

# Heuristic Evaluation of Sage

## 1. Problem/Prototype Description

*[Insert one sentence description of the project idea and UI you are evaluating.]*

Sage is an app that facilitates group gardening to cultivate an active community for retirees. By helping users create, find, and join groups near them, Sage transforms the everyday act of gardening into a source of health, connection, and friendships.

## 2. Violations Found

### Task 1

#### 1. H1: Visibility of System Status / Severity: 2 / Found by: A, C

- Description: It is unclear where I am when I am on the “Matt’s Garden” page. It needs to be apparent to the user what this page represents. Is this my home page? Is this the garden that I’m assigned to? Is this one of my friend’s gardens? It’s unclear where I’m at in the app.
- Fix: I suggest adding a navigation bar or navigation stack button at the top or bottom of the screen to help organize all these different streams of information the user has to digest.
- **Task 1: Find out when and where to garden**

#### 2. H1: Visibility of system status / Severity: 3 / Found by: B, C

- It is unclear what the user’s status is regarding attendance at this week’s garden meeting. The question box for “Are you coming this Friday?” doesn’t allow the user to select any option, and if the option has been pre-selected for simplicity of the Task Flow, that is also unclear. I feel lost on this page, as I’m unsure who I am as the user and what I have selected.
- Fix: One fix could be to dim the other selections or to make it even more clear which selection has been picked.
- **Task 1: Find out when and where to garden**

#### 3. H3: User Control & Freedom / Severity: 3 / Found by: A, B, C

- The interface only shows me that I am viewing “Matt’s Garden”. I can’t understand how I could see other gardens available, go back, go home, message people, and so on. Users may be confused as to how they can view other gardens and events or return home.
- Fix: Have a clear back button or add a button/link to access a page with other gardens.
- **Task 1: Find out when and where to garden**

#### 4. H3: User control and freedom / Severity: 3 / Found by: C

- The user cannot exit out of the pop-up “send to text” prompt. You need to provide support to undo and redo actions.
- Fix: Add the ability to exit the pop-up screen and return to the page that lists “Matt’s Garden.”
- **Task 1: Find out when and where to garden**

#### 5. H3: User control and freedom / Severity: 3 / Found by: C

- Upon going further into the invite group member task, the 3rd step, after you have selected “Sam Liokumovich,” you cannot exit out of the text interaction and return to the “Garden Page.” There is a need to support undo and redo.
- Fix: Allow users to exit from the task flow and return to where they began.
- **Task 1: Find out when and where to garden**
- 6. H4: Consistency & Standards / Severity: 2 / Found by: A, B, C**
  - The aesthetic of the “maybe” button is different from the larger, lighter color buttons for “yes” and “no.” It is just represented as an underlined word/link. The user may be confused as to whether this “maybe” is also a button and choice along with “yes” and “no”, if it is a link to something external, or if it is not an option to press.
  - Fix: Add another button with a similar format to “yes” and “no,” perhaps with a yellow logo to complement the green of “yes” and red of “no.” I suggest simplifying this display and making it very clear what the response is – especially if you will display it prominently at the top of the screen as a First Read.
  - **Task 1: Find out when and where to garden**
- 7. H4: Consistency & Standards / Severity: 1 / Found by: A**
  - When asking for the user’s RSVP, the word used is “coming”, while when showing the RSVP of other users, the word used is “attending”. Using both “coming” and “attending” creates inconsistency in the RSVP and reporting of the app.
  - Fix: Change the RSVP question to say - “Will you attend this Friday?” or keep the words consistent.
  - **Task 1: Find out when and where to garden**
- 8. H8: Aesthetic & Minimalist Design / Severity: 1 / Found by: A, B**
  - There are three different shades of green at the top of the page (header background, RSVP background, and “yes” button logo). The combination of the colors is not aesthetic and difficult to distinguish. The three different shades seem to clash on the interface.
  - Fix: Change the background color of the RSVP or the header to create more of a distinction between the three notes of green.
  - **Task 1: Find out when and where to garden**
- 9. H12: Value Alignment & Inclusion / Severity: 2 / Found by: A**
  - The header on the garden page only states that the group meets at “3:30 pm on Fridays”. The duration of the group gardening is ambiguous. The app is less inclusive, as it may be difficult for users to plan to attend if they don’t know the duration of the group gardening activity. For example, they may commit to attending if it will be 1 hour long, or may join half an hour late if the activity is two hours long.
  - Fix: Specify a tentatively scheduled end time or duration for the group activity.
  - **Task 1: Find out when and where to garden**

**Task 2: Invite a friend to join your garden**

- 10. H1: Visibility of System Status / Severity: 2 / Found by: A**
  - When creating a group and adding multiple members, the header describes that an invite link will be texted to the friends, but I cannot see and approve this text in the same way I can when inviting a single friend to an existing group. The user may want to see an additional message approval/editing page and understand the system status when sending out messages to selected groups of friends.

- Fix: Add a pop-up with the message being sent to users and ask for another layer of approval.

- **Task 2: Invite a friend to join your garden**

**11. H1: Visibility of system status / Severity: 1 / Found by: C**

- 4 pm - 5 pm time slots are listed but not available to be clicked on. Does this mean they are taken? It's unclear why the 4 pm - 5 pm time slot is listed but greyed out - when using words to tell us that Little House isn't available on Wednesdays.
- Fix: It needs to be clarified that this time slot is listed and greyed out on all the dates. Is it because someone else has selected that time slot? Is Little House just closed during that time? I guess it's simply too ambiguous; if you are using it to say that someone has already booked that slot, you can use a "hover" feature to provide your user with text that explains that. It's just something that would help clarify what is going on with this screen.

- **Task 2: Invite a friend to join your garden**

**12. H1: Visibility of system status/ Severity: 3 / Found by: C**

- As the user, I don't know who I am on this screen – am I one of the people who has responded that they are attending? Is the user David? I think it's clear that I'm not Bob or Joe, but otherwise, I am lost as to what my status is in this Task Flow. The system should always inform users about what is going on through appropriate feedback.
- Fix: I would add a "highlight" circle around the user's profile image to show that they have responded and their profile photo is in the correct location. I understand that usually, a user would know the people in the avatar images or at least understand what they, as the user, look like; however, this is still confusing, and it would be helpful to see how I have responded to the invitation quickly by including my image and highlighting the photo.

- **Task 2: Invite a friend to join your garden**

**13. H2: Match between system and the real world/ Severity: 1 / Found by: C**

- The words and phrases for creating a group are confusing – "Choose name" and "Select a garden" don't provide clarity. It needs to be clarified to use this language in this section. Especially when the user doesn't know exactly what they are choosing – and you should be following the match of the real world – meaning do the users already have a garden they are members of, so why would they need to choose a name – this is confusing.
- Fix: I think you should clarify that you're choosing a name for the garden group on the app, really spell it out for the user – maybe something like "Choose your garden group's name," then 2. "Associate your group with a community garden." that way, you are being super clear about what the name is for and where it is being used.

- **Task 2: Invite a friend to join your garden**

**14. H3: User control and freedom / Severity: 2 / Found by: C**

- Cannot go back to the Invite Friends page after moving forward. Need to support undo and redo. You indicate that the user can skip and return to this page, but if you "Skip" or "Continue," the task flow ends, and you cannot swipe or use a back button to return to this feature.
- Fix: Maybe put in a prompt to confirm the user wants to skip this step, put a back button on the confirmation page, or allow users to "swipe"

- **Task 2: Invite a friend to join your garden**

**15. H4: Consistency and standards / Severity: 2 / Found by: C**

- There is a consistency issue between the use of “home base” and private garden. I recognize you mean I’m selecting either a “private garden” or a “local garden” for my home base, but that isn’t completely clear during the selection process. Side note: it might be nice to have the location question come up first as a pop-up. You agree to share your location, and then the Local Gardens populate.
- Fix: Clear up the language confusion by saying, “Select which garden you want your group to be associated with.” “Home base” is a new term here that isn’t needed.
- **Task 2: Invite a friend to join your garden**

**16. H4: Consistency and Standards / Severity: 2 / Found by: C**

- Description: Inviting someone to join your garden while creating a garden looks very different from inviting someone to join an existing garden from the Garden Home Page. For instance, when creating a garden, you can choose people to add through the Sage app. But when adding people to an existing garden, you use the Apple prompt to choose people. It is inconsistent to choose people to join a garden in two different ways. Users (especially in your target audience) may be confused by these two different methods of adding people.
- Fix: Make these two ways of inviting friends more consistent with one another. For instance, maybe the “invite” button on the Garden Home Page should lead to a list of contacts. Or, perhaps the invite friends page when creating a garden could lead to an Apple prompt rather than a list of contacts.
- **Task 2: Invite a friend to join your garden**

**17. H5: Error Prevention / Severity: 3 / Found by: A**

- The app generates an Apple prompt that you can share through iMessage. Still, it is being determined that it is only possible to communicate through iMessage (Snapchat and other platforms are also displayed alongside iMessage groups when sending the message). The user may need to be aware that there will be an error if they attempt to share through the alternative platforms displayed in the sharing pop-up.
- Fix: Add an error prevention message that this is only an iMessage text, or even better, only make iMessage options available to select when sharing the invite.
- **Task 2: Invite a friend to join your garden**

**18. H5: Error Prevention / Severity: 0 / Found by: C**

- Same entry point for both first and last name. To decrease the error rate of people mistyping their first and last names, it would be better to have separate text entries for first names and surnames.
- Fix: Add a text box for separate entries
- **Task 2: Invite a friend to join your garden**

**19. H6: Recognition not Recall / Severity: 2 / Found by: A, B**

- The vague invitation message requires information recall if the user wants to elaborate on the invite. Lots of relevant information is left out. The invited person likely wants to know the location and time that the garden will be meeting, not just that it meets weekly on Fridays.
- Fix: You could also provide relevant information about the specific time of the gardening trip and whose garden it is/the location. Allow the user to edit the invite

with custom text so they can say something personal to the individual they are inviting to join their garden.

- **Task 2: Invite a friend to join your garden**

**20. H6: Recognition rather than recall / Severity: 0 / Found by: C**

- Carry forward the name of the individual the user selected to send the message to when inviting a person to join their gardening group. The user should not have to remember information from one part to the next.
- Fix: If you carry forward the name of the person that has been selected then you will be accurately following the flow that occurs inside iOS apps.
- **Task 2: Invite a friend to join your garden**

**Task 3: Check-in on a Group Member**

**21. H1: Visibility of System Status / Severity: 2 / Found by: A**

- The prompt to message friends who have not responded says to message “Bob and Joe,” but only Bob is displayed as a friend who will not be attending. Joe is in fact included in the group that will be “attending this week”. The user may be confused as to where they can message Joe or why the message also says Joe will not be attending when Joe is in the group that is “attending this week”.
- Fix: Add an option to message Joe or remove Joe from the blurb.
- **Task 3: Check-in on a Group Member**

**22. H1: Visibility of System Status / Severity: 1 / Found by: C**

- Because you don’t have the “Hasn’t Responded” part of the system separated out from the rest of the garden screen I as the user am not clued into the fact that some members of my garden group haven’t responded. It’s unclear whether I should scroll when I am not on this page. The system should always inform users about what is going on through appropriate feedback.
- Fix: I would have some kind of notification bell or some sort of interface that tells other garden members they have people who haven’t responded.
- **Task 3: Check-in on a Group Member**

**23. H1: Visibility of system status/ Severity: 2 / Found by: C**

- It’s unclear whether the user can select the messages in the dashed-line box. They look like they are messages that the user has already sent. The system should always inform users about what is happening through appropriate feedback within a reasonable time.
- Fix: Perhaps put the messages that can be selected at the bottom of the screen right above the text box to make it clear. That the user is selecting the message.
- **Task 3: Check-in on a Group Member**

**24. H2: Match between system and the real world / Severity: 1 / Found by: C**

- You call the task “Check-in” on a group member, but your label for the system is “Hasn’t Responded”. The system should speak the users’ language, with words, phrases, and concepts familiar to the user.
- Fix: Stay consistent with the language you are using for your demographic and the language you are using to frame the task for a user; if someone “hasn’t responded,” the user might not feel the motivation to look into that member, but if you prompt the user to “Check-in” on the group member that hasn’t responded then they may be more likely to consider doing this task.

- **Task 3: Check-in on a Group Member**

**25. H3: User Control and Freedom / Severity: 2 / Found by: B**

- There doesn't appear to be a way to undo an RSVP for a garden group. If a user clicks "Yes", for example, they could presumably click "No" or "Maybe" after. But there isn't a way to remove a response entirely. A user may want to undo their RSVP completely. For example, when using Google Calendar, I often prefer to wait to RSVP "Yes"/"No" to an event rather than click "Maybe". Or perhaps I don't want to RSVP any of the three options. A user of Sage may feel similarly and might like to undo their RSVP if they accidentally click it.
- Fix: Have an undo button for RSVP. It could pop up in the RSVP box once a user has RSVP'd, or it could show next to their profile picture in the sections below.

- **Task 3: Check-in on a Group Member**

**26. H4: Consistency & Standards / Severity: 4 / Found by: A, B**

- The right side of the header on the "Matt's Garden" screen shows "settings" initially but changes to "edit" after messaging Bob and returning to the home page. The inconsistency makes the purpose of "settings" and "edit" unclear to the users and makes it difficult to access "settings" again after returning to the home page.
- Fix: Keep the text for the button consistent as "settings" across all screen accesses, or provide both options for "edit" and "settings" if they serve different purposes.

- **Task 3: Check-in on a Group Member**

**27. H4 Consistency and standards / Severity: 0 / Found by: C**

- You have a dividing line between all of your sections, but you are missing the dividing line between the sections for "Hasn't Responded" and Pictures. Follow platform conventions.
- Fix: Add the dividing line between these sections to separate them for the user.

- **Task 3: Check-in on a Group Member**

**28. H4: Consistency and Standards / Severity: 2 / Found by: B**

- Description: The RSVP options are "Yes", "No", and "Maybe". The categories for attendance are "Attending this week", "Not attending", and "Hasn't Responded". This implies that if a user clicks "Maybe" it will indicate that the user "Hasn't Responded". It is confusing whether "Maybe" tells the rest of the group that you are a maybe for the week, or if "Maybe" keeps you in the "Hasn't Responded" category.
- Fix: Choose what "Maybe" is supposed to indicate, and make sure the categories for attendance align with that.

- **Task 3: Check-in on a Group Member**

**29. H11: Accessible Design / Severity: 2 / Found by: A**

- You can only check in on friends through text-based messages. This may be inaccessible for users who have visual impairments, especially given the target demographic.
- Fix: Add an option for leaving and receiving a voice memo between friends rather than only text message options.

- **Task 3: Check in on a Group Member**

**30. H11: Accessible design/ Severity: 2 / Found by: C**



- The text selected by the user and shown up in the text box is close in color to the text box itself – this may be difficult for some users to see. The content is legible with distinguishable contrast and text size.
- Fix: Once the text has been selected, change it to a darker color so the user can see the text inside the text box.
- **Task 3: Check in on a Group Member**

**31. H12: Value Alignment & Inclusion / Severity: 3 / Found by: A, B**

- The section on friends who “haven’t responded” requires scrolling to view and is placed below the list of friends who are “attending this week” and “not attending. This adds a barrier to finding the group who “hasn’t responded.” Suppose the intention of the task and emphasis is to build community by messaging those who have not responded. In that case, this should be easily accessible and visible when initially on the home page. Placing it at the bottom and requiring the user to scroll makes doing so less intuitive.
- Fix: Place the “hasn’t responded” group, along with the messaging prompt, at the top of the home page.
- **Task 3: Check in on a Group Member**

**Task 4: Join Sage**

**32. H9: Help Users with Errors / Severity: 2 / Found by: A, B**

- The user cannot continue on the “Create Account” page until all the fields are filled, but there is no message to indicate why they cannot continue or what is required of them if they have not yet filled out the information and click continue. There is also no indication if the passwords don’t match (when typing and retyping a password). The user may not understand why the “continue” button does not work when all their fields are not filled out.
- Fix: Display an error message when a user clicks “continue” on an incomplete form to indicate that all fields must be completed before moving to the next page and perhaps draw attention to the fields that are missing or incorrect.
- **Task 4: Join Sage**

**33. H10: Help & Documentation / Severity: 2 / Found by: A, B**

- When creating an account and filling out the spots for name, email, and password, it is unclear that these are all required before being able to continue, and there is nothing that would indicate as such other than the fact that the “continue” button does not work before all slots are filled out. The user may not recognize that all the information is required and for instance, may not input their email since there is no indication that this is the case.
- Fix: Place an asterisk next to the required fields to convey this to the user. Make the “Continue” button disabled (such as making it grayed out) unless all fields are filled, or only show the “continue” button once all fields are filled.
- **Task 4: Join Sage**

**34. H10: Help and Documentation / Severity: 1 / Found by: B**

- Description: Users have profile pictures on the Garden Home Page. Yet, when joining Sage, there is no option to add a profile picture.
- Rationale: A user might want to add a profile picture when they join the app, so that they can personalize the app.

- Suggested Fix: Add a page when creating an account to upload a profile picture. The page could include a “skip for now” button. You may also consider having a profile page where a user can upload a profile picture. (Perhaps this is the “Settings” page, but other parts of the prototype suggest that the “Settings” page contains group settings, instead.)
- **Task 4: Join Sage**

#### **Task 6: Join a Group**

##### **35. H2: Match b/w System & World / Severity: 3 / Found by: A, B**

- The group invite word for existing members to share with new members is found in “settings”. This language is not relevant in a real-world setting. It is unclear that the inviting word for a group would be found on the “settings” page.
- Fix: Make the invite word more accessible to users who are already in the group. For example, they could add an option to “share invite word” when clicking the invite button on the garden page.
- **Task 6: Join Sage**

##### **36. H10: Help & Documentation / Severity: 4 / Found by: A, B**

- It is unclear how you can join or create a group, as this is only possible when you are first creating your account. A user may want to create a group after already having an account, and thus skipping “create account” and going straight to “log in”. Once logged in, they’ll have no way to join a group.
- Fix: Add a button or option to “create a group” once already logged into the app.
- **Task 6: Join Sage**

##### **37. H10: Help & Documentation / Severity: 2 / Found by: A, B, C**

- When joining a group, you are prompted to enter an invite word and can click to understand how to get an invite word. The pop-up requires the user to scroll to see all the information. The scrolling is unnecessary and requires extra actions on the part of the user.
- Fix: Display all the necessary information on a single pop-up that does not require scrolling.
- **Task 6: Join Sage**

#### **Task 7: Create a Group**

##### **38. H1: Visibility of System Status / Severity: 4 / Found by: A**

- The user cannot both join a group and create a group. They can only complete one action or the other, and only within the “Create Account” page. A user may want to both create a group and join others, or they may want to do each of these actions numerous times.
- Fix: After completing each of these tasks (joining or creating a group), give the option to do both of these again.
- **Task 7: Create a Group**

##### **39. H1: Visibility of System Status / Severity: 3 / Found by: A**

- On the congratulations page after creating a group, the exit button prompts you to “Go Home”. It is unclear what “home” is in this context since the user has technically just created their account and group, and has not yet ever logged into the app. The redirection is also to a garden page that is different from the one the user has just created. Since the user has never logged into the app at this point, I would assume



that “home” would mean returning to the log-in page. Even if they do not want to make the user log-in again after creating an account, the redirection should be to the garden page the user has just created, rather than “Matt’s Garden”.

- Fix: Direct the user back to the log-in page and change the text to convey where the user will be returning to - e.g. specify “return to log in”.
- **Task 7: Create a Group**

**40. H4: Consistency & Standards / Severity: 2 / Found by: A**

- The congratulatory text on the congratulations page after creating a garden is not consistent with the action. It says, “Congrats! You’re In.” The message “You’re In” is more relevant to joining a group rather than creating a group. This may confuse users as to the action they have just completed.
- Fix: Change to “Congrats! Your group has been created.”
- **Task 7: Create a Group**

**41. H7: Flexibility & Efficiency of Use / Severity: 3 / Found by: A**

- The dates and times offered when creating a group are only in 1-hour blocks. While this makes the group creation process more efficient, it significantly reduces the flexibility the user has in setting times. The user may want to schedule the group to start at a fraction of the hour or set durations such as 1.5 hours (not in 1-hour increments)
- Fix: Allow for a slider to select the time slots, or an option to fill out the time yourself.
- **Task 7: Create a Group**

**42. H7: Flexibility and Efficiency of Use / Severity: 1 / Found by: C**

- Description: If users can create multiple groups, they will see the “Create group” page—detailing the four steps to creating a group—everytime.
- Rationale: Expert users who have created multiple groups will likely not need this page anymore. They will already know the steps that go into creating a group.
- Suggested Fix: Either (1) make this page show up only for a user’s first time creating a group or (2) add an option for “Don’t show this page again” which a user can click or not click each time they create a new group (after their first time).
- **Task 7: Create a Group**

**43. H8: Aesthetic & Minimalist Design / Severity: 1 / Found by: A**

- The paragraph description below “Select Garden” is long and extensive. The page to “Select Garden” is cluttered with information and extensive words, which may confuse the user.
- Fix: Place the sentences/information closer to where they are relevant. For instance, the text can be split up so the paragraph in the header is shorter. You can place the sentence “Allow sage to access your location...” under the sub-header for “Private Garden”.
- **Task 7: Create a Group**

**44. H11: Accessible Design / Severity: 2 / Found by: A**

- The date and time on the congratulations page after creating a garden is not easily legible due to the color and pattern in the background, and the small size of the text. A user may have difficulty reading “Mondays and Wednesdays at 3:30” due to the clashing of the background patterns with the small text.
- Fix: Increase the font size or add a light box underneath the text to make it stand out.

- **Task 7: Create a Group**

**Task 8: Posting a Photo****45. H8: Aesthetic & Minimalist Design / Severity: 3 / Found by: A, B**

- The photo gallery feed requires a lot of scrolling to access, and it is unintuitive that photos will be found at the bottom of the home page, along with a post picture button at the bottom of all photos. Users may not expect to find the photos there, or will not scroll extensively on the home page. It also makes the home page cluttered with information, ranging from RSVP and messaging to the social gallery.
- Fix: Several options: (Fix 1) Add another tab or sub-page to “Matt’s Garden” that can be dedicated to a photo feed and posting your own photos. (Fix 2) Incorporate pagination so that if there are a certain number of photos, a user can click “next page” to see more photos. (Fix 3) Add in a scroll bar so that a user is aware of how much further they have to scroll to see all the photos and get to the bottom of the page. This way, they are aware of the current status of where they are on the page.

- **Task 8: Posting a Photo**

**46. H12: Value Alignment & Inclusion / Severity: 1 / Found by: B**

- There is no way to interact with photos posted. One value of your app is that it is “about the people, not the plants”. Perhaps the lack of interaction on photos reduces possible social interactions in the app.
- Fix: Add a way to comment on photos or “like” photos posted in the app if you want to focus on in-person socialization and within your app.
- **Task 8: Posting a Photo**

*[...create your numbered list of violations here]*

**3. Summary of Violations**

Category	# Viol. (sev 0)	# Viol. (sev 1)	# Viol. (sev 2)	# Viol. (sev 3)	# Viol. (sev 4)	# Viol. (total)
H1: Visibility of Status		2	4	3	1	<b>10</b>
H2: Match Sys & World		2		1		<b>3</b>
H3: User Control			2	3		<b>5</b>
H4: Consistency & Standards	1	1	5		1	<b>8</b>
H5: Error Prevention	1			1		<b>2</b>
H6: Recognition not Recall	1		1			<b>2</b>
H7: Efficiency of Use		1		1		<b>2</b>
H8: Minimalist Design		2		1		<b>3</b>
H9: Help Users with Errors			1			<b>1</b>
H10: Help & Documentation		1	2		1	<b>4</b>
H11: Accessible			3			<b>3</b>
H12: Value Alignment & Inclusion		1	1	1		<b>3</b>
<b>Total Violations by Severity</b>	<b>3</b>	<b>10</b>	<b>19</b>	<b>11</b>	<b>3</b>	<b>46</b>

**Note: check your answer for the green box by making sure the sum of the last column is equal to the sum of the last row (not including the green box)**

#### 4. Evaluation Statistics (in %)

Severity / Evaluator	Evaluator A	Evaluator B	Evaluator C
Sev. 0 Ex: Eval A count / total sevs 0 in table #3	0%	0%	100%
Sev. 1 Ex: Eval A count / total sevs 1 in table #3	27.27%	27.27%	45.45%
Sev. 2 Ex: Eval A count / total sevs 2 in table #3	44.44%	25.92%	29.63%
Sev. 3 Ex: Eval A count / total sevs 3 in table #3	41.18%	29.41%	29.41%
Sev. 4 Ex: Eval A count / total sevs 4 in table #3	60%	40%	0%
<b>Total (sevs. 3 &amp; 4)</b> Ex: Eval A = sum(sev 3: sev 4 counts) / sum(sev 3: sev 4 in table #3)	45.45%	31.82%	22.73%
<b>Total (all severity levels)</b> Ex: Eval A total sev count / total sevs (green cell) in table #3	39.68%	26.98%	33.33%

**\*Note that the bottom rows are *not* calculated by adding the numbers above it.**

#### 5. Summary Recommendations

*[merge the general recommendations you made here]*

Overall, we were all impressed with the Sage app. Congratulations on the amount of work that you have done to reach this point in the process of designing a full-fledged application. We all commented that finding violations within your application was difficult. We each commented on how your aesthetic, text, color, and choices were consistent across your tasks. Additionally, we were very impressed with your ability to keep your demographic in mind while designing a technology application they might feel uncomfortable using for the first time. An essential part of the application is navigating and having control as a user. For example, your “Settings” page in the corner of the Garden home page is inconsistent across the application. Sometimes, it becomes “Edit” instead of “Settings.” We also noted that sometimes, everyone felt “trapped” on a single page because there was no ability to navigate besides a continuous scroll on the “Garden Page.” On this note, we know you prioritized people over plants. Still, we were left wondering if there was a way to join more garden

groups – since there is a priority to create community amongst the members. You can only enter or create one garden group when you join the Sage app. This is essential to your community building and should be considered in further iterations. On this note, we appreciated that you provided prompts at several points, such as group naming suggestions or test ideas to send to friends, which streamline the user experience. Finally, there were parts of your app that were a bit confusing. What is the role of garden groups in your app? Are users only meant to be a member of one gardening group? We felt this wasn't explored in your med-fi prototype.

Again, we all felt like you did a fantastic job with this prototype – indeed, we enjoyed playing around with the app, the aesthetics, and the design. We can't wait to see what your high-fi prototype looks like.

### ***Severity Ratings***

- 0 - not a usability problem
- 1 - cosmetic problem
- 2 - minor usability problem
- 3 - major usability problem; important to fix
- 4 - usability catastrophe; imperative to fix

## ***Heuristics***

### **H1: Visibility of System Status**

- Keep users informed about what is going on

### **H2: Match Between System & Real World**

- Speak the users' language
- Follow real world conventions

### **H3: User Control & Freedom**

- "Exits" for mistaken choices, undo, redo
- Don't force down fixed paths

### **H4: Consistency & Standards**

- Words, actions, and UI elements should be consistent across the entire platform
- Follow platform and industry conventions

### **H5: Error Prevention**

- Minimize error-prone conditions
- Remove memory burdens, support undoing, and warn your users when necessary

### **H6: Recognition Rather Than Recall**

- Make objects, actions, options, & directions visible or easily retrievable

### **H7: Flexibility & Efficiency of Use**

- Accelerators for experts (e.g., gestures, keyboard shortcuts)
- Allow users to tailor frequent actions (e.g., macros)

### **H8: Aesthetic & Minimalist Design**

- No irrelevant information. Focus on the essentials.

### **H9: Help Users Recognize, Diagnose, & Recover from Errors**

- Error messages in plain language
- Precisely indicate the problem
- Constructively suggest a solution

### **H10: Help & Documentation**

- Easy to search
- Focused on the user's task
- List concrete steps to carry out
- Not too large

### **H11: Accessible**

- Users can interact with the system using alternative input methods.
- Content is legible with distinguishable contrast and text size.



- Key information is upfront and not nested for screen readers.
- Purely visual or auditory content has text-based alternatives for users with low vision and low hearing.

**H12: Value Alignment and Inclusion**

- The design should encode values that users can understand and relate to.
- It should make a diverse group of users feel included and respected.
- The design should prevent the reproduction of pre-existing inequities and not create additional burdens for members of disadvantaged populations.