

Heuristics Evaluation of [enter product name]

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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

1. The main screen after the login is hard to tell what you are supposed to do / accomplish. I think it would be beneficial to have a screen before this that is more like a landing page for your functionality. For example, a page that tells you what you can do such as: Host Study Session, Suggest New Study Space, Search for Study Sessions.
 - a. 2 Severity Rating: Minor usability problem
2. In the search function to apply your changes it would be helpful to have a description on the button to apply the changes. Currently it is just a block, although you can tell that this is the button, I think it would be beneficial to have a word such as "Apply" or "Search".
 - a. 1 Severity Rating: Cosmetic problem
3. It is intuitive to know where to click on the map as new features will appear depending in what category you are in. I think this is a great feature.
4. The navigation bar (located in top left) contains all the information for where I need to go in order to use the app.

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

1. The map may be difficult to understand. I was unsure initially if this was a single, or multiple building. I think that if you are unfamiliar with the campus map this would be a potential for confusion. It would be beneficial to also show the building number to show that these room numbers are specifically rooms in that building since they could be interpreted as buildings of their own. (Ex. 127 is a building rather than a room)
 - a. 1 Severity Rating: Cosmetic
2. Information is presented in a left to right fashion that makes sense with how we read. I think this is beneficial as the buttons and information is presented naturally where my eyes should go.
3. Language used is general and not jargon

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

1. When you host a study session, there is no way to cancel that study session if you no longer want to attend it, or if you accidentally entered incorrect information. It would be helpful to be able to delete these if you need too. An improvement would be the ability to remove a study session if needed.

- a. 2 Severity Rating: Minor Usability problem
2. Currently after you “Host a Study Session” and are back onto the map screen, you are unable to use the other functionalities in the drop-down menu (the suggest new study space, write a review). There isn’t anyway to leave this unwanted state. I believe there is a link that isn’t working properly in the XD file.
 - a. 3 Severity Rating: Major usability problem, important to fix.
3. All of the functionality is clearly labeled so it is difficult to choose any system functions by mistake. This is beneficial as I was never guessing when I was clicking on buttons.

4. Consistency and standards

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

Evaluation

1. The platform conventions are very consistent among all the functionality. The only thing I notice is a different style “Submit” type buttons. One being in the search, the other in the 3 main functions of the app, and the last one in the settings. I think it would be helpful to choose one consistent style for these buttons (although this is not major, just more of a cosmetic concern.)
 - a. 1 Severity Rating: Cosmetic Problem
2. I never found myself guessing on what certain functions would do as they are descriptive enough. The platform conventions for the functions are also nice as they are laid out and work very similarly. Good job.

5. Error prevention

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

Evaluation

1. I do not see any specific error prevention used in the app. There is features that bring your program from one state to another (Ex. Starting a study session) so it might be advantageous to have a confirmation when you are adding new sessions or submitting a review for example. I’m suggesting a pop up such as “Would you like to confirm review?”, “Are you sure you want to log out?”, or “Are you sure you would like to remove this study session?” if your group decides to add in a removing functionality.
 - a. 2 Severity Rating: Minor usability problem
2. I think your group has implemented a lot of careful design that prevents errors such as not having buttons close enough together that it would be an issue on pressing the correct button.

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

1. When filtering via the search function for Study Space and Washrooms, the icon that appears on the screen is a bit small. This makes it hard to discover if the filter was applied as you must do a little bit of searching on the map. It would be helpful if these icons were large and maybe had more contrast with the background map.
 - a. 1 Severity Rating: Cosmetic Problem
2. I thought it was very beneficial how your group had little details that described what to do in certain situations such as text descriptions in textboxes, and the “Tap to change location” on some of the functions.

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

1. Currently I do not see any accelerators such as ways to enter into the “Host a Study Session” and the other functions. It may be beneficial to add some “on click” events on the actual map that allows you to press a room and set a study session, for example.
 - a. 2 Severity Rating: Minor usability problem
2. The back buttons when you enter a function are very useful as they allow you to get back to the previous screen very quickly.

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

1. I am unsure about the button in the right corner as it currently doesn't have any function. I would consider removing it or giving it some sort of functionality as it's something I want to press (from the size and contrast of it).
 - a. 1 Severity Rating: Cosmetic Problem
2. The minimalist approach to the side bar navigation is very good as it doesn't take away from where the main functionality is. The separation and large negative space allow me to tell that these are the main functions of the application.

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

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

Evaluation

1. There currently isn't any way to help users recognize, diagnose and recover from errors. What if someone tried to create a study session in the same room at the same time and the program needed to generate an error for the user. I think that may be an interesting feature if the group needs more functionality.
 - a. 2 Severity Rating: Minor usability problem

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

1. Currently there isn't any help (other than telling you that you may tap to change location, and textbox descriptions). It might be beneficial to have a sort of tutorial when the user registers and logs in for the first time that shows how to use the application. This may be beyond what is required, however, I think that would be very useful to teach users how to use the application.
 - a. 2 Severity rating: Minor usability problem.