

Heuristics Evaluation of U-Collaborator

By: Lucas del Villar

Date: Nov 22, 2019

Final Review: Overall really good prototype. There's a few nit-picky things I mentioned.

1. Visibility of system status

- Always keep users informed about what is going on.
- Provide appropriate feedback within reasonable time.

Evaluation

Satisfied.

It's very clear to myself what it is I'm doing. Whether it be logging in, resetting a password, signing-up, rsvping yes or no, etc. There's no real ambiguity about what it is I'm about to do. One thing I noticed is that after you make a group and add members, the following window has a "Skip to Create Group" button. I couldn't tell if that skipped the team contract and made the group or just cancelled the creation of the group all together.

2. Match between system and the real world

- Speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms.
- Follow real-world conventions, making information appear in a natural and logical order.

Evaluation

Satisfied. No real comments.

No "weird" jargon used. Use of language is conventional. Information appears in a logical natural order.

3. User control and freedom

- Users often choose system functions by mistake.
- Provide a clearly marked "out" to leave an unwanted state without having to go through an extended dialogue.
- Support undo and redo.

Evaluation

Satisfied.

Whether it's backing out a of window or cancelling making a group. Like I mentioned before after adding member to your group I don't know if there is a "cancel" button in the following window with the "Skip to Create Group" button. Another thing I noticed is that if you choose to "Continue to create team survey", the new window doesn't have an option to let you back out, unless you click on one of the tabs on the left.

4. Consistency and standards

- Users should not have to wonder whether different words, situations, or actions mean the same thing.
- Follow platform conventions.

Evaluation

Satisfied. No real comment. Everything looks good.

5. Error prevention

- Even better than good error messages is a careful design which prevents a problem from occurring in the first place.

Evaluation

Satisfied.

I didn't come across any errors to begin with nor was I put in a situation where an error would appear and then need to be resolved.

6. Recognition rather than recall

- Make objects, actions, and options visible.
- User should not have to remember information from one part of the dialogue to another.
- Instructions for use of the system should be visible or easily retrievable whenever appropriate.

Evaluation

Satisfied.

I never had to remember what to do. Most if not all functions are intuitive to use. Help menu is easily accessible.

7. Flexibility and efficiency of use

- Accelerators -- unseen by the novice user -- may often speed up the interaction for the expert user so that the system can cater to both inexperienced and experienced users.
- Allow users to tailor frequent actions.

Evaluation

Satisfied.

There wasn't any use of unnecessary windows, pop-up screens, etc., to confirm or re-confirm whether I wanted to continue with an action.

8. Aesthetic and minimalist design

- Dialogues should not contain information which is irrelevant or rarely needed.
- Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.

Evaluation

Satisfied. One thing I would maybe fix are the buttons labelled (1) "Skip to Create Group" and (2) "Continue to create team survey". If you can shorten the functionality name, I think that would be better. Something like "Create Team Survey" instead of "Continue... ". Also for the spelling, (1) follows an upper case convention while (2) does not. The "Your Schedule" tab also has this problem with its text in the second line under "Profile".

Colour scheme is nice and simple. Personally, I would use less red. I get a sense of urgency all the time. It's not really important, but more variety in colours would be nice. Even if this is specifically for u-calgary, if you take a look at the university's website they incorporate red but also use varying colours, transparencies etc.

9. Help users recognize, diagnose, and recover from errors

- Expressed in plain language (no codes)
- Precisely indicate the problem
- Constructively suggest a solution.

Evaluation

Satisfied. No real comment.

As mentioned previously I wasn't put in a situation where an error would appear and then need to be resolved.

10. Help and documentation

- Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation.
- Help information should be easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large.

Evaluation

Satisfied.

In the "Create Team Contract" window there's a grey help button that gives a nice explanation of what to do. The "Help" tab is easily accessible on the left and seems to address any questions a user would have.