IST 311

Group 2

Heuristic Evaluation

10/25/18

|  | 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 |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Login Screen | 10 – provides feedback when fields are empty | 10 - Follows typical username and password formatting | 9 – notifies user of incorrect username or password entry, could reset password field afterwards | 10 – follows typical log-in formatting | 9 – checks for empty fields and incorrect entries, could suggest minimum field lengths | 10 – log-in screen is straight forward and obvious | 9 – login is as efficient as possible, could reset password but leave username for incorrect entries | 10 – design is highly minimalist | 10 – error messages are in plain English and straight-forward | 10 – log-in task is obvious and direct |
| Main Menu Screen | 10 – confirms log-in with welcome message | 10 – buttons are listed in order of their likely frequency of use | 10 – log-out button is in obvious location and distinct from navigational buttons | 10 – each button has distinctive meaning | N/A | 10 – all buttons are straight-forward and highly visible | 10 – navigational menu streamlines user decision making with obvious and specific buttons | 10 – design is very direct and minimalist | N/A | 7 – applicability of buttons and their associated use cases may not be obvious, may benefit from having a description on hovering over buttons |
| Find Swimmer Screen | 7 – DOB should be located with other details not under swimmer’s name, may want a ‘results for: *search criteria’* line so the user can reference the search criteria as they change it | 8 – levels and check marks are not immediately obvious, may benefit from a title bar at the top of the search results | 10 – back button is located in obvious and conventional location, search bar remains at the top of the screen so the search criteria can be easily changed | 10 – search follows typical formatting | 10 –provides feedback on failed searches | 9 – search function is obvious and straight-forward, user may not be aware of full extent of acceptable search criteria (addresses as well as dob) | 6 – title bar would allow for toggling the order of the list by different categories | 10 – achieves minimalist design | 10 – errors expressed in straight-forward, simple manner | 7 – acceptable search criteria are not obvious, may benefit include brief description within the search bar |
| Register New Swimmer Screen | 8 – create button should only be active once all necessary fields are filled | 10 – information requested uses plain language | 10 – cancel button is in obvious, and conventional location | 10 – follows conventional input form standards | 0 – application will need to check for empty fields and invalid inputs for phone number, zip code, and email | 8 – skill levels are not intuitive and should be labeled descriptively | 7 – youth swimmers will need a custodian identified and are a separate object from adult swimmers, may need a toggle for this | 10 – contains only the absolutely necessary fields for swimmers | 0 – application will need to highlight empty fields and invalid inputs for phone number, zip code, and email | 8 – skill levels may not be intuitive, may be better to have experience level with descriptive options (“expert”, “novice”, “none”) |
| Swimmer Profile | 10 – the update button only becomes active once a change has been made | 10 – follows conventional standards and information is plainly presented | 8 - cancel button is in obvious location, may benefit to include ‘undo changes’ button in case of accidental deletions | 8 – add notes and notes is confusing, if the notes section updates on the update button, then add note is redundant | 0 – application will need to check for empty fields and invalid inputs for phone number, zip code, and email | 10 – design is straight-forward (aside from skill levels previously mentioned) | 7 – may want to add the option to remove swimmers from the database for management with ‘delete swimmer’ button, may also want the option to make youth swimmers adults (otherwise they will need to be deleted and then added again) | 10 – design is very efficient and minimalist | 0 – application will need to highlight empty fields and invalid inputs for phone number, zip code, and email | 8 – may want to add brief instruction to management at the bottom so they know the screen can be formatted |
| View Pool Screen | 7 - may want a ‘results for: *search criteria’* line so the user can reference the search criteria as they change it | 10 – follows search conventions and offers the options to toggle the order of results according to the title bar | 8 – should offer the option to undo remove swimmer in case they are accidentally checked-out | 8 – type should be changed to ‘gender’, child and baby are redundant categorizations given there is an age toggle | 10 – invalid search results produce plain and instructive error messages | 10 – functions are obvious and accessible to new users | 10 – provides title bar with toggles to enhance order of swimmers or search results | 10 – design is minimalist and efficient | 10 – invalid search results produce plain and instructive error messages | 7 – acceptable search criteria are not obvious, may benefit include brief description |
| Reports/View Visits screen | 8 – ‘Reports’ caption is missing | 10 – follows search conventions | 8 – user should be able to save/export the report | 9 – type should be changed to ‘gender’ | 10 – invalid input parameters (from/to data) must be corrected automatically | 8 – the report must have a caption (‘Visits from/to’) | 8 – shortcuts for inception/today may improve efficiency | 10 – design is minimalist and efficient | 8 – when input parameters are incorrect, the User should be notified | 10 – the task is obvious |
| Reports/View Customers screen | 8 – ‘Reports’ caption is missing | 10 – follows search conventions | 8 – user should be able to save/export the report | 9 – type should be changed to ‘gender’ | 10 – invalid input parameters (from/to data) must be corrected automatically | 8 – the report must have a caption (‘Customers report from/to’) | 8 – shortcuts for inception/today may improve efficiency | 10 – design is minimalist and efficient | 8 – when input parameters are incorrect, the User should be notified | 10 – the task is obvious |
| Reports/Attendance screen | 8 – ‘Reports’ caption is missing | 10 – follows search conventions | 8 – user should be able to save/export the report | 9 – type should be changed to ‘gender’ | 10 – invalid input parameters (from/to data) must be corrected automatically | 8 – the report must have a caption (‘Attendance report from/to’) | 8 – shortcuts for inception/today may improve efficiency | 10 – design is minimalist and efficient | 8 – when input parameters are incorrect, the User should be notified | 8 – explanation of statistic may help |
| Staff screen | 7 – ‘Staff’ caption is missing | 10 – follows search conventions | 9 – sort controls are missing | 8 – icons should be used instead of buttons “Remove” | 10 – invalid input parameters (from/to data) must be corrected automatically | 10 – follows conventional input form standards | 8 – sorting required | 10 – design is minimalist and efficient | 8 – before removing an employee a confirmation must be obtained | 10 – the task is obvious |
| New Employee screen | 10 – the create button only becomes active once a change has been made | 10 – follows search conventions | 10 – the controls are standard | 10 – follows conventional input form standards | 10 – only [a-z] letters allowed | 10 – follows conventional input form standards | 10 – obvious and specific buttons | 10 – design is minimalist and efficient | 10 – if passwords don’t match, an alert to be shown | 10 – the task is obvious |
| Edit Employee screen | 10 – the create button only becomes active once a change has been made | 10 – follows search conventions | 10 – the controls are standard | 10 – follows conventional input form standards | 10 – only [a-z] letters allowed | 10 – follows conventional input form standards | 10 – obvious and specific buttons | 10 – design is minimalist and efficient | 10 – if passwords don’t match, an alert to be shown | 10 – the task is obvious |
|  | **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** |