**CPSC 481: Interaction Design Project Phase 2**

**Heuristic Evaluation**

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**Visibility of system status:**

**Adding the same service twice (High Priority)**

When you install a service from a list of services, you can go and install the same service again.

**Possible solution**

After install a service, remove service off the list and add it back to the list if it’s already installed or make the button on the install list unclickable and turn it into a different colour.

**Viewing in the search window items that have been removed (High Priority)**

After a tab is removed from the window, it’s still available in the search window.

**Possible Solution**

Make sure when something is deleted from the main window, remove it completely.

**Difficulty to notice what was added (Medium Priority)**

When you add a service to the program, it isn’t very obvious what was added and where it was added since the service it added to the homepage while a different interface is in front of it.

**Possible Solution**:

When a service is newly added, it could be highlighted with some text telling the user that it’s new. The highlight and text would fade away after the user has clicked on the service or hovered over it for a certain period of time.

**User may not know to double click on Songs/playlists/albums to use them (Medium Priority)**

It isn’t obvious that the user has to double click to actually view items or to know when an item is already selected since the check box is small.

**Possible Solution:**

Have an item stay highlighted when they have been selected so that the user knows that a single click will only highlight the item and that they’ll have to double click to view it.

**Match between system and the real world:**

**Not obvious what certain buttons will do**

Some buttons’ labels do not give enough information about what they will do, phrases like “Install Service” and “Add from PC” may confuse the user. i.e. What is a service? Add what from PC?

**Possible Solution:**

Add tooltips that will appear when the user hovers over a certain element for a period of time. The tooltip can go into more detail about what the user is hovering over will do.

**User control and freedom:**

**Users can only install services that are on the list of services and don’t have a search bar to make it faster (Medium Priority)**

When user wants to install a service, the user has to select one of the services from the list. Maybe there is a service that can be used on our systems but wasn’t updated and not on the list yet. And he has to manually scroll and search for the one he wants because there is no alternative way for it.

**Possible Solution:**

Have a search bar for install services so a user can quickly find what he wants to install and also let a user install a file from their machine or a website.

**Consistency and standards:**

**Overlay in the Music window does not match the style of the other windows (Low Priority)**

In the other windows, the overlays have rounded edges, and generally match the colour of the background. The music window, however, has hard images and a black overlay.

**Possible Solution:**

Change the overlay colour to match the background, and give the overlay rounded edges.

**Error prevention:**

**On the music windows, a song name can be too long, and will overlap with the adjacent label (High Priority).**

If a song, artist, or album name is too long, it will overlap with the adjacent label.

**Possible Solution:**

When the name is too long, shrink the text in order for it to fit the fixed size.

**On the Netflix “More Like: “ the same movie as the one currently being shown is also shown (Medium Priority).**

Most likely shouldn’t be there.

**Possible Solution:**

Remove the identical movie.

**When pressing on Unsubscribe button, it doesn’t tell in a Confirmation Window the name of the service you want to unsubscribe from (Medium Priority)**

When you are in the Menu Window and you press on unsubscribe button for a specific service, an error message pops us asking you if you want to unsubscribe but it doesn't state the exact name of the service, so a user can lose a wrong subscription by a mistake.

**Possible Solution:**

When the window pops up, have the exact name of a service in error message in order preventing a user from unsubscribing from a different service by a mistake.

**Flexibility and efficiency of use:**

**After adding items to main window and going somewhere else, user progress can suddenly disappear (High Priority)**

After adding a new service, or favoriting a movie, etc and then navigation to other windows and going back to main window, all user progress that was made before can disappear and show the window that you see when you start the program.

**Possible Solution:**

Do more work on navigational controller, save the state of each window using a data structure or a file system so you can keep all the progress made when you go back main window or do other navigation to other windows.

**Cannot display a list of all pictures added to the program (Medium Priority)**

If the user has a large amount of photos added to the program, they are forced to either select a photo and click next until they reach the photo they want to see, or they’ll have to scroll through the pictures section until they see the photo they’re looking for.

**Possible Solution:**

Implement another icon on the main window that will show a list of all photos the user has added to the system with search and sort functions similar to the other portions.

**Help and Documentation:**

**No proper introduction to the program (Medium priority)**

When a user start running the program, they are not introduced to features of the program or how to use them. As a result they have to figure out the flow of the program and how to use it on their own.

**Possible Solution:**

Create an introduction window that points to different elements of the window, explain what they do and show basic functionality.

**Summary:**

Our main problem is how our navigational controller is implemented, as a result, after adding something to a window, and going to a different window or going back, it can remove all user progress that was made. But overall we have a fairly simplistic interface for people to use, that’s pretty minimalistic but has enough information for a potential user. Our main window works relatively well and makes it easy to use on a big screen. The only aspect that should be made are shortcuts and other ways of accessing something very quick for more advanced users. For weaknesses, user progress like added services to the main window, etc. doesn’t really work if it’s using navigation, but it can be fixed after changing navigational controller or saving progress on the machine and when the window is loaded, read from the files stored, despite this, however, the method of navigation is similar to many other systems, so it should be easy to learn. And another weakness is that we need a mouse for most of the functionality, but it’s fine because many HTPCs are used with a mouse and a keyboard, and the design of the UI allows for a mouseless experience with minimal changes if desired. The large UI allows for viewing from several feet away. Despite the insistence that there would be no social media notifications, there is some of that functionality in Netflix, and that functionality wasn’t included. This could be a dealbreaker for some of the more advanced users of Netflix, though this can be added in the future if needed.