

Heuristic Evaluation of Spotter

1. Problem/Prototype

Spotter aims to aim to empower beginners to seek help at the gym by highlighting experienced gym-goers (“Spotters”) who are voluntarily willing to help.

2. Violations Found

1. **H8: Aesthetic & Minimalist / Severity Rating: 2 / Found by: B, C**

The home screen has an additional QR method to check-in to a gym. Assuming the search gym function pre-populates with the most local gyms, it seems redundant to have the QR code system as well.

Fix: Remove the QR code function as this relies on gym owners supporting your app when actually your app revolves around novice and experienced gym goers not the actual gym owners.

2. **H8: Aesthetic & Minimalist / Severity Rating: 2 / Found by: A, B, C**

I understand the logic for favourite gyms for experienced users but if the search function works well, why is this necessary to have as well. For a novice user, it clutters the app and adds screens unnecessarily. Frequent users may have a common gym that they go to, so it'd be nice to have a quick way to get to your gym while checking in. Currently, the gym selection process is not streamlined for returning users.

Fix: Remove favourite gyms. Keep search gyms functionality and also keep track of the most checked-in gyms for each user. If nothing has been typed into the search bar for the search gym functionality then just list the most checked-into gyms that are closest. The above 2 points cut 3 check-in screens to 1. The page that has the icons for selecting a gym should have an option that says “Check in to the Star Alameda Gym?” The user can click yes and can select a gym without clicking the qr code or search icon or heart icon.

3. **H3: User Control and Freedom / Severity Rating: 3 / Found by: A, B, C, D**

There is no back button if a user accidentally clicks search gyms at the check-in stage, so there is no way for the user to go back without clicking to notes then back to home.

Fix: Add back button to search gyms screen.

4. **H3: User Control and Freedom / Severity Rating: 3 / Found by: A, B, D**

There is no back button if the user accidentally clicks on favourite gyms at the check-in stage.

Fix: Add back button to favourite gyms screen.

5. **H4: Consistency and Standards / Severity Rating: 1 / Found by: B**

When in favourite gyms screen at the check-in stage, the only way to return to the home page is to click on the highlighted home button in the navigation bar at the bottom. However, highlighted buttons indicate you are already on this screen, so the convention within your app and industry would indicate that clicking on it should lead you to the same page not a new page.

Fix: De-highlight home button within favourite gyms check-in screen.

6. **H4: Consistency and Standards / Severity Rating: 3 / Found by: B, C**

When you aren't checked-in, you can't access the spotters' and browse menu which makes sense with your navigation flow as stipulated in the ReadMe file. When you are checked-in, you can access the spotters and browse menu. However, the UI looks identical in both cases. Greyed out icons in the bottom navigation bar usually indicate clickable but not selected. However, when you aren't checked in for the spotter and browse menu icon, then greyed out seems to indicate that the icon isn't clickable.

Fix: Spotter button that can't be clicked when not checked-in should be removed instead of being greyed out.

7. **H5: Error Prevention / Severity Rating: 2 / Found by: A**

When I start writing a note and then stop writing before finishing it by checking the checkbox, I can click the back arrow to return to the previous screen without being asked if I want to discard my note draft or if I want to save it

Fix: Ask the user if they want to save the note or discard it before they leave the screen

8. **H8: Aesthetic and minimalist design / Severity Rating: 2 / Found by: A, B, C**

Although small, I don't understand why a photo of the day is necessary for spotters to add. It seems to be extra functionality and clutter that doesn't add too much to the overall UI design especially as profile pictures are already included for each spotter.


Fix: Remove photo of the day. If the intention of the photo is to show the user where their spotter is, then that should be made more clear by labeling the image as "current location".


9. **H5: Error prevention / Severity Rating: 4 / Found by: A, B, C, D**

The 'see bio' buttons in the browse menu for spotters are really small for a human to click. People will misclick these.

Fix: Make the whole profile card to be clickable not just the 'see bio' button to get the spotters bio.

10. **H4: Consistency & Standards / Severity Rating: 3 / Found by: A**

On the browse spotters screen, clicking on "See bio" button  leads to the spotter's bio page, but on the screens for swiping through the spotters, the "i" button

 leads to the spotter's bio page

Fix: Standardize these buttons to either the "See bio" text or the "i" text

11. H2: Match between system and the real world / Severity rating: 3 / Found by: B, D

The 'Spotter' function after the check-in screen which allows users to find a spotter is somewhat vague -- I got the impression that it is for users who are spotting others

Fix: Rename it to something more specific, eg. 'Find a Spotter', or to provide a Help page where the functions are explained

12. H8: Aesthetic and minimalist design / Severity Rating: 1 / Found by: B, C

Once you are checked-in to a gym, the main buttons on the screen (spotter, browse and notes) are identical to the bottom navigation bar buttons. Is this duplication necessary? It seems to be unnecessary use of valuable screen space

Fix: Remove the spotter, browse and notes buttons in the home screen and allow people to use the navigation bar to navigate between those screens.

13. H3: User control and Freedom / Severity Rating: 3 / Found by: A, B, C, D

Once the user has secured a spotter, there is no way for them to go back if they made a mistake and they are forced to complete the session and submit feedback.

Fix: Allow users to back out of a secured spotter with a back button, if wanted.

14. H10: Help and documentation / Severity Rating: 3 / Found by: A, B, C, D

There isn't any FAQ or help documentation. I found that this app took me awhile to navigate and learn even after reading your MedFi presentation and readme file. So some onboarding process or documentation could provide help.

Fix: Add some onboarding, FAQ or help documentation within the app.

15. H3: User control and Freedom / Severity Rating: 2 / Found by: B, C

In this app, the back buttons are in grey which is only a slightly different grey from the app background colour. This means it's hard to see the back buttons on the app.

Furthermore, the clickable area for your back buttons is very small meaning that you can accidentally miss it even after you find it.

Fix: Make the back buttons stand out more from the background and give them a larger clickable area.

16. H5: Error Prevention / Severity Rating: 3 / Found by: B

The clickable amount of space for each button throughout the app is often minimal and would require pressing exactly the right pixels. This will increase the number of slips that users make.

Fix: Ensure clickable areas for each button are of a certain minimum size so that they are more easily clickable.

17. H8: Aesthetic and minimalist design / Severity Rating: 2 / Found by: B

If advice is followed on Photo of the Day violation (#11), it then seems unnecessary to have the guidelines tab as a separate tab for each spotter instead of just having all the information under the profile tab including the instructions.

Fix: Remove the guidelines tab within each spotters bio page so that all information is shown in the profile page.

18. H4: Consistency and Standards / Severity Rating: 3 / Found by: B

The create note screen is the only screen with a different background colour to the rest of the app. I'm not sure if this was intended as it's a text editing screen, but it seems inconsistent to have a different background for just one screen.

Fix: Maintain the uniform background colour of all the screens by changing the create note screen background colour

19. H1: Visibility of System & Consistency and Standards / Severity Rating: 3 / Found by: A, D

Right now it is unclear why a user would pick the "Spotter" button to be matched with a spotter versus the "Browse" button to choose a spotter themselves. When I am on the screen(s) that is finding me a spotter and I swipe through the spotters, it's not obvious that I am being matched and I'm not very aware of how this is different/better than just browsing through the spotters.

Fix: Make the functionality clearer to the user about the differences between the browse and get matched options. Consider why they are different, why they are both available, and why to potentially choose one over the other.

20. H2: Match b/w System & World Status / Severity Rating: 2 / Found by: A

It's not clear to me when I'm browsing spotters and looking at profiles of spotters that they are currently at the gym and available to help me, or if these are general spotters that sometimes are at the gym.

Fix: Change wording in some places to "Currently available spotters"

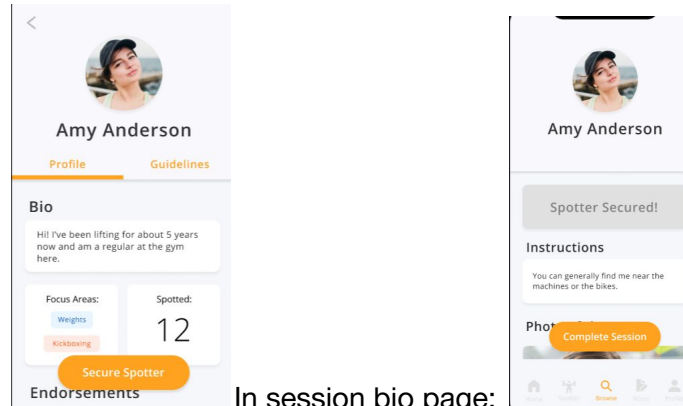
21. H2: Match b/w System & World Status / Severity Rating: 3 / Found by: A, D

The wording of the buttons on the home screen is unclear. It is not clear that the button on the home screen that says "Spotter" helps you get matched with a spotter. The button that says "Browse" is unclear because I don't know what I'm browsing: gyms or workouts or spotters. This issue also occurs on the bottom navigation bar.

Fix: Replace "Spotter" with "Match with Spotter", Replace "Browse" with "Browse Spotters"

22. H4: Consistency & Standards / Severity Rating: 3 / Found by: A, C

When I click secure spotter, the app shows only half of the spotter's bio - the guidelines portion and not the profile section.



General bio page:

In session bio page:

This is problematic because once I secure the spotter, I still need to see the guidelines portion of the profile to get information about where she is and her photo of the day.

Fix: Make Amy's profile consistent in both scenarios, with the exception of the "spotter secured" text. Show the guidelines section of her profile.

23. H4: Consistency and Standards / Severity Rating: 3 / Found by: A

On the browsing spotters screen, the user must click the "see bio" button in order to get to a screen that has a "secure spotter" option. Thus, when users are scrolling through the spotters on this page, it is unclear how to actually secure the spotter from this screen. If the user doesn't click see bio, then they won't know how to reserve the spotter.

Fix: Add a secure spotter button to the browse spotters feature. I think whenever the user is browsing any spotters profiles whether in the match feature or the browse feature, they should be able to reserve that spotter. Model it after the match with a spotter swiping screen, which always has the "secure spotter" button available.

24. H6: Recognition not Recall / Severity Rating: 3 / Found by: A

The notes screen is very separate from the rest of the actions on the app. A user may forget the name of the spotter they just used when they go to create a new note

Fix: integrate the notes action into the end of working with a spotter. After the screen where the user "checks what applies to amy", the user should be prompted to take a note based on their session

25. H7: Flexibility & Efficiency of Use / Severity Rating: 2 / Found by: A

On the notes page, each note has a set of tags, but these tags aren't clickable. I may want to quickly access all notes with such a tag without scrolling through the options at the top under the search bar.

Fix: It'd be nice to be able to click on the tags and have all notes that are tagged with that tag show up, as well as have the button right below the search bar be updated

26. H7: Flexibility & Efficiency of Use / Severity Rating: 2 / Found by: A

Frequent users may have a spotter that they like to use or have used in the past, and right now all the spotters are just in a randomly ordered list on the browsing screen and are recommended at random on the matching swipe-able screens

Fix: Put the recently used spotters and highly rated spotters in a section at the top of the list and recommend them first on the swipe-able matching screen

27. H8: Aesthetic & Minimalist Design / Severity Rating: 0 / Found by: A

The number of people spotted component of the browse spotters page is a bit lengthy and takes up a lot of room on the spotter's profile

Fix: Consider creating app-specific metrics for spotters. If a spotter has helped below 50 folks, then they're a bronze spotter, above 50, silver spotter, and above 100, gold spotter.

Fix: Or, you could change the wording/find another way to express the spotter's level of expertise

28. H2: Match between system and the real world / Severity rating: 3 / Found by: D

Problem Description: Emergency button should be available in the scenario a user feels unsafe or is in immediate threat of physical harm while in a spotting session

Fix: Provide an emergency/SOS button

29. H2: Match between system and the real world / Severity rating: 3 / Found by: D

Problem Description: Users should be able to provide negative feedback for the spotters as well, or to report the spotter for any violation for safety

Fix: Provide an optional field for users to leave safety concerns / negative feedback

30. H3: User Control and Freedom / Severity rating: 1 / Found by: D

Problem Description: There is no option for users to switch sports while in the same gym. After the user ends a spotting session, they might still want to remain in the gym and perform other exercises, and currently they have to perform the check-in process all over again

Fix: Include a functionality that allows users to end spotting session but remain in the gym

31. H8: Aesthetic & Minimalist Design / Severity rating: 1 / Found by: D

The primary buttons on the home page after checking into a gym feels slightly too large, and the font size too big, relative to the size of the elements in other screens of the prototype. It doesn't affect the functionality, but was slightly odd to me and affected the overall aesthetics of the design

Fix: Perhaps rethink the layout of the home screen, or make it into 'Card'-styled buttons so the font size can be reduced

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	0	0	0	1	0	1
H2: Match Sys & World	0	0	1	4	0	5
H3: User Control	0	1	1	3	0	5
H4: Consistency	1	0	0	5	0	6
H5: Error Prevention	0	0	1	1	1	3
H6: Recognition not Recall	0	0	0	1	0	1
H7: Efficiency of Use	0	0	2	0	0	2
H8: Minimalist Design	1	2	4	1	0	8
H9: Help Users with Errors	0	0	0	0	0	0
H10: Documentation	0	0	0	1	0	1
Total Violations by Severity	2	3	9	17	1	31
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

Severity / Evaluator	Evaluator A	Evaluator B	Evaluator C	Evaluator D
sev. 0	100%	0%	0%	0%
sev. 1	0%	66%	33%	66%
sev. 2	66%	55%	33%	0%
sev. 3	59%	41%	29%	53%
sev. 4	100%	100%	100%	100%
total (sev. 3 & 4)	61%	44%	33%	55%
total (all severity levels)	58%	48%	32%	39%

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

5. Summary Recommendations

Overall, we all thought you had done a great job with the Med-fi Prototype. When it came to overall recommendations, several of us highlighted the navigation as a potential source of confusion. For example, the home screen seems to be a replica of the navigation bar elements. Secondly, the 'Browse' and 'Spotter' navigation bar elements provide very similar functionality but each get their own prominent button on the navigation bar. Differentiating these two features (Browse and Spotter) would help the user make choices based on their needs. This level of replication makes the learning curve of the application higher as there are more functions to memorize and systems to learn before someone can successfully complete the 3 tasks outlined in your med-fi presentation. Secondly, some elements, such as Photo of the Day, seemed unnecessary and further added complexity to the app which draws away from your value proposition of 'taking the weight off your shoulders'.

If you choose to slim your app down in line with the advice above, it will also be really useful to use your needfinding results as a guide to ensure you are only keeping in functionality that has been requested by potential users. Lastly, we recommend keeping design principles in mind because we often saw buttons that were too small to be selected easily, or so large that they dominate a screen. Also occasionally, the colour of elements such as the background button and navigation bar icons were very similar to the background and didn't pop out to the user. Overall though, we are really excited to see how your Hi-Fi prototype transpires!

Severity Ratings

- 0 - don't agree that 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

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

H5: Error Prevention

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, kb shortcuts)
- Allow users to tailor frequent actions (e.g., macros)

H8: Aesthetic & Minimalist Design

- No irrelevant information in dialogues

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