FindAround Heuristic Evaluation
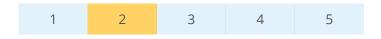
At any point in the application, I am given clear visual indication of what is going on in the system.

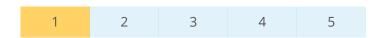| 1	2	3	4	5

Visibility of system status

On a high-level, it isn't clear what the system does based on visuals. There's no explanation of what beacons are, or what they do. The relationship between a beacon and a person of interest is not clear. It is only clear when the task is to rename a beacon to a person of interest. The user interface contains no metaphors (icons or other) to help the user understand functionality, and the image of the bridge might inhibit understanding.

In terms of system status itself, not enough feedback is given when the user completes a 'milestone task', when an error occurs, or in which 'mode' they are operating. Some sort of confirmation message would probably be helpful to let the user know what they have just accomplished. Furthermore, if a button is disabled when the system is in a certain state, there should be a visual indication that clicking the button will produce no result.

When using the application, adding a person of interest is intuitive and clear to me, and when I try locating someone, the directions are intuitive and match what I would do in the real world.
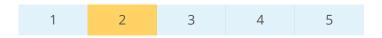
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Match between system and the real world

The relationship between admin status and adding a person of interest is not at all obvious. The word 'admin' is often reserved for people familiar with the 'system administrator' status of many computer technologies; event organizers are not always going to understand this terminology. Renaming a beacon is fundamentally unintuitive, as it requires the personification of a material object. If a person does not fully understand beacon technology, they will not be able to make the connection between renaming a beacon and adding a point of interest to the system.

There are no directions that match any sort of real-world operations. The system alerts the user of point of interest within a limited proximity - such a small proximity might not even be useful.

It is much more natural to look about or wander around. This necessarily means that the user will not be looking at their smartphone. It is also unclear how the system will react when a large number of people of interest are added to the system
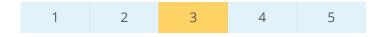
At any point in the application, if I made a mistake, it's easy to backtrack to a previous point and try another option.

1	2	3	4	5

Help users recognize, diagnose, and recover from errors

Errors are corrected by repeating the same series of actions that the user takes to reach a given state. This harms the user's progress, because it results in frustration and a loss of time. Because the system status is itself unclear, it's ambiguous when a mistake is even being made. As mentioned previously, better feedback messages (by using the power of the computer) would help users to correct their mistakes or avoid them completely.

The vocabulary and visual language used in the application is clear and consistent.

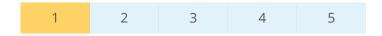| 1	2	3	4	5

Consistency and standards

Consistency is utilized so much that the two modes of the system (admin and participant) are easily confused. There should be some visual indication that the user is using the admin interface instead of the default one which is used to locate a person of interest. Although beacons represent people in the system, the confusion when *adding a person* vs. *renaming a beacon* vs. *locating a person* vs. *adding a beacon* is amplified because the GUI does not change whatsoever (aside from the text displayed on the screen). The lack of graphical indicators to aid in differentiation between the different system functionalities encourages errors and causes confusion.

In terms of visual language, the system does use a consistent design throughout
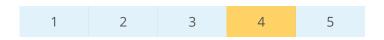
At any point in the application, everything I need to know about the current state of the application is shown to me.

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Visibility of system status (repeated)

No. Error messages are not displayed, the number of people of interest entered in the system is not displayed, the number of paired beacons is not displayed, the signal strength of each beacon is not displayed, the direction is not displayed, the number of paired beacons currently out of range is not displayed, and the admin/participant mode of the system is not displayed.

The design of the application is simple and clear of any information or details that are not useful.

1	2	3	4	5

Aesthetic and minimalist design

The design of the application is free of clutter, though some options should better indicate when they are disabled. The background image is not necessary and, although attractive on its own, does not add anything to the overall experience or understanding. The 'X' in the upper right corner of the screen at all times is also not necessary unless the user is assumed to always have to switch between modes, which is realistically not the most common case of system usage. Finally, the '*0m*' measurement on the locating screen presently does seem to serve any purpose, and can be removed to display more helpful information.

Additional Heuristics

User control and freedom

The user has limited freedom, particularly in terms of things they can click or select. The user has good control over the system however, and is able to navigate between modes/views easily.

Recognition rather than recall

The system does not succeed when evaluating based on this heuristic. The system itself is confusing, but the steps themselves to accomplish tasks are simple. Users will most likely resort to pure recollection to use the system.