Heuristic Evaluation of [goFit]

1. Problem
goFIT is an app that uses challenges between friends to create social connections and a reward system that effectively incentivises maintaining a healthy lifestyle.

2. Violations Found
1. H2-4 Consistency & Standards / Severity 3 / Found by: A, C, D
The interface used the string "Save" on the first screen for saving the user's profile, but used the string "Update" on the second screen. Users may be confused by this different terminology for the same function.
Fix: Use the same string on each screen.

[...list violations here with a blank line between each -- number from 1 to n, where n is total # of violations]

1. **H2-1: Visibility of Status | Severity 2 | Found by: B**
   It's not completely clear how much friends have been progressing on their challenges. The friend card shows another user's current challenges, but doesn't show how much progress they've made on specific challenges or in general.
   Fix: Add clearer information to friends card

2. **H2-1: Visibility of Status | Severity 1 | Found by: A**
   Now I'm on the task of creating a new activity. When I select an activity as my goal and go into the next page of choosing a friend, it's better at the next page to let me know what activity I select. It can be a word "swimming" showing up somewhere in this page, or just an swimming icon showing as a background. (Same issue shows in social)

3. **H2-1: Visible of system status | Severity 4 | Found by A**
   Also at the time setting page, what time we are setting should be clearly notified. Is this time the due date? Or it's the time we are supposed to start the activity? Additionally, the deadlines of challenges are unclear. Does the user have to complete a week after they accept it, a week after they receive is or a week More dialogue should be added to illustrate that.

4. **H2-1: Visibility of Status | Severity 2 | Found by B**
   The user can see information about their friends, but there isn't a clear way to see what other users can see about them. For instance there is no way for the user to change their profile picture or even see if they have one.
   Fix: Add a profile page

5. **H2-1: Visibility of Status | Severity 2 | Found by B**
   The app shows completion of short term goals by marking completed challenges, but it doesn't seem capable of showing long term improvement.
   Fix: Add a progress page, or some way to see how many challenges a user has completed

6. **H2-1: Visibility of Status | Severity 2 | Found by B**
   Progress on a challenge is communicated by colored circles representing what proportion of the challenge is completed. This representation may not effectively communicate information about "ongoing" challenges with no set goal for completion.
   Fix: Add a separate design for ongoing challenges

7. **H2-1: Visibility of Status | Severity 3 | Found by B**
   The prototype does not have any examples of what it is like to receive a challenge. How would a user respond to or accept a challenge? Can you reject or alter challenges? How would a user know if their challenge has been accepted?
   Fix: Add some sort of challenge notification

8. **H2-2: Match between system and the real world | Severity 4 | Found by B**
   What the challenges are supposed to involve is a bit unclear. On the homescreen, for instance, there's a symbol representing a challenge to walk 4 times this week, but there is no information about how far the user is expected to walk.
   Fix: Add more information to challenge card

9. **H2-5: User control and Freedom | Severity 3| Found by B**
   While creating new challenges is a relatively intuitive process, there seems to be no way to delete or alter a challenge once it has been created. What if a user makes a mistake?
   Fix: Add an edit button to challenge card

10. **H2-3: User control and Freedom | Severity 2| Found by A**
    At the home page, when clicking the green button to plus one, it pops up the "complete" dialog instantaneously. I think the purpose of the red minus button is to redo the false click of plus button (which is a really good idea), while it still cannot deal with the case when people false click to complete the goal. I suggest one more confirmation step before the "complete" can be added here when user reaches an activity goal.

11. **H2-4: Consistency and standards | Severity 2 | Found by B**
    The nuances of the challenge system are a bit unclear. The user can challenge their friends or themselves to do a challenge. If you challenge your friend to do something are you simultaneously challenging yourself to do the same thing or

just challenging them? Is it different if you create a challenge at your challenge page vs. your friend's?

Fix: Add help documentation or state more explicitly what will happen when a challenge is created

12. **H2-4: Consistency and standards | Severity 3 | Found by A**

I suppose the functionality of the green plus button at "social" page is to add friends (because it doesn't make sense to put an adding activity button at this page). Then the adding friends button should not be the same as adding activity button, since that will let people feel confused. Here I suggest use the icon which has both people and plus, so that it can be more intuitive

13. **H2-4: Consistency and standards| Severity 2 | Found by A**

At the searching friends page, the icon "ME" here is quite difficult to understand at first glance. It should keep in the same form as the other suggested friends (picture+name) if you want to put them in the same line. Or if you want to make it a different feature (I guess it is to set an activity without other participants), I think make this icon be different from other "friends" choice will be better.

14. **H5: Error Prevention | Severity 1 | Found by A**

When I go into "social", choose "Christina" and click "add" to next page, I suggest a "go back" icon to go back to the previous page.

15. **H6: Recognition rather than recall | Severity 2 | Found by A**

The green plus and red minus button at the home page confused me at first. And I understand what it means after I went through the whole app. It's better to change to a more intuitive icon (or adding several words explanation?) Actually I'm not sure what the "ongoing" means in time setting page.

16. *H2-7: Flexibility and efficiency of use | Severity 2 | Found by B*

Completed and uncompleted tasks are shown in the same screen, which implies that completed task are still ongoing in some way. Additionally, if a user had many challenges finding a specific one or finding all their ongoing tasks could be difficult. Perhaps there should be multiple options for how to view the challenge list.

Fix: Add search or sorting options to the challenge page

17. **H7: Flexibility and efficiency of use | Severity 2 | Found by B**

On the page of selecting a deadline, there are only four choices, which is not flexible enough for users to choose a certain time that meet their demands. Making a calendar here to let them choose will be an option since there is lots of space in that page.

18. **Aesthetic & Minimalist Design | Severity 2 | Found by A**

Friends Card is really an interesting feature. It informs us what our friends are doing, which may consequently be an incentive to us. Thus I think their current

challenges can be presented in a more obvious, attractive and detailed way. At least, the icon of their activities can be larger. Showing details of their progress will also be a choice. And, if possible, users have options to join their activity.

19. **H2-8: Aesthetic and minimalist design | Severity 3 | Found by B**
According to the slide show, one of the goals of this project is to incentivise a health lifestyle by making it immediately rewarding, but there doesn't seem to be a defined rewards system. A star will appear under a challenge when it is completed, but the stars aren't logged anywhere or used elsewhere in any way.
Fix: Add some way of viewing overall accomplishment. Perhaps a ranking system or a progress page

20. **H2-9: Help users with errors | Severity 3 | Found by A**
Still at the time setting page, something should happen when click "go" button without selecting a date. (I think you just forgot it, since you did pretty well on this on previous two pages) It can be a pop-up dialogue to remind users to select a date.

21. **H2-10: Help & Documentation | Severity 3 | Found by B**
Some users may be motivated by not wanting to fail a challenge, but there is no way to tell what will happen if a challenge is failed.
Fix: Add something to discourage failing a challenge

22. **H2-10: Help & Documentation | Severity 2 | Found by: B**
There are no help buttons or tutorials to help the user understand how to use the app. This would be helpful for confusion about things like how to delete a challenge.
Fix: Add a help button or a tutorial

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	1	4	1	1	**7**
H2: Match Sys & World	0	0	0	1	1	**2**
H3: User Control	0	1	1	0	0	**2**
H4: Consistency	0	2	1	0	0	**3**
H5: Error Prevention	0	1	0	0	0	**1**
H6: Recognition not Recall	0	0	1	0	0	**1**
H7: Efficiency of Use	0	0	2	0	0	**2**
H8: Minimalist Design	0	0	1	1	0	**2**
H9: Help Users with Errors	0	0	0	1	0	**1**
H10: Documentation	0	0	1	1	0	**2**

Total Violations by Severity	0	4	11	5	2	22
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
sev. 0	0	0%
sev. 1	22.2%	0%
sev. 2	44.4%	58.3%
sev. 3	22.2%	33.3%
sev. 4	11.1%	8.3%
total (sev. 3 & 4)	33.3%	41.66%
total (all severity levels)	100%	100%

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

5. Summary Recommendations
[merge the general recommendations you made here]

The overall interface of this prototype was great and most of the tasks were intuitive to complete! The main issues in this prototype confusing icons, along with some missing features and information makes the overall experience of this app more difficult for users. Making the icons more consistent, changing some icons to be more intuitive or adding some words of explanations might help. Additionally, the lack of information about how much exercise/healthy living a challenge represents and how to respond to/edit challenges could result in some frustrations for the user. Some other issues like H5, H6 etc. shown above are easy to figure out.

Apart from the violations shown above, some interfaces have a lot of negative space (such as social pages), which may be an aesthetic issue. we think this is only because there aren't many friends in social list of this prototype. However, if users are expected to add a lot more friends, then we suggest adding a search feature on that page to search our existing friends.

Additionally, based on the slides of concept video, the main idea of this product is to make users feel motivated about maintaining good health. In order to form such a

"habit", the app helps users by establishing social networks and offering immediate rewards. However, there doesn't seem to be many impulse mechanisms to encourage people to maintain good habits because it is not clear what the user gains by completing challenges.The lack of a rewards system may have been a deliberate attempt to make the user focus on the benefits of a healthy lifestyle, but the benefits of their actions is also not communicated to the user. Using social connections as a motivating factor is a good idea, especially the ability challenge friends, but there could be more information about how the user is progressing in comparison to their friends to motivate faster improvement. Setting an activity schedule with a friend is another solution, but perhaps there should be more reasons (in this app) to get started and go further. For example, what health benefit they will get if they keep doing this exercise (or complete one set of this challenge), or what punishment they will get if they fail to complete their schedule. These might be difficult to add in medium-fi prototype, but can be considered later in high-fi prototype.

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