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Homework #4  
Summer 2023

Usability Heuristics

- 1. Visibility of system status**
- 2. Match between system and the real world**
- 3. User control and freedom**
- 4. Consistency and standards**
- 5. Error prevention**
- 6. Recognition rather than recall**
- 7. Flexibility and efficiency of use**
- 8. Aesthetic and minimalist design**
- 9. Help users recognize, diagnose, and recover from errors:**
- 10. Help and documentation:**

Use the following severity rating scheme:

- 0. Don't think this is a usability problem.**
- 1. Cosmetic problem**
- 2. Minor usability problem**
- 3. Major usability problem; important to fix**
- 4. Usability catastrophe; imperative to fix.**

## Problem #1

**Heuristic #10** Help and documentation

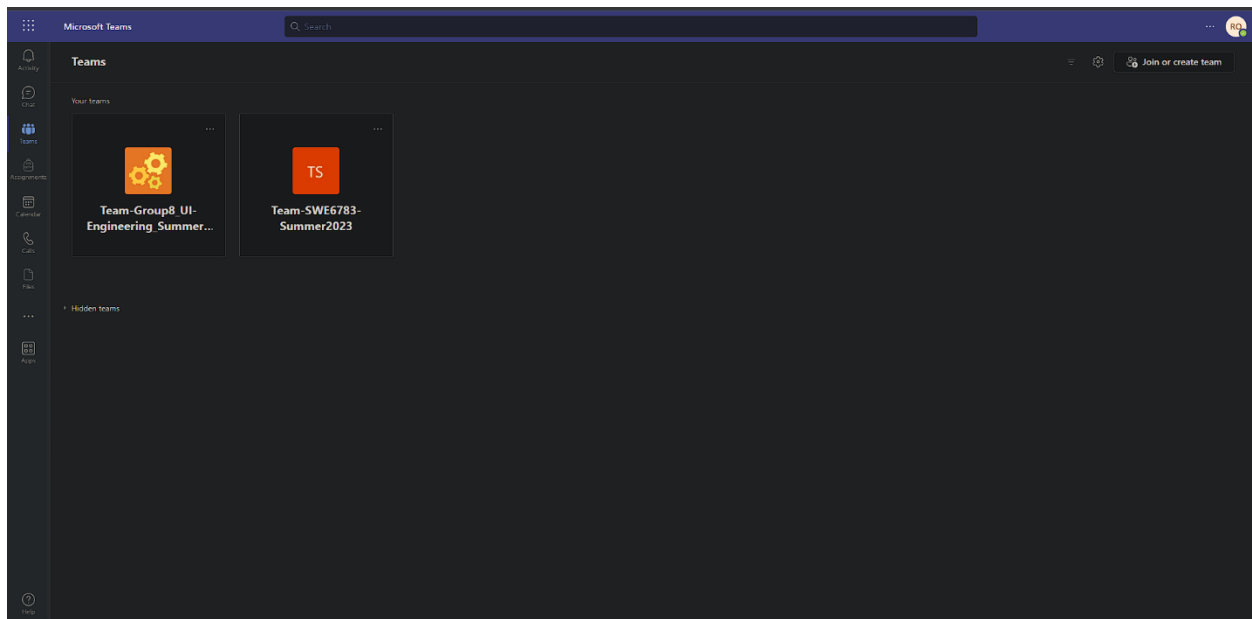
**Severity Rating:** 2

### Description:

After a user has signed up and signed in, they are presented with a dashboard with the Teams tab selected. In my opinion there is not enough documentation present at this point for a new user to understand what to do next. There is documentation on the landing page before you sign up and log in.

### Reasoning:

There's dozens of different things a user can do, you wouldn't know that if you just signed up and logged in without reading the documentation on the landing page.



## Problem #2

### Heuristic #3 User Control and Freedom

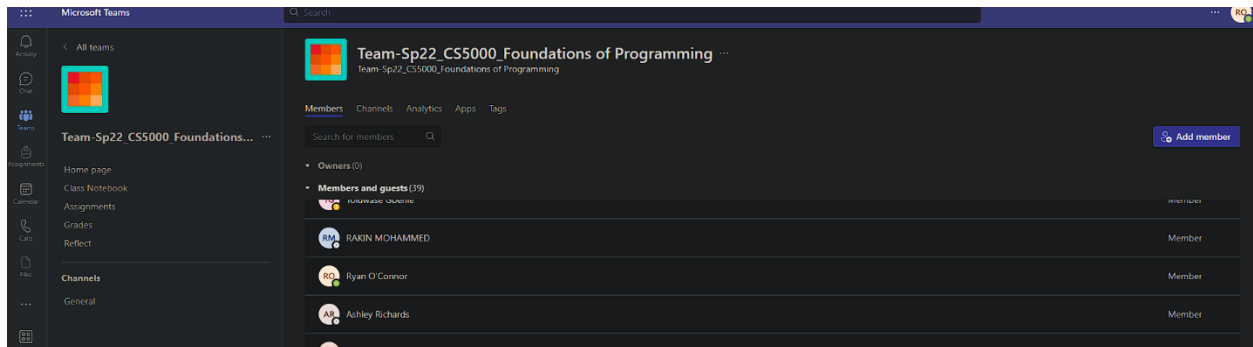
#### Severity Rating: 3

#### Description:

When you click on a team that you don't own, you cannot seem to remove yourself from it. There are a couple groups that I've been in for over a year and there's no option for me to leave them.

#### Reasoning:

I shouldn't be bound to a team without the option of leaving. At least I can turn off alerts from old groups and even hide them, I just can't leave some groups.



### Problem #3

**Heuristic #8** Aesthetic and minimalist design

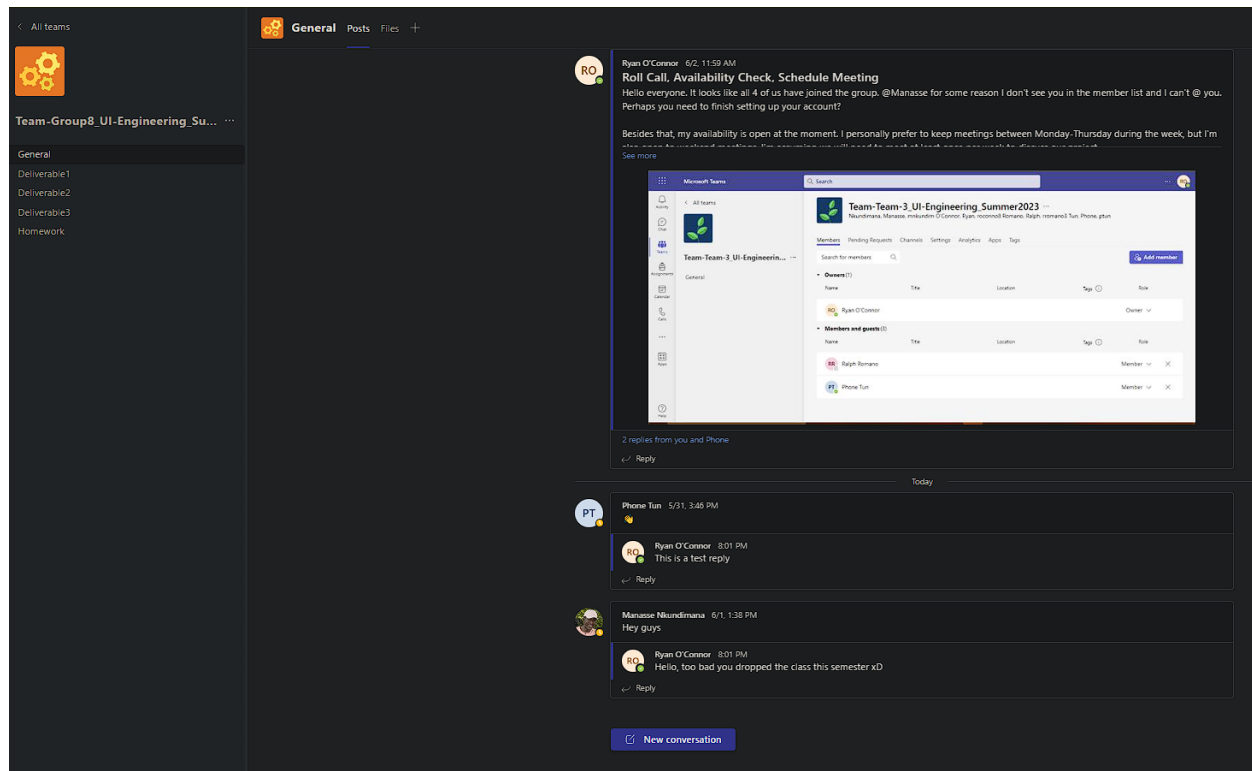
**Severity Rating: 2**

#### Description:

The chat feed is a mess, if you are working on a team of people who are new to MS Teams, then they tend to create new threads for their replies. I'm not sure why they do that but that's my personal experience. Replies can easily get lost. Only the most recent replies are visible, the rest are hidden. It's not very obvious on how to reveal the hidden replies at first.

#### Reasoning:

The design is slightly cluttered and slightly confusing. Upgrading the layout of the Channels, Threads, and Replies would make it easier to follow conversations and reply to teammates.



#### Problem #4:

**Heuristic #7 and 8** Flexibility and efficiency of use, Aesthetic and minimalist design

**Severity Rating: 3**

#### Description:

The alerts tab is chaotic. The alerts are sorted by date or by read/unread. You can also do a keyword search to sift through the alerts. You basically get an alert for everything you're involved in across all of your teams. The alerts are basically dumped in a pile. Clicking on an alert makes the main body of the page jump to that conversation across any group. If you are on multiple active teams, then your alerts tab probably looks extremely cluttered.

#### Reasoning:

A chaotic alerts tab makes it hard to follow events across your teams. There needs to be a more efficient system for organizing and displaying alerts.

