

Heuristics Evaluation of Campus Connect

By Jeffrey Shen

Date November 22, 2019

1. Visibility of system status

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

Evaluation

This Heuristic is satisfied. The user is provided with adequate prompts and are informed of the results of their actions

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

This heuristic seems to be satisfied. Buttons have descriptive text and the placement of buttons are consistent with how apps on the industry are formatted.

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

This heuristic could be improved upon. When the user navigates to the left side bar by clicking on the top left icon, the sidebar opens. However, the only way to exit the left sidebar is to click the top right icon. This should be fixed so that clicking anywhere outside of the left side bar will cause the sidebar to collapse

4. Consistency and standards

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

Evaluation

This heuristic is mostly satisfied. There are a few icons that are confusing, such as the tag icon that is used for Washrooms.

5. Error prevention

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

Evaluation

Once I navigate to the left side bar, clicking anywhere in the left sidebar redirects to the user profile. This is an error that can be fixed

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

This heuristic is satisfied. The search functionality is intuitive and makes sense.

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

A suggestion is to reduce the number of clicks required to search for a study session. As of right now, we have to click the search button, then click study sessions and click the one we are looking for. This adds up to 3 clicks. If instead we had a search bar, we can search right away.

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

The button on the bottom right does not appear to do anything. Other than that, every button seems to have a function that makes sense.

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

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

Evaluation

A suggestion is to add feedback messages on input forms. For example, on the "Host a Study Session" page, I try to click the "host" button without entering information. This should raise an error message, but I don't get any feedback.

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

Adding a help or support button could be an improvement.