

The Circle Heuristic Evaluation Report

BY

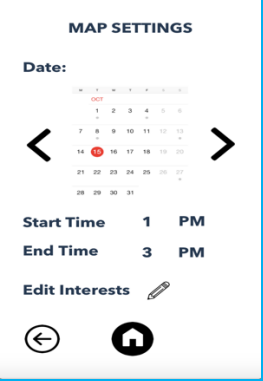
Members: Utkarsh Agarwal, Ryan Young, Kevin Huang,
Dennis Marks, Roshan KR

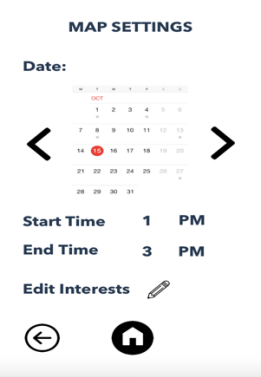
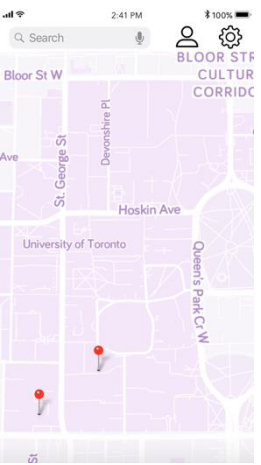
(TA: Neeraja Murali Dharan)

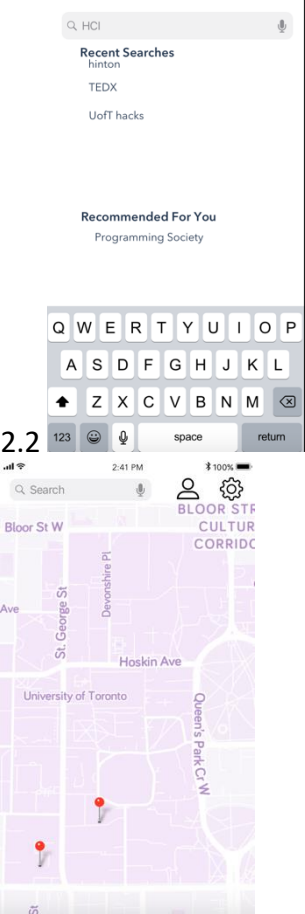
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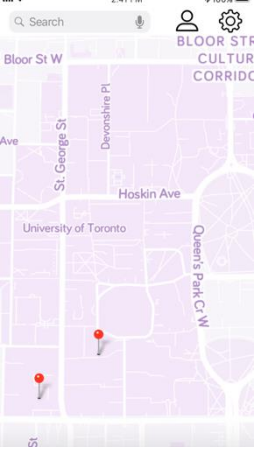
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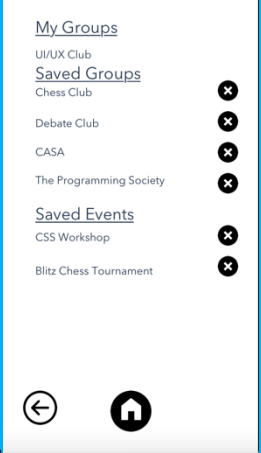
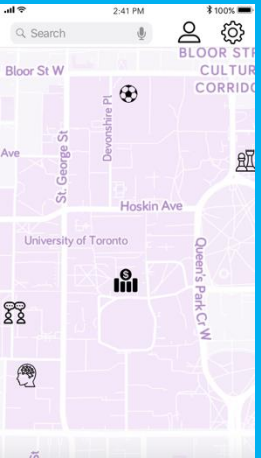
Heuristic Evaluation Report









Screen(s)	Problem Details	Severity (0-4 scale)	Heuristic(s) Violated	Plan to Resolve Issue	#Evaluators
<p>1. 1</p>  <p>settings screen</p>	<p>It is unclear to the user what the Date calendar and Start/End time display are for. What can they do with it? The “Edit Interests” functionality also seems out of place here.</p>	4	<ul style="list-style-type: none"> - Aesthetic and minimalist design - Flexibility and efficiency of use - Visibility of system status 	<p>Fixing the settings screen would involve some wholesale changes. We could move the date and time selection out of this screen entirely and into the main map to provide more visibility of system status (since the user could see the map respond to these date and time changes). We could then rename the “settings” page to a “filter” page, and allow the user to filter their interests here.</p>	4
1. 2	Missing help and documentation	1	- Help and Documentation	Add contact us feature and guide to interface on settings page	1

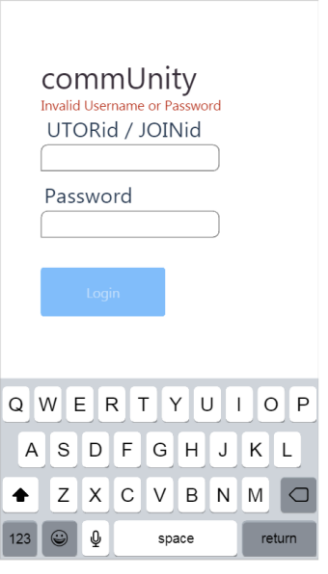
 <p>settings screen</p>					
<p>2.1</p>  <p>map_after_search screen</p>	<p>Use of map pins instead of icons as in realtime map may be confusing to the user.</p>	<p>1</p>	<p>- Consistency and standards</p>	<p>Replace pins with their relevant icons.</p>	<p>1</p>

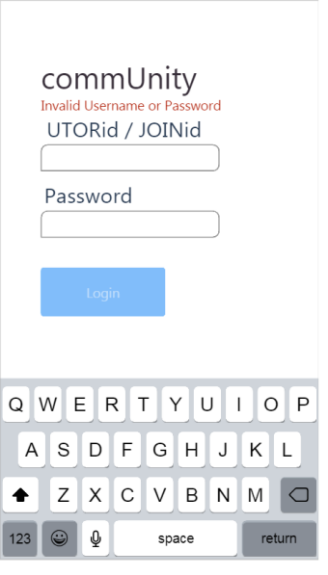
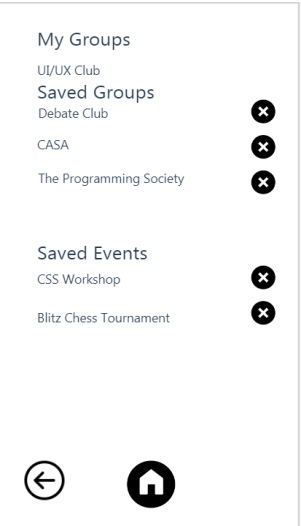
 <p>2.2</p> <p>The transition from search to map_after_search</p>	<p>It is not clear to the user that the map has updated with respect to the input (“HCI”).</p>	<p>3</p>	<p>- Visibility of system status</p>	<p>Once a search is performed, add a box underneath the search bar with the relevant query.</p> <p>A drop down search feature on the map page itself might be more efficient with different colors for recent searches and recommendations like Google Search</p> <p>Instead of the pins, we could use Community's icon with its name next to it.</p>	<p>5</p>
<p>2.3</p>	<p>After searching on map, have to press home</p>	<p>3</p>	<p>- Consistency and Standards</p>	<p>Add a cross to the box in issue 2.2</p>	<p>2</p>

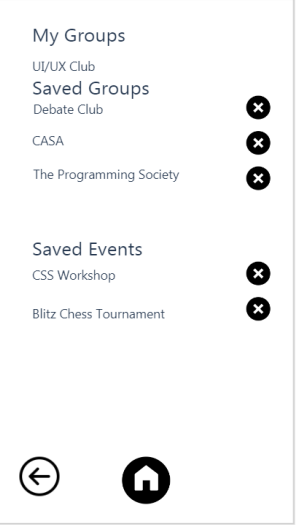
 <p>map_after_search screen</p>	<p>button to go back to real-time map</p>		<ul style="list-style-type: none"> - Help users recognize, diagnose, and recover from errors 		
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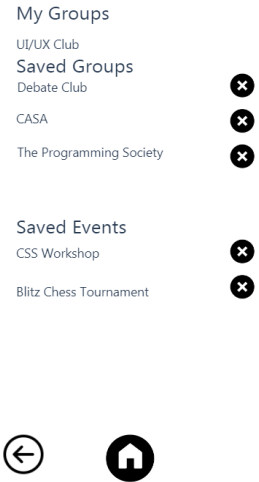
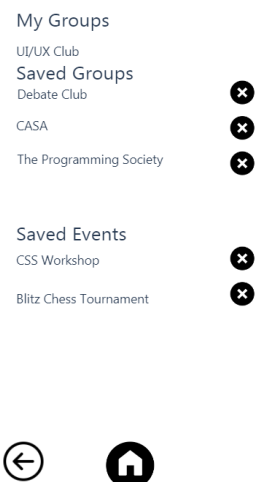
 <p>3.</p>  <p>All screens with back button</p>	<p>When users click “back” on a given screen, the screen transitions to the next screen by sliding right, when it would probably intuitively be expected to slide left.</p>	<p>2</p>	<p>- Match between system and real world</p>	<p>Fix the transition animations and get them to slide the “correct” way.</p>	<p>1</p>
<p>4.1</p>	<p>The hearts with which users can “like” events or groups are currently not interactive.</p>	<p>4</p>	<p>- Visibility of system status</p>	<p>Find some way to let the user know that their action of tapping the heart has been received and processed by the system. We could try</p>	<p>1</p>

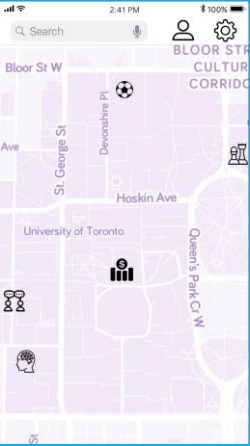

<p>Welcome Orientation Hosted by the UoFT Chess Club </p> <p>Location: Burwash Hall, Room 6630</p> <p>Time: Monday, February 25, 2019 12:5 PM</p> <div data-bbox="233 363 422 493"> <p>The UoFT Chess club is proud to host the Winter 2019 Orientation for new members of the chess club. All interested students are welcome to come and try. Please note that there is limited seating.</p> </div> <div data-bbox="212 558 443 623">    </div> <p>All event and group screens with a “like” functionality, as with the chess_club screen above</p>				<p>to find a way to “fill in” the hearts, or display a popup that confirms the user action.</p>	
<p>4.2</p> <p>Welcome Orientation Hosted by the UoFT Chess Club </p> <p>Location: Burwash Hall, Room 6630</p> <p>Time: Monday, February 25, 2019 12:5 PM</p> <div data-bbox="233 1002 422 1131"> <p>The UoFT Chess club is proud to host the Winter 2019 Orientation for new members of the chess club. All interested students are welcome to come and try. Please note that there is limited seating.</p> </div> <div data-bbox="212 1196 443 1261">    </div> <p>All group event screens with an arrow</p>	<p>It is unclear to the user what the arrow in the top right corner supposed to do</p>	<p>3</p>	<p>- Consistency and Standards</p>	<p>The right arrow could be a read more button</p>	<p>2</p>

<p>5. 1</p>  <p>Login screen</p>	Unclear specifically username or password is invalid	2	- Help users recognize, diagnose, and recover from errors	Seperate invalid username and password screens	1
5. 2	Visibility	1	- Aesthetic and minimalistic design;	Increase the font for better readability and make the corners of a button rounder.	1

 <p>Login screen</p>						
<p>6.1</p> 	<p>No way for user to undo a mistaken deletion of group or event</p>	<p>3</p>	<p>-Error prevention</p>	<p>Add a confirm delete popup before finally deleting.</p>	<p>3</p>	

Profile screen					
<p>6.2</p>  <p>My Groups</p> <p>UI/UX Club</p> <p>Saved Groups</p> <p>Debate Club</p> <p>CASA</p> <p>The Programming Society</p> <p>Saved Events</p> <p>CSS Workshop</p> <p>Blitz Chess Tournament</p> <p>Profile screen</p>	<p>No clear distinction between sections</p>	<p>3</p>	<p>-Aesthetic and minimalist design</p>	<p>Add design elements to differentiate sections</p>	<p>1</p>
<p>6.3</p>	<p>No way of adding multiple groups to profile without having to search each one individually</p>	<p>3</p>	<p>- User Control and Freedom</p>	<p>Add a + button on page with searchable drop down box (the drop down updates while the name of a club is being entered)</p>	<p>1</p>

 <p>My Groups UI/UX Club Saved Groups Debate Club CASA The Programming Society</p> <p>Saved Events CSS Workshop Blitz Chess Tournament</p> <p>← 🏠</p>						
<p>Profile screen</p>						
<p>6.4</p>  <p>My Groups UI/UX Club Saved Groups Debate Club CASA The Programming Society</p> <p>Saved Events CSS Workshop Blitz Chess Tournament</p> <p>← 🏠</p>		<p>Users could potentially experience problems with navigating the many saved events.</p>	<p>2</p>	<ul style="list-style-type: none"> - Recognition rather than Recall - Flexibility and Efficiency to use. 	<p>Let users be able to see “Saved Events” dates instead of opening the event itself to see the day of happening. Also, give the possibility to sort events by date (would be helpful if user has many saved events).</p>	<p>1</p>
<p>Profile screen</p>						

<p>7</p>  <p>map_before_search screen</p>	<p>Prefer to see the standard map colours.</p>	<p>1</p>	<p>- Consistency and Standards</p>	<p>Use the Google Maps as the main map for the “Main Page” and put communities/ events icons on top of it.</p>	<p>1</p>
<p>8.</p>  <p>club page</p>	<p>The club’s main page has only the general meeting times and upcoming events. There is no information on what the club is about, their president etc For this, the user must click on the URL to view their official website While the user is searching for a club to join, the meetings and</p>	<p>3</p>	<p>- Flexibility and Efficiency of use</p>	<p>The club main page should have all of its information that a club website would have. So there would be not much reason to have a separate website</p>	<p>1</p>

	upcoming events aren't of much use And the club has to make a separate website, which not all clubs can do and extra work for the clubs (inefficient)				
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Assignment A7b Attribution

Task	Person responsible
Heuristic Report	Utkarsh
Cognitive Walkthrough	Roshan
Refining Prototype	Dennis, Kevin
Usability Study Instruments	Utkarsh

Appendix: Heuristic Analysis Notes

Added in order with name in each document

1. Utkarsh Agarwal
2. Ryan Young
3. Kevin Huang
4. Dennis Marks
5. Roshan KR

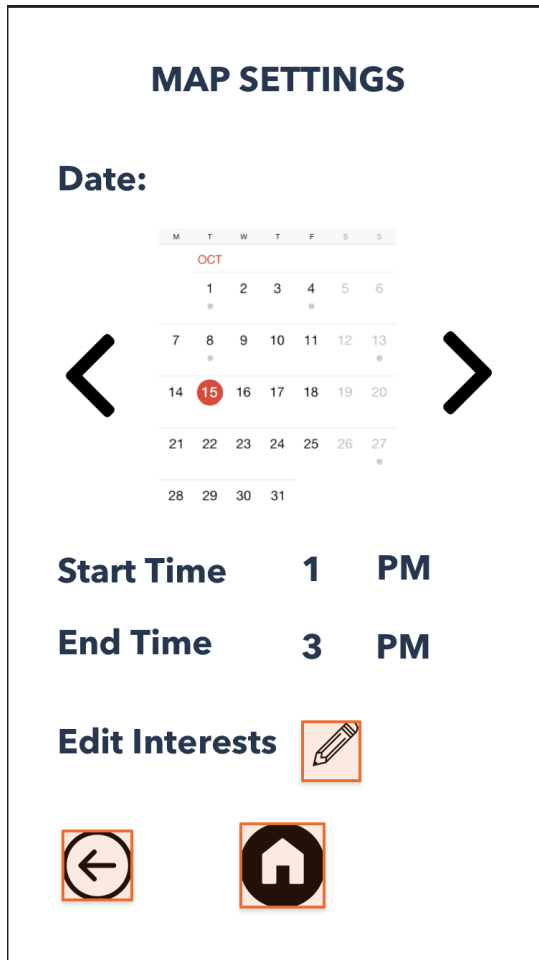
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Screens Involved2-4

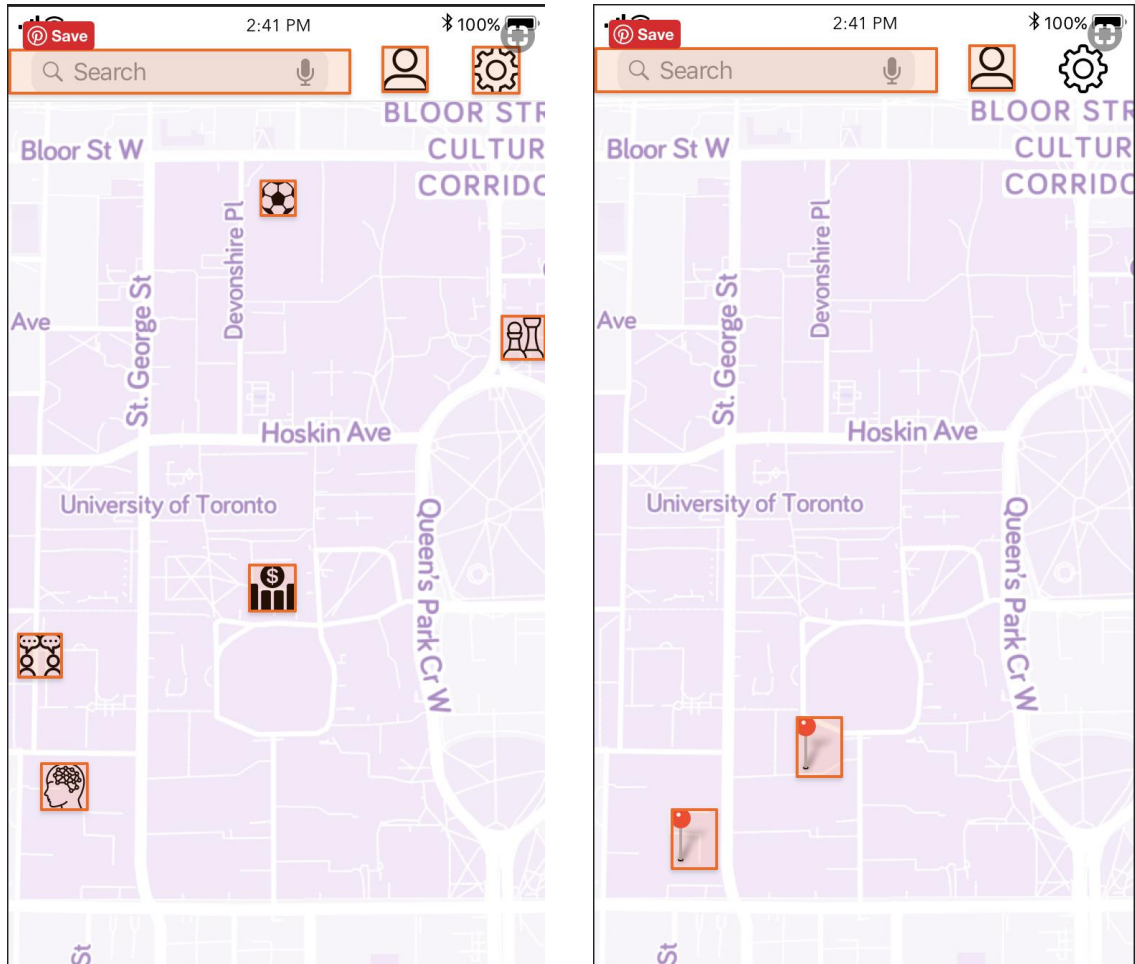
Summarized findings.....5

Screens Involved:

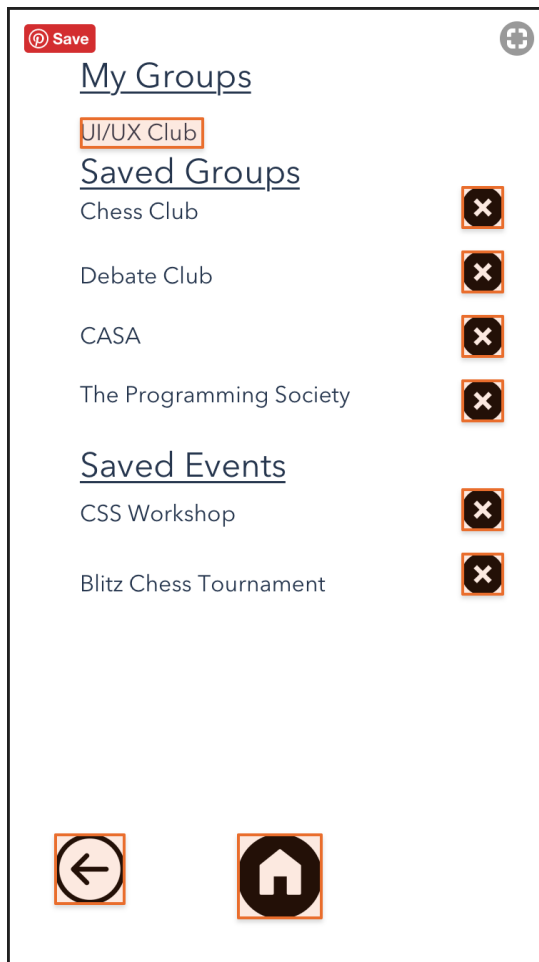
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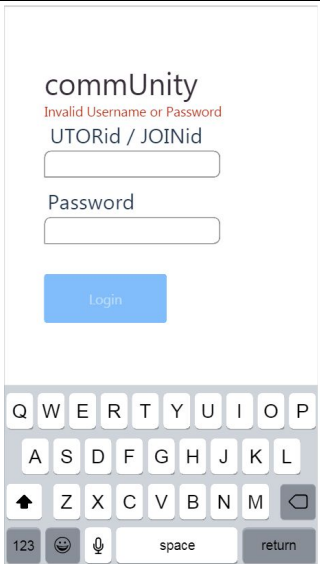
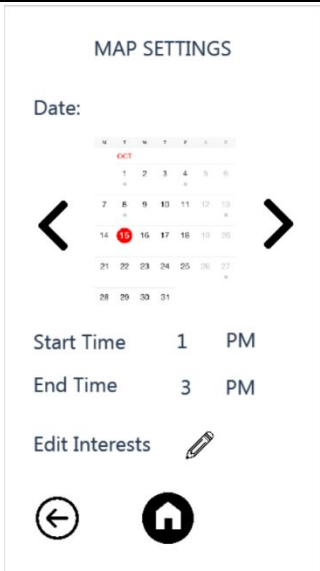


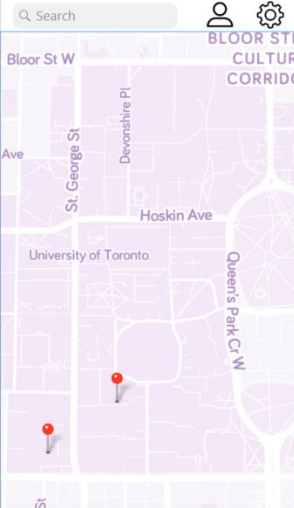
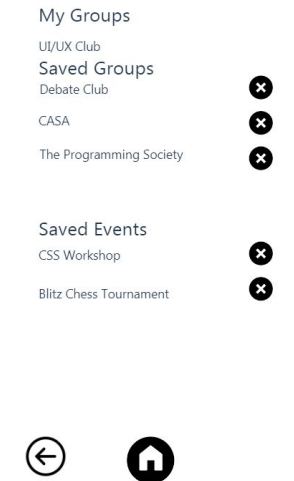
(Lower Severity Rating means higher priority)

No.	The Issue	Heuristics Violated	Severity Rating	Fix
1.1	Missing help and documentation	10. Help and Documentation	4	Add contact us feature and guide to interface on settings page
2.1	After searching on map, can't see what was searched	4. Consistency and Standards, 1. Visibility of System Status	3	Once a search is performed, add a box underneath the search bar with the relevant query
2.2	After searching on map, have to press home button to go back to real-time map	4. Consistency and Standards, 9. Help users recognize, diagnose, and recover from errors	2	Add a cross to the box in issue 2.
3.1	No way of adding multiple groups to profile without having to search each one individually	3. User Control and Freedom	3	Add a + button on page with searchable drop down box (the drop down updates while the name of a club is being entered)
3.2	The cross deletes groups and/or events from profile with just one click	5. Error Prevention	3	Add a confirm delete popup before deleting.

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Nielsen's 10 heuristics rating table for Hi-Fi prototype.....	1
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Screen	Problem Detail	Violated Heuristics	Rating <small>From a scale from 0 to 5, where 5 is the most severe</small>	Potential Solution
	Unclear specifically username or password is invalid	- Help users recognize, diagnose, and recover from errors	1	Seperate invalid username and password screens
	Start and end time are unclear in purpose, Calender takes up too much space and looks terrible, Unclear where to click for edit interests.	-Aesthetic and minimalist design -Recognition rather than recall - Match between system and the real world	5	Complete redesign of settings, move and rename interests to profile as interest filter, remove calender and incorporate into map screen.

	<p>Unclear what state the map is in</p> <p>Not possible for users to see if they made a search error, or recall what they searched for</p> <p>May be unclear what search is for</p>	<ul style="list-style-type: none"> - Visibility of system status - User control and freedom - Help and documentation 	<p>3</p>	<p>Show what the user searched in search bar</p> <p>Clearly indicate that this is a map based on search filter</p> <p>When search bar is clicked, some guidance text about purpose would be ideal</p>
	<p>No way for user to undo a mistaken deletion of group or event</p> <p>No clear distinction between sections</p> <p>Home button functions differently from expectations and returns to base realtime map instead of expected modified realtime map</p>	<ul style="list-style-type: none"> -Aesthetic and minimalist design -Error prevention -Consistency and standards 	<p>3</p>	<p>Add confirmation or undo chance upon deleting event or group</p> <p>Add design elements to differentiate sections</p> <p>Fix home button to return properly</p>





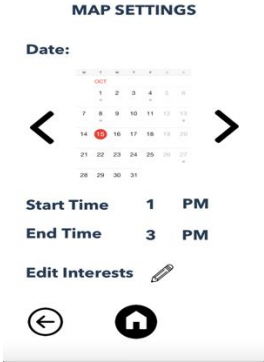

<p>CSS Workshop</p> <p>Hosted by the Programming Society </p> <p>Location: Sanford Fleming Building, Room 4032</p> <p>Time: Monday, February 25, 2019 1-3 PM</p> <div> <p>An introduction to CSS for beginners, hosted by Dennis Markovchyn and Ryan Young. Refreshments will be provided.</p> <p>All are welcome!</p> </div> <div>    </div>	<p>Home button functions differently from expectations and returns to base realtime map instead of expected modified realtime map</p> <p>Unclear what forward arrow near top of screen is for</p>	<p>-Consistency and standards</p>	<p>2</p>	<p>Fix home button to return properly</p> <p>Make button more obvious either through text or change button</p>
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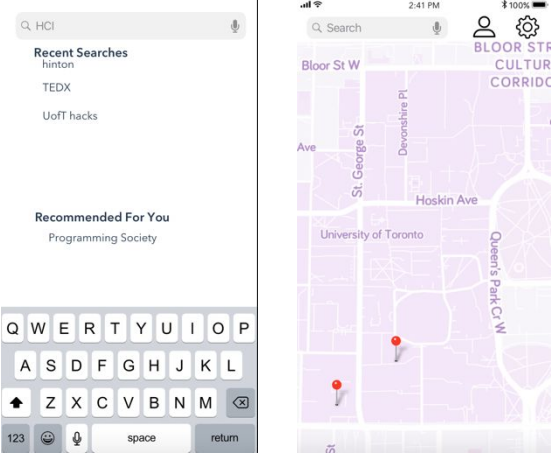
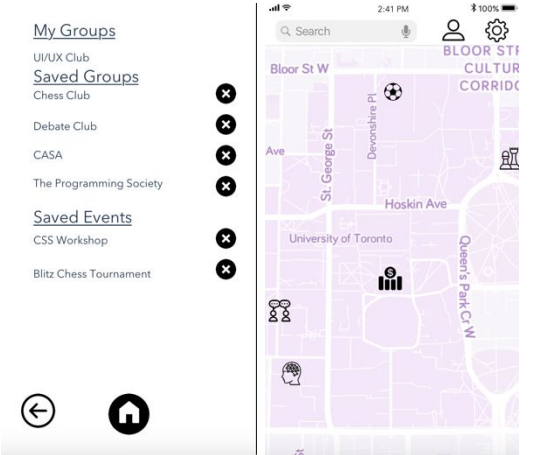
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Heuristic Evaluation Notes

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Heuristic Evaluation Notes

Screen(s)	Problem Details	Severity (0-4 scale)	Heuristic(s) Violated	Plan to Resolve Issue
 <p>settings screen</p>	It is unclear to the user what the Date calendar and Start/End time display are for. What can they do with it? The “Edit Interests” functionality also seems out of place here.	4	<ul style="list-style-type: none"> - Aesthetic and minimalist design - Flexibility and efficiency of use - Visibility of system status 	Fixing the settings screen would involve some wholesale changes. We could move the date and time selection out of this screen entirely and into the main map to provide more visibility of system status (since the user could see the map respond to these date and time changes). We could then rename the “settings” page to a “filter” page, and allow the user to filter their interests here.
	The hearts with which users can “like” events or groups are currently not interactive.	4	- Visibility of system status	Find some way to let the user know that their action of tapping the heart has been received and processed by the system. We could try to find a way to “fill in” the hearts, or display a popup that confirms the user action.

<p>All event and group screens with a “like” functionality, as with the chess_club screen above</p>				
 <p>The transition from search to map_after_search</p>	<p>It is not clear to the user that the map has updated with respect to the input (“HCI”).</p>	<p>3</p>	<p>- Visibility of system status</p>	<p>Display a pop-up notification that would appear on the map, which would say something to the effect of “Displaying HCI results”.</p>
	<p>When users click “back” on a given screen, the screen transitions to the next screen by sliding right, when it would probably intuitively be expected to slide left.</p>	<p>2</p>	<p>- Match between system and real world</p>	<p>Fix the transition animations and get them to slide the “correct” way.</p>

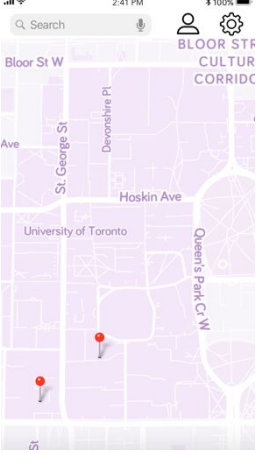
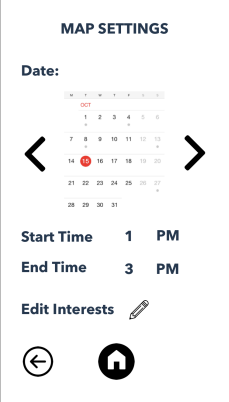
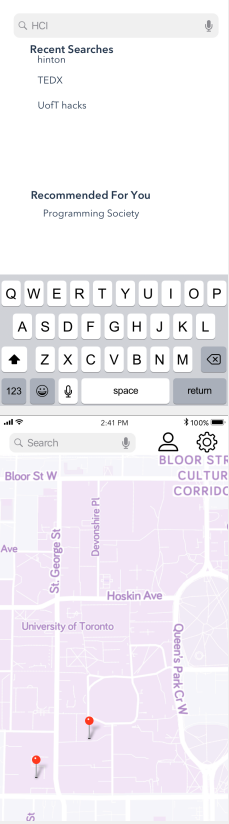
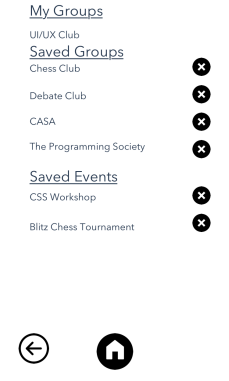

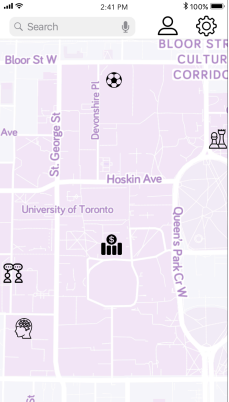
<p>All screens with back button</p>  <p>map_after_search screen</p>	<p>Use of map pins instead of icons as in realtime map may be confusing to the user.</p>	<p>1</p>	<p>- Consistency and standards</p>	<p>Replace pins with their relevant icons.</p>
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Heuristic Evaluation Notes	2-3
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Screen	Problem Details	Severity	Heuristic Violated	Resolve Plan
<p>Settings Page</p> 	<p>The existence of this page is something that we can avoid and is confusing for the user for the first time.</p>	4	<ul style="list-style-type: none"> - Visibility of system status; - Aesthetic and minimalistic design; - Flexibility and efficiency to use. 	<p>"Edit Interests" can be moved to the "User" page or being showed for the first time the user log ins. Basic map setting, for example choosing the specific date, can be seen directly on the map.</p>
<p>Main Page - Results After Search</p> 	<p>The transition from the "search" page to the "main page" can be unclear for some users because the app does not show that the "search" was successful and the pins on the map actually represent "HCI".</p>	3	<ul style="list-style-type: none"> - Visibility of system status. 	<p>When the user is being returned from the search page to the main page - the words that are being searched should stay in the search bar. Also, instead of the pins, we could use communities icons with its names next to it.</p>

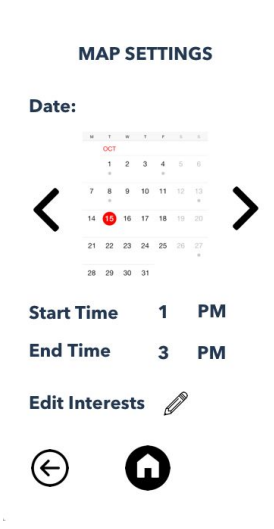
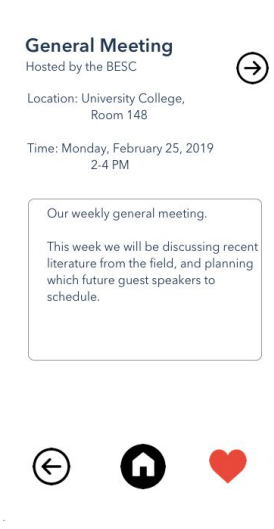
Screen	Problem Details	Severity	Heuristic Violated	Resolve Plan
<p>User Page</p> 	Users could potentially experience problems with navigating the many saved events.	2	<ul style="list-style-type: none"> - Recognition rather than Recall; - Flexibility and Efficiency to use. 	Let users be able to see "Saved Events" dates instead of opening the event itself to see the day of happening. Also, give the possibility to sort events by date (would be helpful if user has many saved events).
<p>Log In Page</p> 	Log In Button	1	<ul style="list-style-type: none"> - Aesthetic and minimalistic design; 	Increase the font for better readability and make the corners of a button rounder.
<p>Main Map</p> 	I would personally prefer to see the standard map colours.	1	<ul style="list-style-type: none"> - Consistency and Standards. 	Use the Google Maps as the main map for the "Main Page" and put communities/ events icons on top of it.

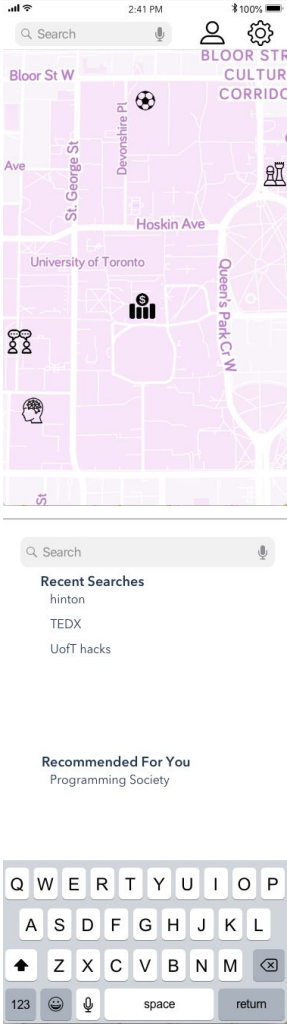
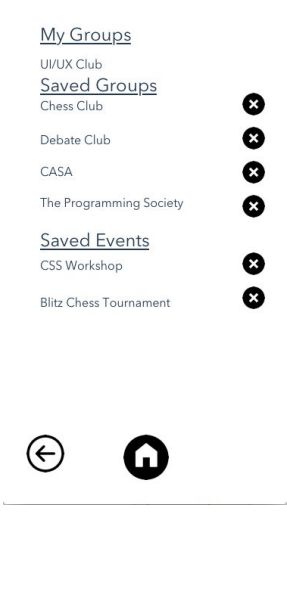
Roshan Ravishankar
Group CIRCLE

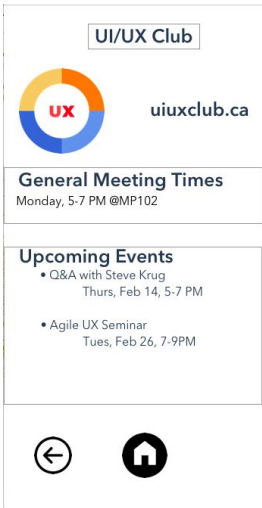
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Heuristic Evaluation.....	2
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Heuristic Evaluation:

Violations in Proposed Design	Problem and Solution (italicized)	Heuristic Violated	Severity (0 to 5 scale, where 5 is most severe)
	<p>The calendar, date and time input mechanism is confusing, unintuitive and disorganized.</p> <p><i>A more intuitive design like a slider would be better to filter date and time, which could just be on the map itself. The interests could be edited separately, in its own place.</i></p>	<p>Flexibility and Efficiency of use.</p> <p>Aesthetics and Minimalist Design.</p> <p>Consistency and Standards.</p> <p>Visibility of System Status.</p>	5
	<p>The heart button is confusing and unresponsive. Does it mean liking the event, or joining it? How do you know you have joined the event if it doesn't respond?</p> <p>It is unclear to the user what the arrow in the top right corner is supposed to do.</p> <p><i>The heart could be made into a "plus" or "add" sign, which meets standards of other apps, and hence would be more intuitive. The right arrow, could be a "read more" button.</i></p>	<p>Consistency and Standards.</p> <p>Visibility of System Status.</p>	5

	<p>The search feature on the map takes you to a new page, which is inefficient. Also, it is not immediately clear if your search has worked.</p> <p><i>A drop-down search feature on the map page itself would be more efficient, with different colors for recent searches and recommendations (like Google Search).</i></p>	<p>Flexibility and Efficiency of use.</p> <p>Aesthetics and Minimalist Design.</p> <p>Consistency and Standards.</p> <p>Visibility of System Status.</p>	<p>5</p>
	<p>The groups listed are not clickable, so the user cannot view the club info when he/she wants to. Instead the user must go to the map, search for the club and then click on the map icon, all just to view club info. Only deletion is possible, and since the deletion button is so big, and there is no “Confirm Deletion” popup, it is prone to deleting by mistake.</p>	<p>Flexibility and Efficiency of use.</p> <p>Error Prevention.</p>	<p>4</p>

	<p><i>Make the list of clubs clickable taking the user to the club's main page. The delete button should be moved to the club's main page too, with a popup to confirm delete.</i></p>		
	<p>The club's main page has only the general meeting times and upcoming events. There is no information on what the club is about, their president, etc. For this, the user must click on the URL to view their official website. While the user is search for a club to join, the meetings and upcoming events aren't of much use. And the club has to make a seperate website, which not all clubs can do and extra work for the clubs (inefficient).</p> <p><i>The club main page should have all of its information that a club website would have. So there would be not much reason to have a separate website.</i></p>	<p>Flexibility and Efficiency of use.</p>	<p>3</p>