**Heuristics Evaluation of Group 35 App (UofCMingle)**

**By** Group 34  **Date** 11/21/19

**1. Visibility of system status**

### Always keep users informed about what is going on.

### Provide appropriate feedback within reasonable time.

***Evaluation***

Overall the App does a good job of letting the user know information about upcoming events specifically keeping the recent announcements front and center is good in the sense that it allows the app to be as user centric as possible.

In addition to that the user has a clear understanding of where they are in the application, the tabs clearly show that they are selected and information per club is neatly laid out.

However, there are many unimplemented pages such as signup, “details” pages for most clubs, change picture in profile, past events (UofC chess conference, etc.), flags on map (seem clickable but are not, or is unimplemented), event pages from schedule, and most things from the search page. This makes it such that the user is not getting feedback from the system when they click on these features that seem clickable.

At the bottom on the profile page, when you scroll all the way down there is a clubs following, and events attended section, however it is covered by the bar, decreasing visibility of information.

**2. Match between system and the real world**

### Speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms.

### Follow real-world conventions, making information appear in a natural and logical order.

***Evaluation***

I would say the information follows the standard, as in, the titles are ordered in alphabetical order, all concepts of the UI use the users’ language. Given it is a location specific application (u of c). we can assume the users (students) will have a clear understanding of locations mentioned on the map as well as the searchable events. Furthermore, there is a map to show this through a more visual way.

On “Calendar” tab, the Daily button doesn’t necessarily cover what I thought it would do. I was expecting something that only tracked your events for the current day, not for each day of the rest of the month. Perhaps you could rename it into something else to make it clearer?

The flag icon on the bottom bar does not intuitively represent a map. This icon can be better chosen to represent a map.

Overall the match between system and the real world was done well as it followed many real-world conventions. Only minor conventions were broken, as stated above.

**3. User control and freedom**

### Users often choose system functions by mistake.

### Provide a clearly marked "out" to leave an unwanted state without having to go through an extended dialogue.

### Support undo and redo.

***Evaluation***

The bottom navigation bar makes it easy to move around the app as well as back out of things. One possible gripe would be when the user is in the search flow, then selects France, and adds the event to the schedule, this then takes the user to the location on the map. I feel it would make sense to also have a back button at this point to go back to the previous page in the flow (France club).

Also in order to delete the “club de France” from favorite clubs, a user has to click on it from profile, go into add to schedule in order to have the ability to delete. When deleted you cannot click the map page or schedule page. Furthermore, if you click the search and go into map, you cannot click the home page. Many unimplemented bugs.

Overall, if these bugs are fixed, user navigation is quite free form and is only relegated to the bottom bar. This allows users to go where they need to go without too much extra hassle with more menus

**4. Consistency and standards**

### Users should not have to wonder whether different words, situations, or actions mean the same thing.

### Follow platform conventions.

***Evaluation***

Very University student infused linguistics here. The primary demographic of students will easily be able to understand everything that is going on.

If you go to Home -> profile -> “Club de France” -> More info -> clicking back twice takes you to culture, and one more back takes you to the main search page. The flow seems off here, and I think this affects the consistency of the app.

Overall looking at the app, it seems consistently laid out. For the map issue (to move around on the map), I’d say maybe having the clickable bar to be smaller than it currently is so it does not take too much real-estate on the screen.

**5. Error prevention**

### Even better than good error messages is a careful design which prevents a problem from occurring in the first place.

***Evaluation***

No errors were found aside from issues with the flow mentioned in the above points, this there was no need to check for error messages. I assume there would be potential messages given situations where an error may occur.

**6. Recognition rather than recall**

### Make objects, actions, and options visible.

### User should not have to remember information from one part of the dialogue to another.

### Instructions for use of the system should be visible or easily retrievable whenever appropriate.

***Evaluation***

Objects & actions are visible (details about events, flags in the map section pertaining to upcoming events). App does not necessarily need the user to recall information from another flow they may have been on.

Overall the app relies more on recognition rather then recall. Well done!

**7. Flexibility and efficiency of use**

### Accelerators -- unseen by the novice user -- may often speed up the interaction for the expert user so that the system can cater to both inexperienced and experienced users.

### Allow users to tailor frequent actions.

***Evaluation***

Details sections hiding potential unnecessary information that does not belong in announcements. However, at the same time there may be information about scheduling that is hidden and that causes confusion to the novice user. Also, what about the case where there is an event coming up and it was created months ago but has not has an announcement since that period. Will that event just remain hidden?

System seems quite rigid and there is no way to naturally flow from one section to another without tabbing out using the bottom navigation bar. This makes it difficult for a expert user to be any faster then a novice user. It seems as there is only a set way to navigate through the app, however this way is done well through the bottom navigation bar.

**8. Aesthetic and minimalist design**

### Dialogues should not contain information which is irrelevant or rarely needed.

### Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.

***Evaluation***

As mentioned above the announcement section does well in hiding unnecessary information. Could go further and have the recent announcements as an additional smaller section to something major as opposed to it being the main feature itself? As well the location of the profile settings seems a bit off. Usually you would expect something like a notification/alert in that location instead of settings. This may in part be due to the fact that it is in the shape of a button and states settings whereas in many apps that is not the case.

Overall, the writing on each page seems to be relevant and pertaining to the events that are being broadcasted.

**9. Help users recognize, diagnose, and recover from errors**

### Expressed in plain language (no codes)

### Precisely indicate the problem

### Constructively suggest a solution.

***Evaluation***

This was absent from the app with good reason, as there aren’t any severe errors in the app that would need a solution to be suggested.

**10. Help and documentation**

### Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation.

### Help information should be easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large.

***Evaluation***

The system does not seem confusion in a general sense. Although the app does not have help and documentation, it seems like it is not required as it is self-explanatory and even a new user can pick it up quickly