**Heuristics Evaluation of U-Collaborator**

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**1. Visibility of system status**

### Always keep users informed about what is going on.

### Provide appropriate feedback within reasonable time.

***Evaluation***

- I was hoping the “Your Schedule” section would display a calendar displaying my schedule but instead there was a pie chart which told me how much time I allocated to a group which I did not think was necessary, meanwhile “Friend’s List” is unclickable.

- Other than that, each page has a clear title of what the page contains. Overall, there is a consistent style and design, clear visible distinction between which option is selected where there are multiple options available, and menu-naming is consistent throughout the entire system. System feels quick and responsive with very little delays.

**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***

- System uses very simple, clear language, but at the same time it is specific enough so that it is also very understandable what they do. However, some may not initially know what is expected regarding the team contract for the groups

- System does not tell you which are the required and which are optional fields.

**.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***

- **Under “Groups>Group Schedule” it is unclear whether the green areas are the timeslots that are available to propose a time or whether it is the timeslot where there is already a meeting scheduled.**

**-** Unclear as to how to keep track of attendance and performance for the group contract section.

- Easy to follow system, there is no overlapping windows so there are no issues regarding windows blocking one another.

- The system does not tell you specifically if a task is completed successfully but can be inferred easily such as when creating a group, the only exception being system gives you a pop up when changing settings.

- Without a calendar schedule view that displays all meeting across all groups is hard to distinguish whether a proposed meeting has gone though and been confirmed by all other group members.

**4. Consistency and standards**

### Users should not have to wonder whether different words, situations, or actions mean the same thing.

### Follow platform conventions.

***Evaluation***

- Some may not initially know what is expected regarding the team contract for the groups.

- Chat gives appropriate feedback as to when messages were sent.

**5. Error prevention**

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

***Evaluation***

- Prevents you from continuing onto next screen when the needed fields are not filled out by doing nothing when they are not filled out and button is pressed but did not initially say what was required or not and does not give feedback after so at times it is not clear what was needed to continue on.

**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***

- Text is not crowded and everything has appropriate spacing around it.

- Chat section is easy to navigate through and is self-explanatory.

**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***

- System is very simple and therefore is usable for both experienced and inexperienced users.

**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***

- Text is not crowded and everything has appropriate spacing around it.

- Overall an appealing design.

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

### Expressed in plain language (no codes)

### Precisely indicate the problem

### Constructively suggest a solution.

***Evaluation***

- Prevents errors by preventing you from continuing on but does not give error messages and does not give feedback regarding how you should continue forward.

**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***

-Help section is unavailable when logged in but is available when logging in.

-When at the help page, back button does not work