Usability Aspect Report   **Number** 01   **Date** 3/2/21

System	Rotten Tomatoes
Evaluator	Agnes Lee

Feature	overall homepage interface	
Summary (one sentence)	The bold red elements, moving menus, & numerous movie & tr show posters make for a busy screen.	
Heuristic[1]	# 8	Name: Aesthetic & Minimal Design
Severity	# 2	Name: minor usability problem (e.g., 1=low, 2=med, 3=high, 4= critical) — This creates a need to consider balancing the branding with visual clutter.

Description:

The Rotten Tomatoes website uses a combination of bold colors, especially red and green. These two colors together are difficult for those who suffer from color blindness, and overall the redness creates overwhelming effect for the user. Furthermore, since Rotten Tomatoes features posters from various movies and television shows, the interface is filled with even more colors and images. As I used the website to make a user rating, all the other features and dialogs that recommended articles and displayed a multitude of television shows and movies was irrelevant and competed with the visibility of the actual features that mattered for me.

Nonetheless, I do understand that the red is being used as branding since the whole brand revolves around the idea of red tomatoes. I expect that this would be hard to tone down entirely, but when the color is further paired with large background ads that are also bold colors, it creates visual stress. It is important for the website to be mindful of the advertisements and the media selection that is omnipresent throughout its interface.

Possible Fix:

By adding a black and white filter to the movie and television posters that utilizes the pop-up effect (the posters colors in when selected), it will reduce the various colors and images from the posters and redirect attention to the chosen poster that the user themselves select.

---

1 Heuristics used are available on page 325-326 of the *HCI* text.

Usability Aspect Report   **Number** _02_   **Date** _3/2/21_

System	Rotten Tomatoes
Evaluator	Agnes Lee

Feature	Movies & TV show Drop down menu	
Summary (one sentence)	The drop down menus for movies & tv shows use different category systems.	
Heuristic[1]	# 4	Name: consistency & standards
Severity	# 1	Name: With a more consistent interface, it will make it easier for users to utilize the menu system. (e.g., 1=low, 2=med, 3=high, 4= critical)

Description:

When hovering over Movie & DVDS, the drop down menu organizes the categories by release dates or by streaming services. This allows you to explore further through the subcategories since actual names of movies are not listed on this menu. However, the drop down menu for TV only lists specific TV shows and its season based on whether it is airing tonight or by popularity. This gives off the assumption that TV cannot be accessed through streaming services or that categories similar to "Opening this Week" or "Coming Soon to Theaters" can apply to TV when they can just as easily be reworked as "Airing this week"/ "Premiering this week" or "Premiering soon."

There are pros and cons to either organization system. For instance, some may prefer than you see the exact titles like you would on the TV drop down menu while others would prefer the option of choosing by streaming service especially since more people are now becoming users of streaming services and those also offer their own individual shows.

Possible Fix:
The fix for this UAR would be rather simple since Rotten Tomatoes just has to decide on one categorical system to apply to both categories.

Usability Aspect Report   **Number** 03   **Date** 3/2/21

System	Rotten Tomatoes
Evaluator	Agnes Lee

Feature	TV show menu links	
Summary (one sentence)	Redirected to webpage that said bad request when I tried to click on the TV show drop down menu.	
Heuristic[1]	# 9	Name: Help users recognize, diagnose, & recover from errors
Severity	# 4	Name: Critical because I was not allowed to click through (e.g., 1=low, 2=med, 3=high, 4= critical) necessary pages

Description:

Ended up being a false Positive since pages loaded back up on another computer. Perhaps this can be further confirmed to ensure pages are all correctly working on other laptops & at various times of day.

Possible Fix:

*Although I expected this to be a critical error because the pages and links were broken without there being a way for me as the user to fix it, the website pages seemed to be broken for just that one time I was browsing.

---

1 Heuristics used are available on page 325-326 of the *HCI* text.

Usability Aspect Report Number *04* Date *3/2/21*

System	Rotten Tomatoes
Evaluator	Agnes Lee

Feature	Rating selection on chosen movie/show	
Summary (one sentence)	Although it is easiest to make a rating when the option is at the top of the page, you must scroll quite low on the page to make a rating.	
Heuristic[1]	# 2	Name: Match between system & the real world
Severity	# 2	Name: Since Rotten Tomatoes offers many other services than reviews, this may be the best organization for the other services as well. (e.g., 1=low, 2=med, 3=high, 4= critical)

Description:

Due to its noisy interface, the rating system is also affected. When you select the movie or TV show that you want to go ahead and make an edit too, you are greeted with a poster, trailer, review consensus, and sidebar of other potential titles to review. However, to actually make your own review and rate the title out of five stars, you have to scroll down to get to that specific section. This requires time and effort from the user, and if your goal is to make a rating efficiently, this structure is not beneficial for the user. The required information is not appearing in a natural and logical order, which can discourage future users who plan to add their own ratings.

Possible Fix:

An option to make a rating should be one of the first options you see when the main webpage for the chosen title is loaded. One logical way to do this is by adding a "Add your review" button on the consensus details graphic that is often at the top of the page below main trailers or thumnails.

---

1 Heuristics used are available on page 325-326 of the *HCI* text.

Usability Aspect Report   **Number** _05_   **Date** _3/2/21_

System	Rotten Tomatoes
Evaluator	Agnes Lee

Feature	Rating page w/ star rating & potential review
Summary (one sentence)	When redirected to complete your review, the page does not tell you what title you're completing the rating for.	
Heuristic[1]	# 6	Name: Recognition rather than Recall
Severity	# 3	Name: Since this deals with making a rating directly, the user should be reminded what they are making the review about if they are to always be redirected to this new page. (e.g., 1=low, 2=med, 3=high, 4= critical)

Description:

Once you have decided on the movie or TV show to make the rating for, you are to choose the rating between five five stars and an optional field to type up what you thought about the movie or TV show. Until this point, the aforementioned heuristic seems to best apply, but once a certain rating is selected upon on the five-star system, you are redirected to a page dedicated to the rating only. This page maximizes the five-star scale and the option to leave a review, so the user focuses on the review only. However, at this point, there is no mention about what the rating is for and you are left with a webpage that has a lot of white space.

In addition, there is a place to exit out of the screen, but the 'x' to close out of the page is to the far upper right. There is an icon for the user's profile picture and username but it is not hyperlinked and clickable, so there is not much function for that button either.

Possible Fix:

This can be fixed by adding a short thumbnail of the movie or TV poster to the left of the five-star scale or the title can be added at the top of the header in place of the profile picture and username. It could even be fixed if the question was phrased as, "What did you of "MOVIE TITLE?"

---

1 Heuristics used are available on page 325-326 of the *HCI* text.

Usability Aspect Report   Number 06 ,   Date 3/2/21

System	Rotten Tomatoes
Evaluator	Agnes Lee

Feature	Horizontal Scrolling	
Summary (one sentence)	Movie titles are organized horizontally 4 requires you to press on the arrow buttons that blend with the white play buttons & background	
Heuristic[1]	# 7	Name: Flexibility & efficiency of use
Severity	# 1	Name: This is more of a cosmetic problem as it does not affect making a rating on this website. (e.g., 1=low, 2=med, 3=high, 4= critical)

Description:

At the bottom of the homepage, many different movie and TV titles are listed by various categories. The titles are organized in a horizontal manner, so the rightmost title is often cut off to demonstrate that there are more titles that should be explored. It is more intuitive for someone to scroll from right to left to start scrolling through the titles, but this mechanism is not available for this website. To look through the horizontal index, the user needs to press down on the left and right buttons aligned on the middle of the titles. While this is also a valuable mechanism, these white buttons are not distinguishable with the white background of the general interface or the play buttons that are placed on select movies and TV shows to demonstrate that viewable trailers are available.

Possible Fix:

The best possible fix is to implement the horizontal scroll capability so users can actually look through the titles from left to right.

---

1 Heuristics used are available on page 325-326 of the *HCI* text.