

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.

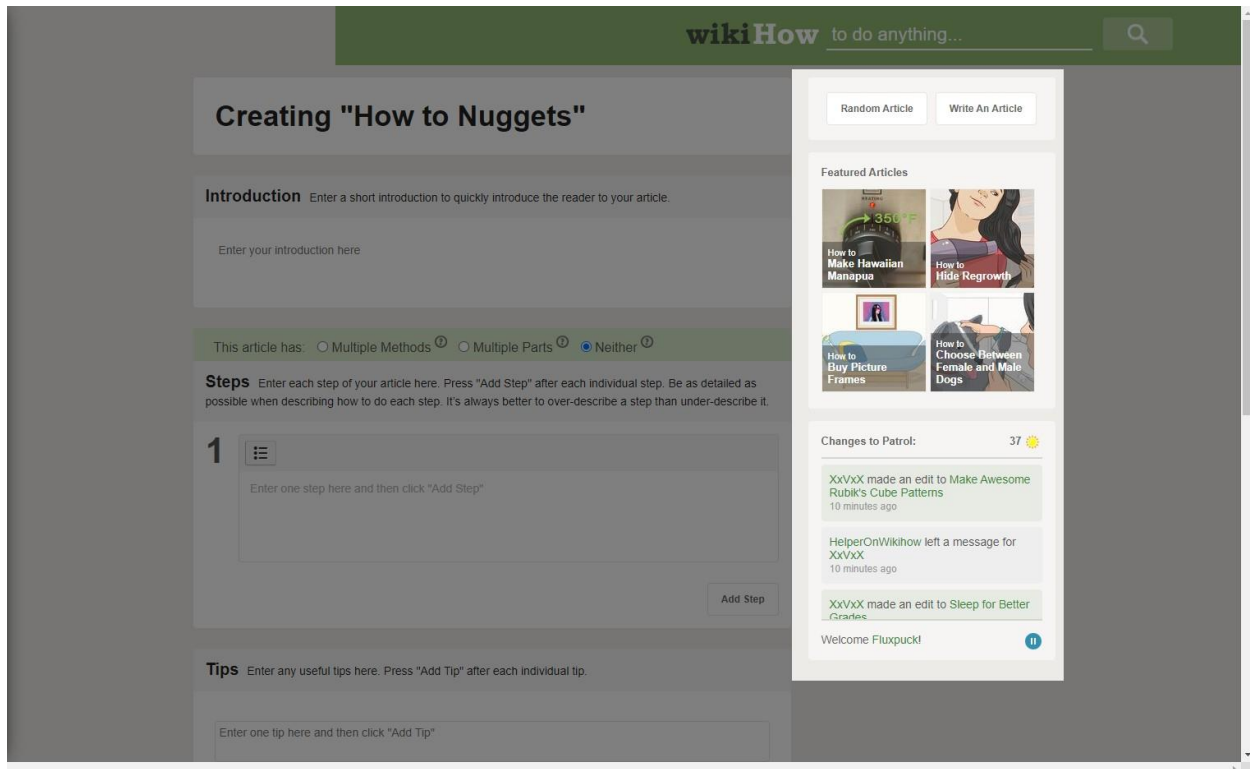
This is done to prevent a work-around for duplicate guides, however it is not user-friendly.

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

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