

Heuristics Evaluation of Campus Connect

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1. Visibility of system status

- Always keep users informed about what is going on.
- Provide appropriate feedback within reasonable time.

Evaluation

- Easy to navigate and most functions are labelled
 - There is a confirmation when suggesting a study space & submitting a review, but not when hosting a session, which could be confusing
 - **Severity:** 1
 - **Fix:** Add confirmation screen
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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

- Simple, clear language
 - Functions are grouped in a logical manner
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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

- 'Out' button is always in the same place
 - When you enter the profile page & back out, tapping anywhere on the screen other than buttons takes you back to the profile page
 - **Severity:** 2
 - **Fix:** Return to the map when leaving profile page like the other functions, or return to the map when tapping on the screen
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4. Consistency and standards

- Users should not have to wonder whether different words, situations, or actions mean the same thing.
- Follow platform conventions.

Evaluation

- Language is consistent & clear
- Conventions are followed, most icons/names are identifiable

5. Error prevention

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

Evaluation

- Buttons are sized & spaced out well, will reduce slips
- There is no confirmation when logging out, a user who taps it accidentally will be immediately logged out
 - **Severity:** 2
 - **Fix:** Add logout confirmation

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

- All functionality is visible and easy to find
- Information and instructions are placed when relevant to the current task

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

- No accelerators - most functionality is done in one way only
 - **Severity:** 2
 - **Fix:** Add more ways to complete tasks e.g. tap spaces/sessions/bathrooms to review them

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

- Very minimalist but functional
- No irrelevant dialogue

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

- Expressed in plain language (no codes)
- Precisely indicate the problem
- Constructively suggest a solution.

Evaluation

- No error indication or solutions
 - **Severity:** 2
 - **Fix:** Add error messages

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

- No help or documentation
 - **Severity:** 1
 - **Fix:** Add help or documentation