Summary of Heuristic Evaluation

Based on heuristic evaluations by Zhaoqi, Jieyao, and Yuqian, here is the heuristic violations summary.

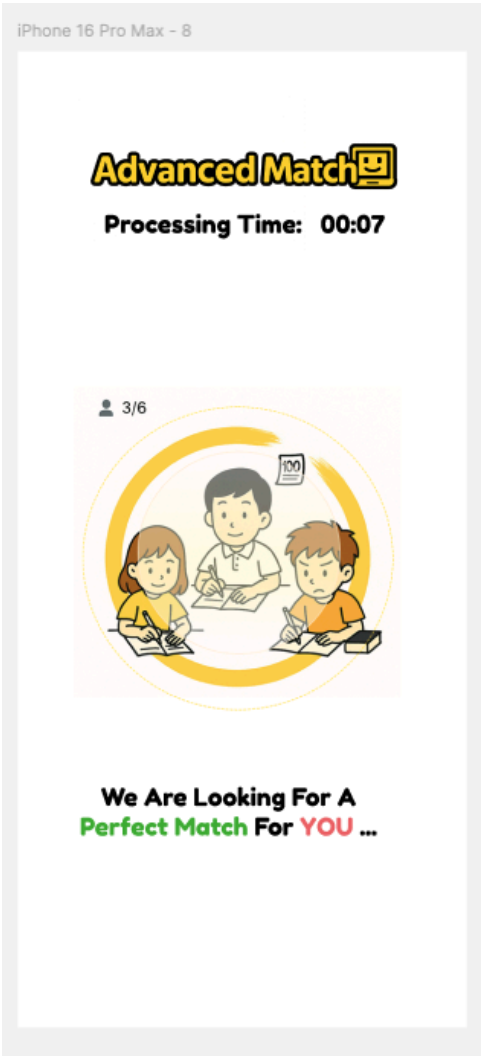
Visibility of System Status

Reported Issues:

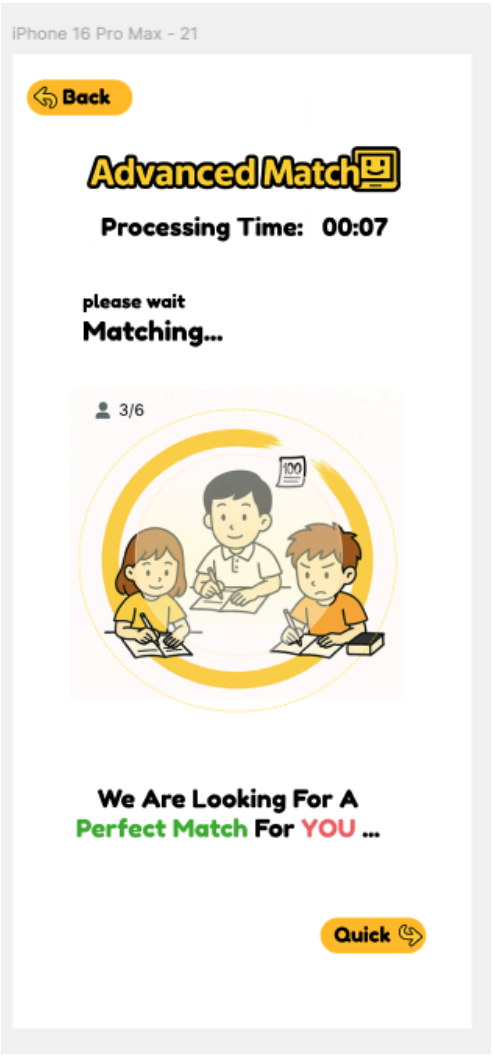
- No feedback during matching

Modification: We added the “please wait, matching” phrase to the advanced match processing page to provide feedback so that the user knows matching is in progress. It largely increases the visibility of system status.

Original Prototype:



Revised Prototype:



Match Between System and the Real World

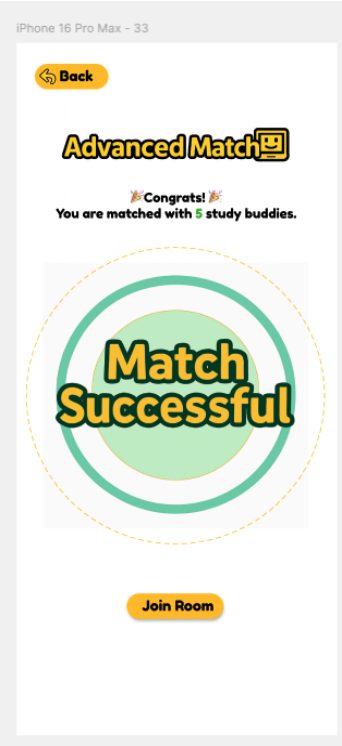
Reported Issues:

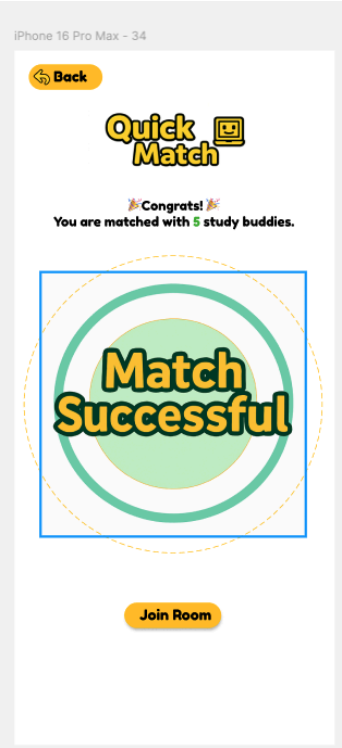
- Unnatural phrases like “Match Succeed”
- Confusing labels like “Enter” or “Focus”

Modification1: We changed the phrase “Match Succeed” to a more natural phrase “Match Successful” to give real world users a more direct result.

Original Prototype:

Revised Prototype:

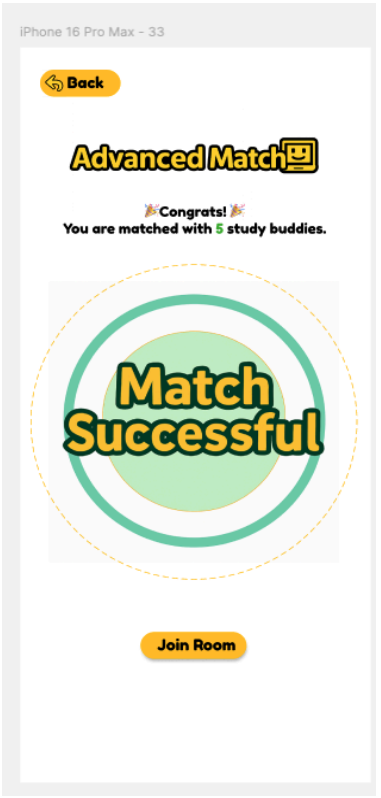


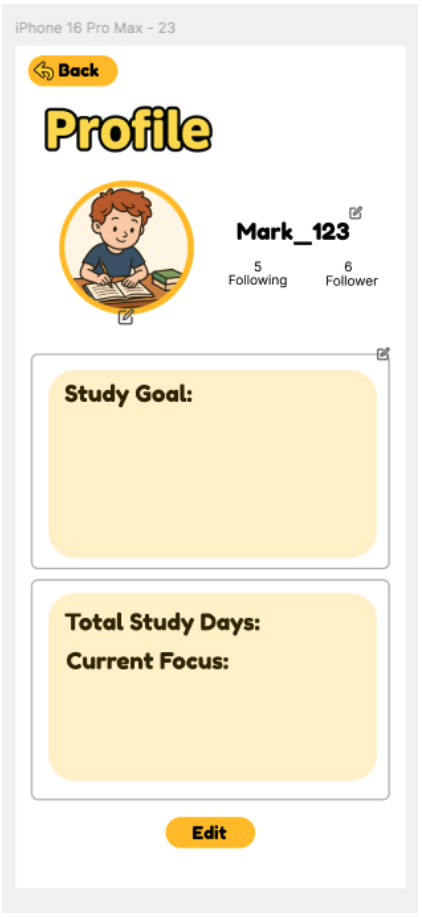


Modification2: We changed the label name of “Enter” to “Join Room” to eliminate the confusion of the label naming. Also, label names change from “Focus” to “Current Focus”; “Study Days” to “Total Study Days” to enhance understanding of the button contents.

Original Prototype:

Revised Prototype:





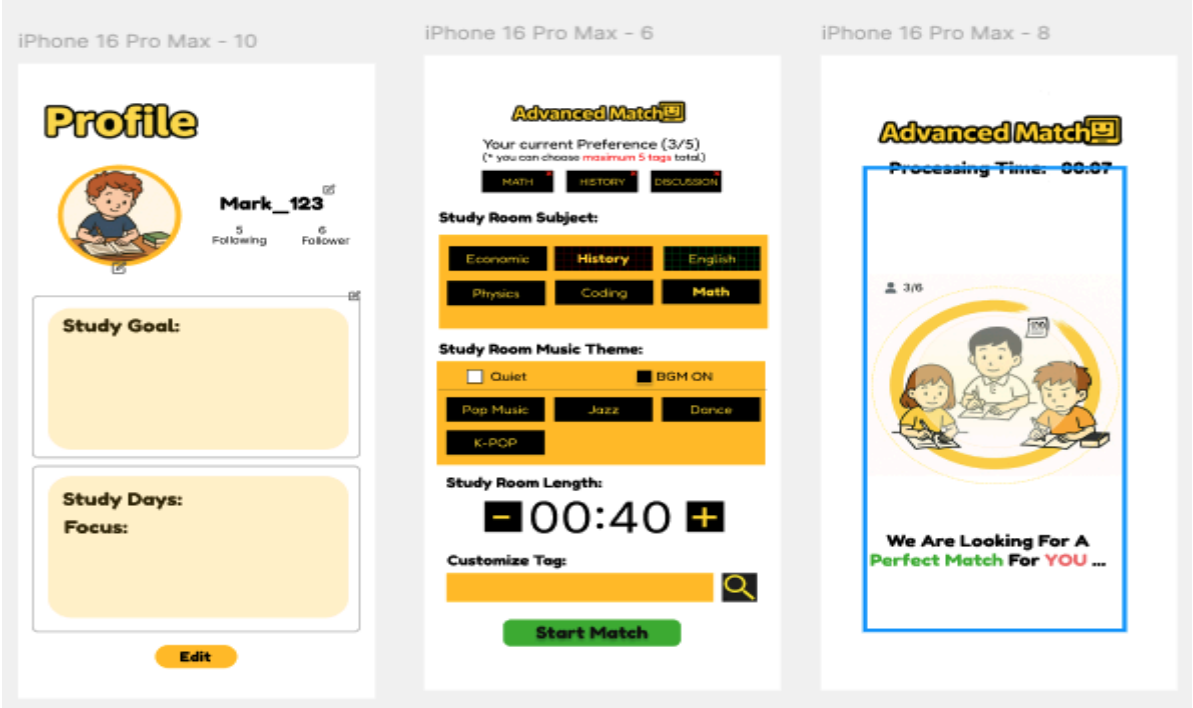
User Control and Freedom

Reported Issues:

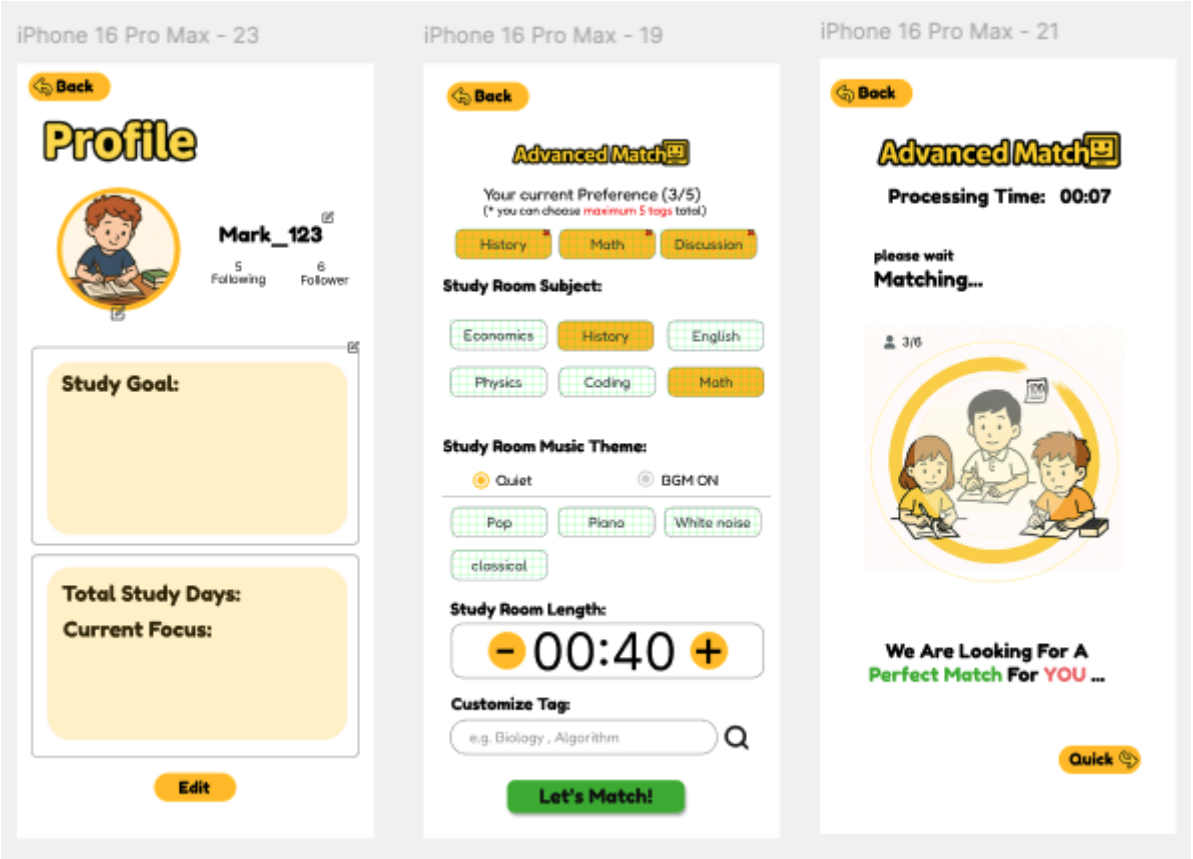
- No cancel/back/home buttons
- No way to exit a process once started

Modification1: We added a “Back” button to allow the backtracking of the steps so that users can feel more control over the operation process.

Original Prototype:

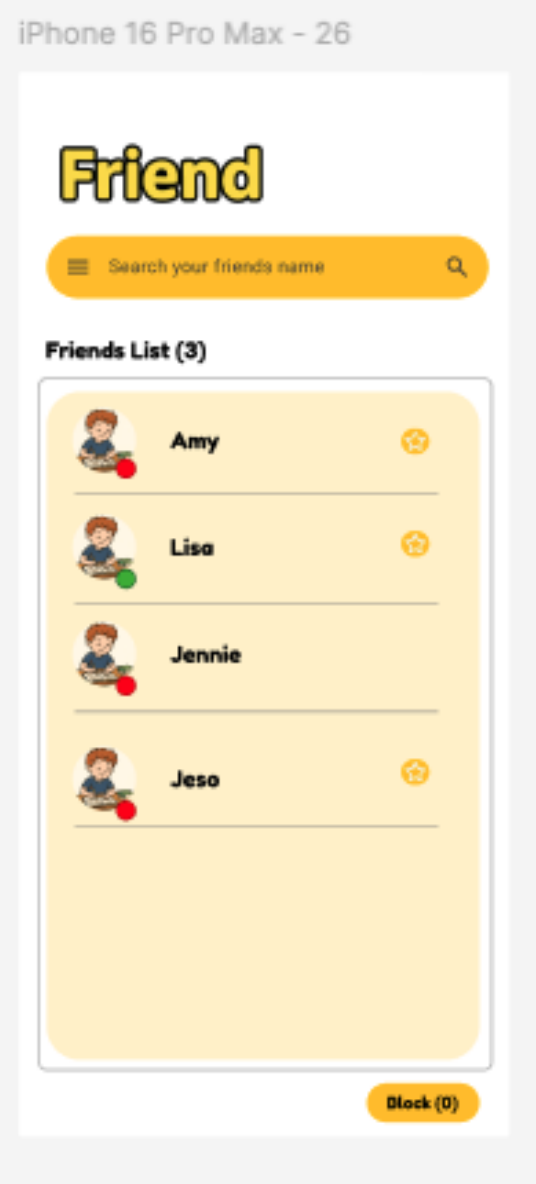


Revised Prototype:

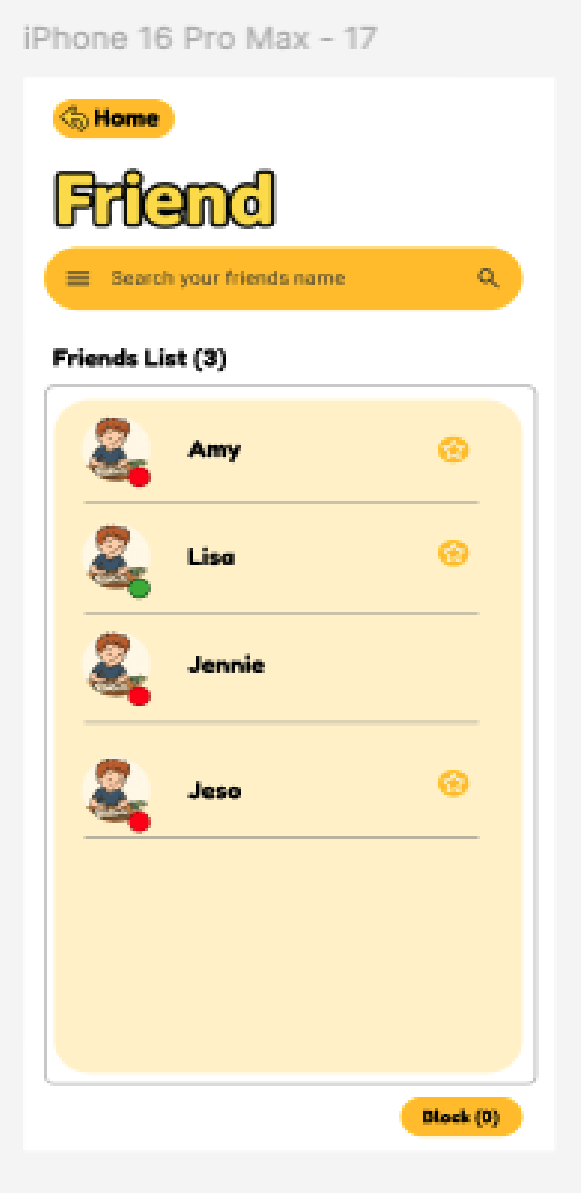


Modification2: We added a “Home” button on the Friend page to navigate user back to the Home page through an easy click.

Original Prototype:



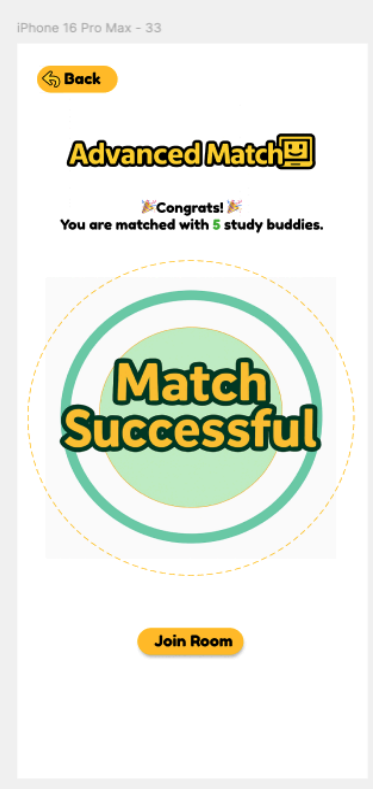
Revised Prototype:

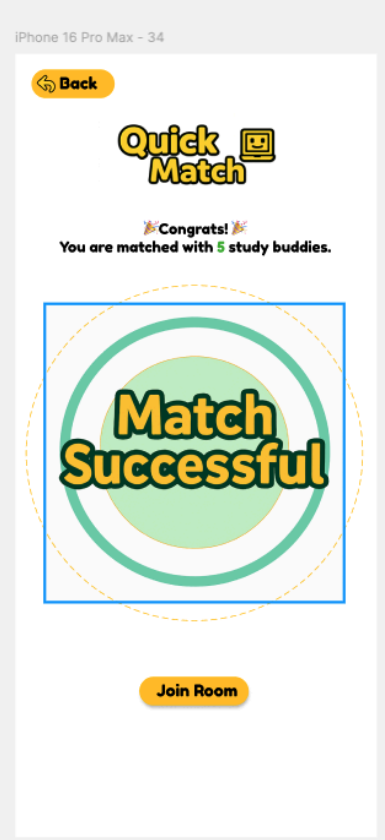


Modification3: We added a “Back” button for the matching process to provide more options for the users. Users can change their mind whenever they want by clicking the “Back” button.

Original Prototype:

Revised Prototype:





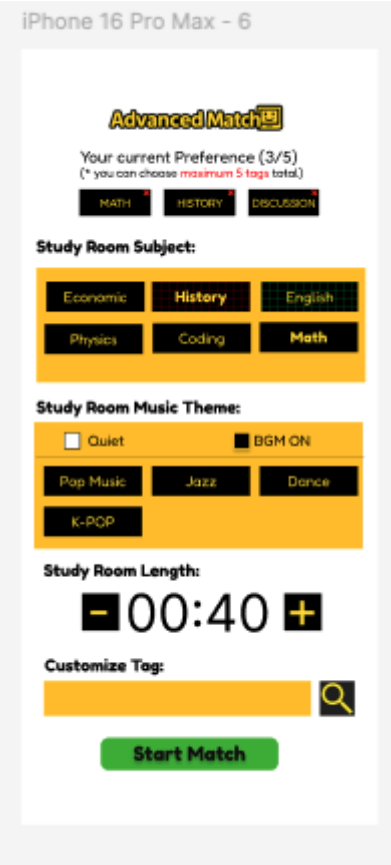
Consistency and Standards

Reported Issues:

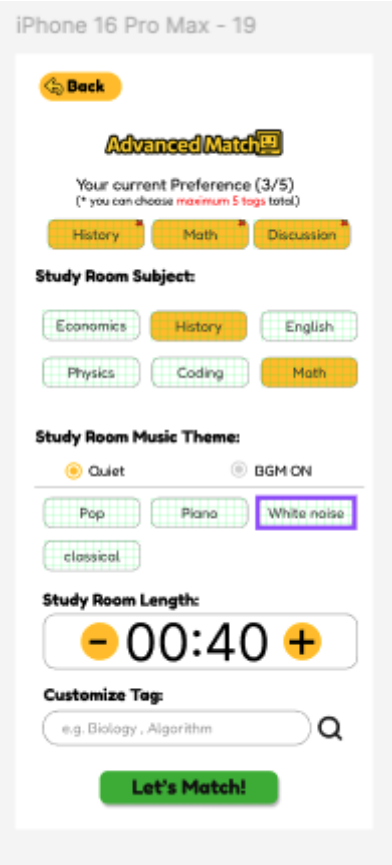
- Inconsistent icon, button styles, and font treatments
- Varying terminology (“Create Room” vs “Create Study Room”)

Modification1: We changed the font and frame style from sharp rectangle to a rounder style, which is more consistent with our logo design.

Original Prototype:

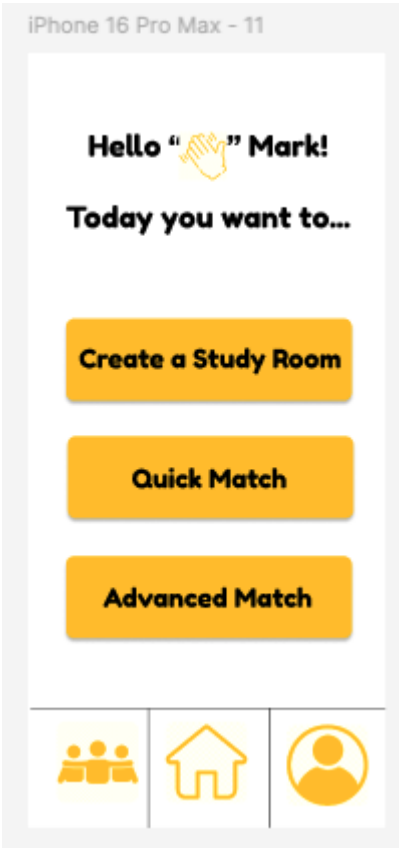


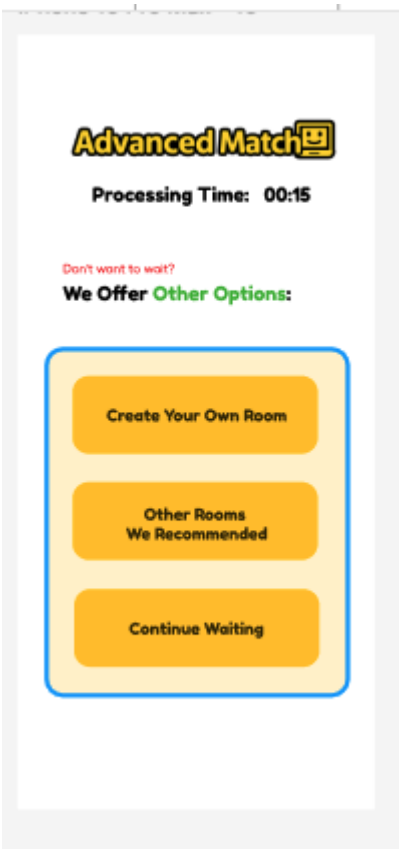
Revised Prototype:



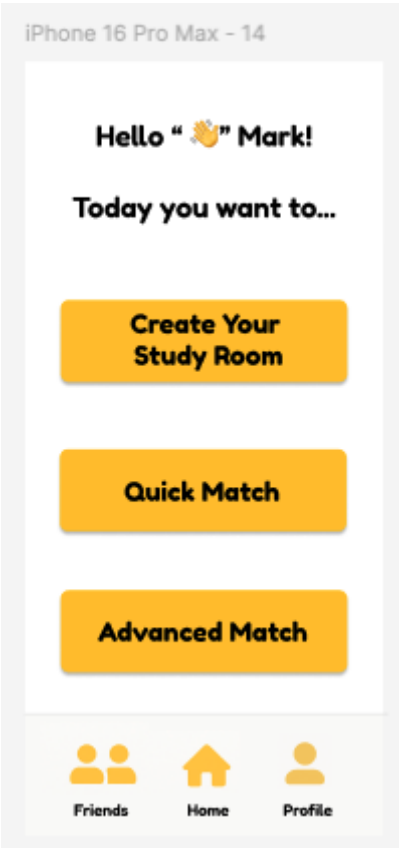
Modification2: To show the consistency and reduce the confusion, we align all the term from “create room” to “create your study room”

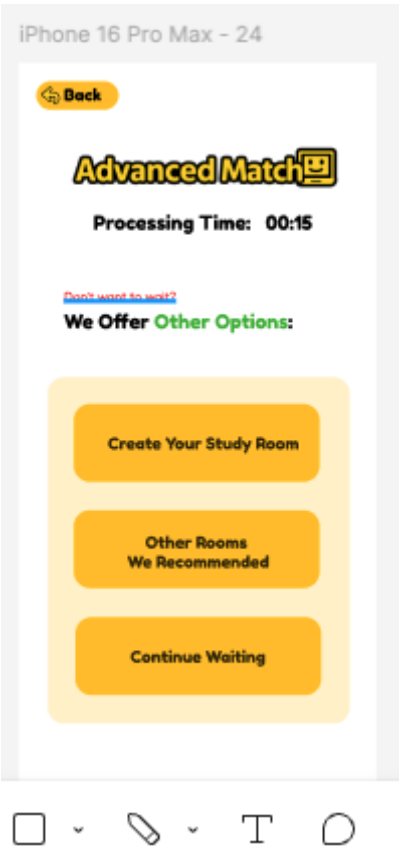
Original Prototype:





Revised Prototype:





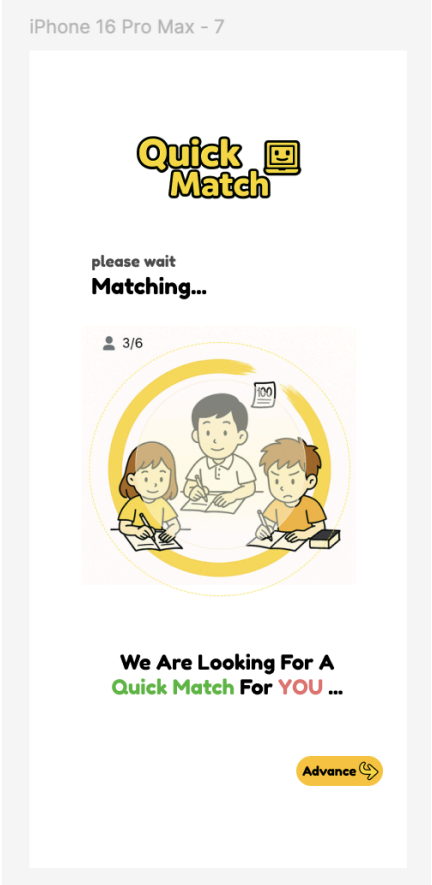
Error Prevention

Reported Issues:

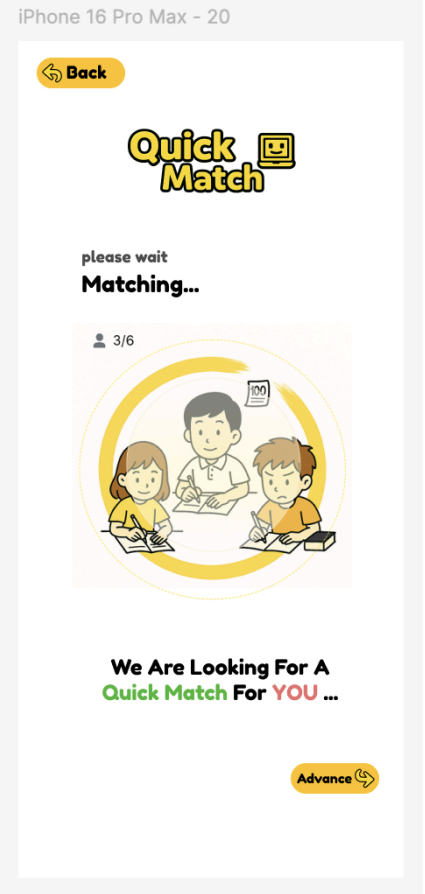
- No confirmation before Quick Match
- No limits or warnings for tag over-selection

Modification1: Add a “back” button for the user if they accidentally quick, or they want to make another change in the middle. By doing this, we can prevent the users from getting into a match by mistakes.

Original Prototype:



Revised Prototype:



Modification2(Implement in the future): We are planning to provide a pop-up confirmation: "Are you ready to match now?" or include a short tooltip on first-time use explaining the "Quick Match" function. By doing so, we can visibly show to the users that the amount of selected tags has reached the limit.

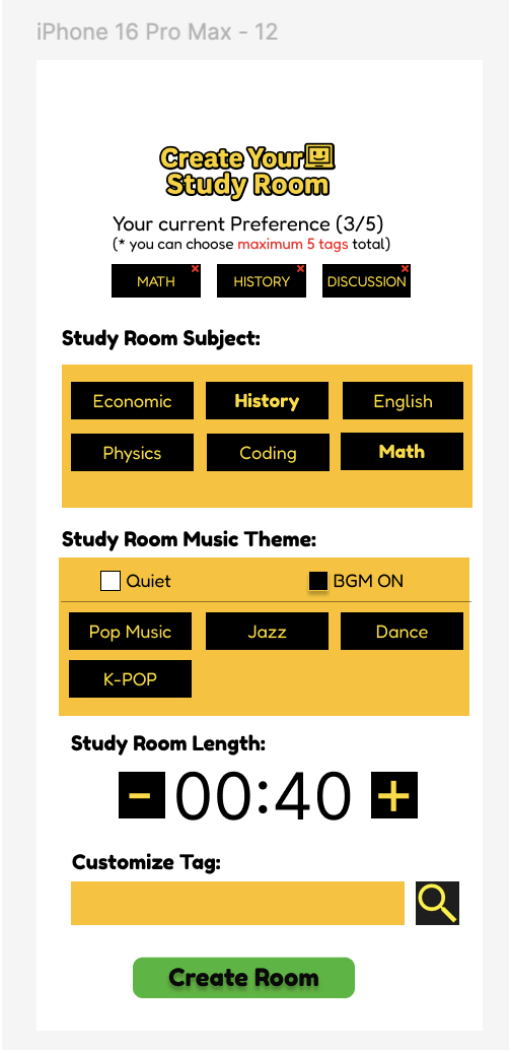
Recognition Rather Than Recall

Reported Issues:

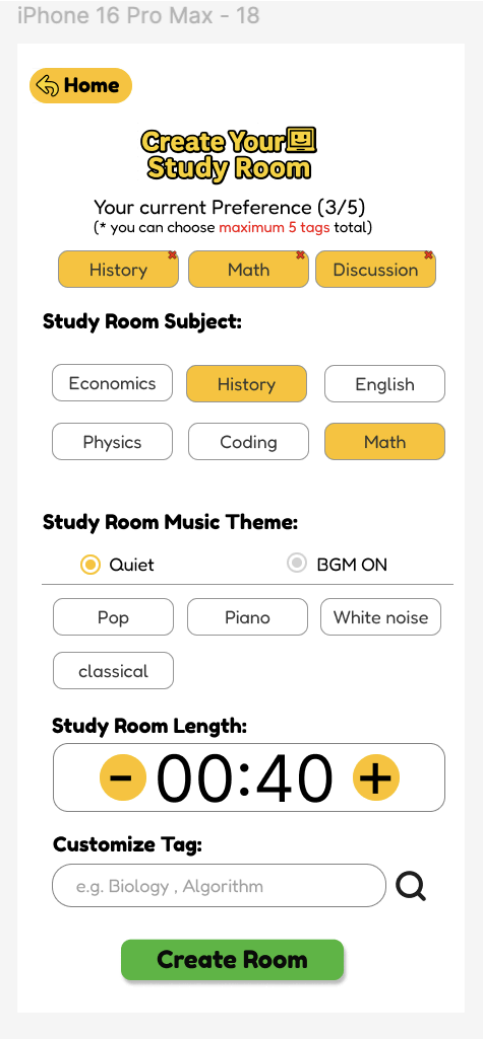
- Selected tags are hard to see
- App does not remember previously selected subjects/tags

Modification1: We made the selected tags more visible and Took care of the layout and formatting. The new layout is easier for users to differentiate the selected tags from the options, which eliminate the users' confusion.

Original Prototype:



Revised Prototype:



Modification2(Implement in future):

- Add a brief description below the "Quick Match" button: "Automatically connects you to study groups based on your time."
- Use icons with labels to visually represent progress steps (e.g., Login > Select > Match > Join).

Flexibility and Efficiency of Use

Reported Issues:

- No shortcut options for returning users
- Same process every time

Modification(Implement in the future): Allow users to set their preferred study mode and auto-apply it in future sessions. We aim to make our application more efficient and simplify the process of matching in the future.

Aesthetic and Minimalist Design

Reported Issues:

- Bold tags and outlined text create visual clutter
- "Match Succeed" visual is too heavy

Modification: We change the logo style to make "Match Succeed" lighter to make the user feel more relaxed when they match successfully.

Original Prototype:

Revised Prototype:

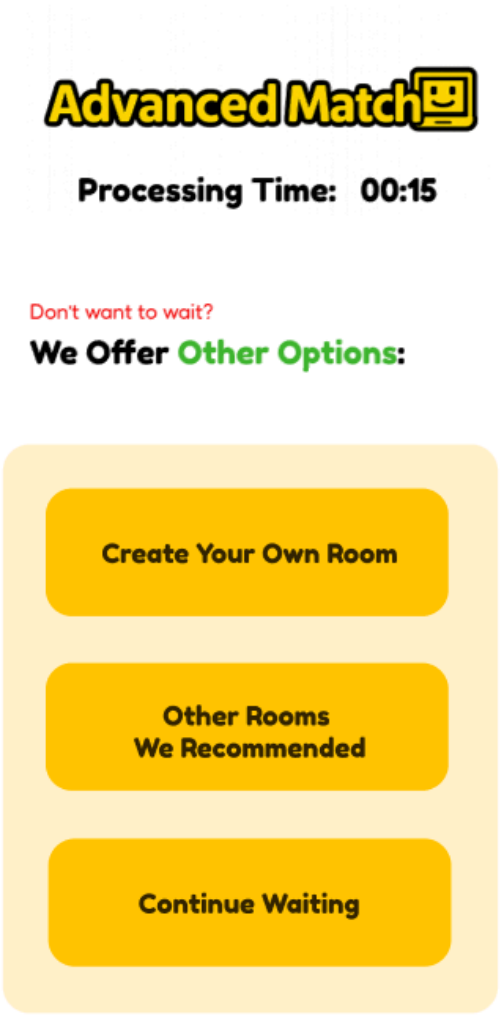
Help Users Recognize, Diagnose,and Recover from Errors

Reported Issues:

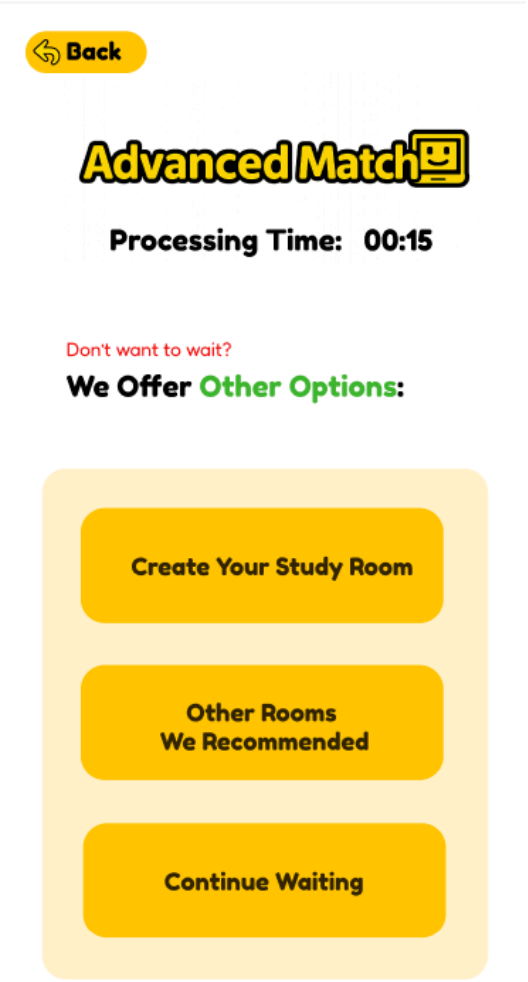
- No error messages if matching fails
- No retry or fallback options

Modification: We added a “back” button for the wait page to provide more options for users if they want to change their mind while in the matching process. The change that we made improved the flexibility of the app.

Original Prototype:



Revised Prototype:



Help and Documentation

Reported Issues:

- No onboarding for new users
- No explanations for buttons/features

Modification1: We added an explanation page to help new users get all the information they need for our application when they first use it.(Guidance)

Modification2 (Implement in the future): We plan to add a prompt window that will automatically pop up when the user visits the page for the first time. This will help users learn and understand the features thoroughly on mobile.