

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

After logging in, it is hard to know what to do. There should be some sort of prompt to tell the user what to do or have the study spaces and washrooms around the user available from the start without having to search for them

- 2 minor usability problem

The search bar and filters in the corner of the page help keep track of what I am currently looking for

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

Language used is simple and general, there is no need to decipher what anything means
Similar functions and tasks are all in the same area, easy to navigate.

Should add what building the person and room is in.

-1 cosmetic problem

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

Currently there is no way to edit a review that you have made, which would be helpful if a bathroom and or study spot drastically change

- 3 major usability problem; important to fix

Out button is in a good place when looking at study sessions, spaces and washrooms; however, it would be easier if tapping anywhere outside of the popup also closed the popup and returned to the map

- 2 minor usability problem

No way to delete a review you have made or a study spot

- 3 major usability problem; important to fix

4. Consistency and standards

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

Evaluation

There does not need to be 3 ways to get to your profile from the hamburger menu (name, photo, and Profile) Reducing this to one way would be better.

- 2 minor usability problem

When on the Hamburger menu, clicking on the map on the left should take the user back to the map; along with keeping the hamburger icon in the same spot (don't move it from left to right when opening the menu)

-3 major usability problem; important to fix

Cancelling Hosting a Study Session, Suggest New Study Space, and Create a Review do not take you back to the menu

- 2 minor usability problem

5. Error prevention

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

Evaluation

There is no confirmation check for writing a review, create a study spot, and logging out. Important for accidental submit presses

- 3 major usability problem; important to fix

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

Filters in the top right corner are good but could be improved to say what type of filtering they are doing. E.g. Study Session Class type

- 2 minor usability problem

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

Currently no accelerators for expert users, either being able to click on the map to create a new study session / space or being able to copy a previously made study session for a future date.

-2 minor usability problem

Would be nice to save filters from your last session when re opening the app (enabled as a setting)

-2 minor usability problem

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

No unnecessary information provided in the popups from the map.

Keeping features for the app and the general app settings separate from each other in the menu is very clean and helps users understand what is important when opening the menu

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

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

Evaluation

Currently there is no help functionally built in for it the app crashes or a support page. Would be a good idea to add either a link or form to submit for error and bug reporting.

- 3 major usability problem; important to fix

No way to change a password from inside the app

- 4 usability catastrophe; must fix

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

Beneficial to have a tutorial (video or image based) to teach a new user how to navigate and use the application

- 2 minor usability problem