Heuristic Evaluation of SafetyNet

Prototype Description: Does the problem statement make a solid attempt to holistically capture what the application seeks to achieve?	✓ +	Good comprehensive description that covers all tasks and the need they're addressing!
Is the list a readable and digestible report that follows the given format for listing problems? Does it avoid reporting repeat problems?	✓	Great job formatting the list! There were some duplicates, like 19 + 20 (about edit buttons) that could have been consolidated.
Are the descriptions of the heuristic violations detailed enough to be actionable?	✓ +	Great job here! Suggestions were actionable and often went into the nuances of the task at hand, such as the experience of editing a request and thinking through the perspectives of others involved
Does the list properly cover the individual reports that were given?	✓ +	Good job here!
Does the list give good coverage of the actual problems in the medium-fi prototype?	✓	Great diversity of problems identified– 70 is a great number! Caught everything that I noticed and some more really specific ones, which is super helpful for the team. I wish the severity of problems were more intentional– for example, the first violation around scheduling was shown as severity 4, but it seems to just be products of the Figma limitations that could be addressed later on in the implemented prototype.
Summary of violations: Was the provided template used to accurately sum up all of the violations?	✓ +	Good job here!
Evaluation statistics: Was the provided template used to accurately reflect how well each of the evaluators did? Did the table identify evaluators by letters, and not names?	✓ +	Good job here!
Summary of recommendations: Were the general recommendations made by the individual evaluators merged in a coherent manner?	✓	Great summary with clear breakdown of types of problems, though this should have been consolidated instead of per person. Very comprehensive and thoughtful. Wonderful job!
TOTAL SCORE	✓ +	

1. Problem/Prototype Description

SafetyNet is an application designed to allow disabled (or non-disabled) individuals to reach out to communities (their own or an organizational partner) and ask for help without feeling guilty about needing assistance.

2. Violations Found

1. **H1: Visibility of system status / Severity 4 / Found by: A, C**
   - When selecting a request date, the user is forced to select February 16th through the prototype, but that selection is not reflected in the "When?" section
   - Fix: Make sure once a user selects a date it is changed/shown in the "When?" section
2. **H1: Visibility of system status / Severity 2 / Found by: B, C**
   - When users type in the "What do you need help with?" box, the characters remaining does not decrease
   - Fix: Make sure once a user begins typing in the text box that the number of characters remaining decreases appropriately
3. **H1: Visibility of System Status / Severity 4 / Found by: B**
   - Pending request immediately jumps to accepted once a single invitee hits accept, user does not know how other recipients responded (i.e., if they declined it). This is important because users may wish to broaden the scope of the request if several people in a group have declined.
   - Fix: Besides having request statuses, have statuses for each request invitee
4. **H1: Visibility of System Status / Severity 3 / Found by: A, C**
   - Pending request doesn't show what time/date the user requested the help for
   - Fix: Include time/date the user requested the help for
5. **H1: Visibility of System Status / Severity 3 / Found by: A, C**
   - Pending request doesn't show what date the request was sent on
   - Fix: Show the date (along with the time) the request was sent on
6. **H1: Visibility of System Status / Severity 3 / Found by: A, C**
   - Accepted request doesn't show what time/date the user requested the help for
   - Fix: Include time/date the user requested the help for
7. **H1: Visibility of System Status / Severity 4 / Found by: A**
   - Unless the user is looking at the "Active" tab on the "My Requests" screen the moment that someone accepts the Request, there is no notification that the request has been accepted. The user may be left wondering if someone has accepted their request and has to keep looking back to check.
   - Fix: Show something similar to the notification that says "'Hands on Tomorrow' has been added to your Network."
8. **H2: Match between system and real world / Severity 3 / Found by: C**
   - Users have to choose a time for a request, but there may be some requests that are not time-boxed but they need help with eventually
   - Fix: Allow users the option to not choose a distinct time and indicate that flexibility to their connections
9. **H2: Match between system and real world / Severity 1 / Found by: C**

- ○ It is unclear what "Boost Notifications" means, does it resend the same notification? The plural makes it seem like someone may be sent multiple boosts at once.
- ○ Fix: Change "Boost Notifications" to "Resend Notification"

10. **H2: Match between system and real world / Severity 1 / Found by: A, C**
    - ○ The labeling of "My Groups" vs "My Community Groups" would potentially be confusing for a user to differentiate between them. A community is a type of group, so the user may not be able to distinguish the two.
    - ○ Fix: Rename "My Community Groups" to "My Community Organizations"

11. **H2: Match between system and real world / Severity 1 / Found by: C**
    - ○ "Need to explore other channels?" is not necessary clear to a first time user
    - ○ Fix: Change text to be more explanatory, for example "Need organizational support?"

12. **H2: Match between system and real world / Severity 1 / Found by: C**
    - ○ "… organizations… can offer the same support as a group of friends!" – it feels like organizations may offer different types of support than friends? Whether they have more resources (therapy, connecting with doctors, or whatever they focus on) or are less available for helping move boxes for 30min.
    - ○ Fix: Edit the copy text to something like "There are organizations near you that can offer different types of support! Read more about them and add them to your network below"

13. **H2: Match between system and real world / Severity 1 / Found by: C**
    - ○ "See all" text appears for "My Community Groups" even though it appears like all the groups are currently visible
    - ○ Fix: Remove "See all" text if all groups can fit onto the single screen

14. **H2: Match between system and real world / Severity 1 / Found by: B**
    - ○ The request creation requires hitting the return key to finish typing, when that key is usually associated with line breaks & form submissions, not simply exiting the keyboard.
    - ○ Fix: Do not require users to hit return to exit typing.

15. **H2: Match between system and real world / Severity 2 / Found by: A**
    - ○ When the user clicks the scroll picker for the time in the "Create Request" screen, the time starts at 10:00 PM, even though the current time displayed in the phone is 9:41 AM. The user might be disoriented to see a time that they did not expect to show up on the scroll picker.
    - ○ Fix: Set the default time on the scroll picker to be the same as the time on the phone.

16. **H3: User control and freedom / Severity 2 / Found by: C**
    - ○ No delete button once a request has been sent and is pending (but recognize this may be a functionality shown after clicking on the "Edit" button)
    - ○ Fix: Add a delete button to the sent request (or ensure it's included while editing)

17. **H3: User control and freedom / Severity 3 / Found by: C**
    - ○ No delete button once a request has been sent and has been accepted (but recognize this may be a functionality shown after clicking on the "Edit" button). Users may realize that they don't need help after all, and should be able to alert the person(s) who accepted their request.
    - ○ Fix: Add a delete button to the sent request (or ensure it's included while editing)

18. **H3: User control and freedom / Severity 2 / Found by: C**
    - ○ No delete button shown for a group or friend

- ○ Fix: Add a delete button for a group or friend

19. **H3: User control and freedom / Severity 2 / Found by: C**
    - ○ No edit button shown for a group or friend
    - ○ Fix: Add a edit button for a group or friend

20. **H3: User control and freedom / Severity 2 / Found by: C**
    - ○ No edit button shown for a community group
    - ○ Fix: Add a edit button for a community group

21. **H3: User control and freedom / Severity 3 / Found by: A**
    - ○ After another user has accepted the user's request, the "Edit" button is still visible, giving the impression that the request is still able to be edited. The user may be able to edit the request to a time during which the acceptee is no longer available, and if the acceptee is no longer available, there is no way to re-ask the other group.
    - ○ Fix: Remove the Edit button after someone has accepted the user's request, or make sure there is a way to resend the request to other people once someone who initially accepted is no longer available to help.

22. **H3: User control and freedom / Severity 4 / Found by: A**
    - ○ Similar to the previous violation, if someone who has accepted the request is no longer available for any reason, there is no way for that person to cancel and for the user to resend the request to people who are available.
    - ○ Fix: Make sure there is a way to resend the request to other people once someone who initially accepted is no longer available to help.

23. **H3: User control and freedom / Severity 4 / Found by: B**
    - ○ A search system is implied for new Friend Groups but one is not implied for adding Community Groups. This is especially important because it is likely that many users will be recommended SafetyNet by a Community Group in the first place.
    - ○ Fix: Add a search function for Community Groups.

24. **H4: Consistency & Standards / Severity 1 / Found by: B**
    - ○ The "My Network" page has the creation buttons for Friends and Groups in the order of left to right, respectively, but the display below orders Groups and Friends, top to bottom, respectively.
    - ○ Fix: Switch the order of one of these things.

25. **H4: Consistency & Standards / Severity 1 / Found by: B, C**
    - ○ The creation button for groups calls them "Friend Group" while the display calls them "My Groups".
    - ○ Fix: Change button to "Create Group"

26. **H4: Consistency & Standards / Severity 1/ Found by: B**
    - ○ The creation button for community groups uses a gray background while the display icons for individual community groups uses a red background.
    - ○ Fix: Change icon background to gray.

27. **H4: Consistency & Standards / Severity 2 / Found by: B**
    - ○ While it is understandable that the actual exit functionality might have not yet been implemented, there are no exit (X) icons on the time and date selection options for the Create Request. If the intent is for users to click outside the box to exit, then the submission/confirmation button should be changed in design to differ from the larger pop-ups that have a large blue confirmation button and a top right exit X.

- Fix: Either change the confirmation button or add an exit (X) icon to these menus.

28. **H4: Consistency & Standards / Severity 2 / Found by: A, B**
    - On the my network page the groups and friends all have the same consistent color scheme. When being added to a request, they are multicolored.
    - Fix: Either maintain the color coding on the My Network page, or remove it from the Create Request flow.

29. **H4: Consistency & Standards / Severity 1 / Found by: C**
    - "Requests" tab at the bottom is slightly different than the screen being labeled "My Requests" at the top
    - Fix: Label the button and the screen in the same manner

30. **H4: Consistency & Standards / Severity 1 / Found by: C**
    - "Network" button on the bottom of the screen sometimes says "My Network"
    - Say "Network" or "My Network" on all relevant screens

31. **H4: Consistency & Standards / Severity 1 / Found by: C**
    - "Select friends to add to "RAs" group" sometimes says "Select friends to add to this group"
    - Fix: Say "Select friends to add to "RAs" group" on all relevant screens

32. **H4: Consistency & Standards / Severity 1 / Found by: C**
    - Icon shown in notification after creating a new group is the same icon used for the "Add Friend" button
    - Fix: Use the same icon in the "New group" notification that is on the "Create Friend Group" button

33. **H4: Consistency & Standards / Severity 1 / Found by: A**
    - The screen for "Create Request" has the first letter of each word in the title capitalized, but the screen for "Add recipients" has only the first letter of the first word in the title capitalized. These are inconsistent and it is unclear whether these screens have the same importance or not.
    - Fix: Either capitalize each word in the title or capitalize only the first word, but not both.

34. **H4: Consistency & Standards / Severity 1 / Found by: A**
    - In the "Add recipients" page, the icons under the "My Friends" category have different colors and have head icons, but they are all the same color on the "My Network" screen and have initials instead.
    - Fix: Choose initials or icons for friends as the default, but not both.

35. **H4: Consistency & Standards / Severity 1 / Found by: A**
    - In the "Add recipients" page, the icons under the "My Community Groups" category have an icon that looks like a house with a location marker inside, but they have a different icon on the "My Network" screen.
    - Fix: Choose the same default icon for all Community Groups.

36. **H4: Consistency & Standards / Severity 1 / Found by: A**
    - On the "Add recipients" page, the icons under the "My Community Groups" category and the icons under the "My Groups" category have the same icon, but they have different icons on the "My Network" screen. This further adds to the confusion between the two.

○ Fix: Differentiate "My Groups" and "My Community Groups" with different icons.

37. **H5: Error prevention / Severity 2 / Found by: B**
    ○ Some screens on the Community Groups flow have a residual link to the "Create a Friend Group" button below the pop-up, which could derail a user entirely.
    ○ Fix: Remove this residual link.

38. **H5: Error prevention / Severity 4 / Found by: B, C**
    ○ The request relies on the user explaining various important details about the task to potential helpers.
    ○ Fix: It would be better to implement a place for the user to estimate the length of a task (and other things, like the amount of people needed, necessary items for the helpers to bring, etc.) so that effective communication to the network doesn't rely on the user remembering to include those details in the written description. It could function similarly to the location selection feature that is already implied in the prototype.

39. **H5: Error prevention / Severity 2 / Found by: B**
    ○ When a user edits a submitted request, will everyone be re-notified? Otherwise, it's possible that people who were not interested in the first version may not receive edits that could make them interested in helping.
    ○ Fix: Ensure that recipients are notified of edits to requests, individually or in summary

40. **H5: Error prevention / Severity 3 / Found by: B**
    ○ If the platform will be used for any virtual support, a timezone option should be added to the time selection to prevent associated errors.
    ○ Fix: Add a timezone option to the time selection menu.

41. **H5: Error prevention / Severity 3 / Found by: A**
    ○ When selecting people to send a request, the user may be able to double-select people by selecting a Friend and a Group that the Friend is in. That Friend may get double notifications.
    ○ Fix: Prevent the user from being able to select a Friend that is already in a Group that the Friend is in.

42. **H5: Error prevention / Severity 3 / Found by: C**
    ○ By having a default time, users may accidentally schedule the request for the default date/time without realizing they never changed it
    ○ Fix: Do not have a default date/time in the "When?" field (but time in the phone can be shown as the default time on the time scroll picker)

43. **H6: Recognition not recall / Severity 3 / Found by: C**
    ○ Users are unable to check who is in a group while adding them to a request
    ○ Fix: Allow option to see who is in a group before adding them to a request

44. **H6: Recognition not recall / Severity 2 / Found by: A, C**
    ○ Upon a request being accepted, the information about where the request is happening disappears from the "My Requests" "Active"screen
    ○ Fix: Keep relevant request information on the "My Requests" "Active" screen at all times

45. **H7: Efficiency of use / Severity 2 / Found by: C**

- No option to create a recurring request (ie needing someone to drive you to a doctor's appointment every month)
- Fix: Create the option to create a request that repeats

46. H7: Efficiency of use / Severity 1 / Found by: B
- When exiting is implemented, all pop-ups should be exit-able both by clicking the X and also by clicking outside of the pop-up window.
- Fix: Do that

47. H8: Aesthetic and minimalist design / Severity 0 / Found by: C
- Seemingly unnecessary internal notification in the app once actions are completed (this could be a stylistic choice since it does make it very clear when things have happened, but I also think you do a good job showing that visually so it may not be necessary)
- Fix: Remove the "Your request has been sent" pop-up

48. H8: Aesthetic and minimalist design / Severity 0 / Found by: C
- Seemingly unnecessary internal notification in the app once actions are completed
- Fix: Remove the "New group has been added" notification

49. H8: Aesthetic and minimalist design / Severity 0 / Found by: C
- Seemingly unnecessary internal notification in the app once actions are completed
- Fix: Remove the "[org] has been added to your network" notification

50. H8: Aesthetic and minimalist design / Severity 0 / Found by: C
- "Add Friend" button, "Create Friend Group" button, and "Add Local Community Organizations" button add clutter to the screen since they are so large
- Fix: Create an add icon and have that next to the "My Groups", "My Friends", and "My Organization" sections

51. H8: Aesthetic and minimalist design / Severity 0 / Found by: C
- "My Friends" feels repetitive
- Fix: Change to "Friends"

52. H8: Aesthetic and minimalist design / Severity 0 / Found by: C
- "My Groups" feels repetitive
- Fix: Change to "Groups"

53. H8: Aesthetic and minimalist design / Severity 0 / Found by: C
- When looking at a community, "Description" text does not have to be labeled
- Fix: Remove "Description" label

54. H8: Aesthetic and minimalist design / Severity 0 / Found by: B
- The text on and around the community groups button makes it feel like an "add-on" or "new feature".
- Fix: simplify the button and add any necessary explanation to the resulting pop-up to make the community groups feature feel more integrated and the visual design sleeker.

55. H8: Aesthetic and minimalist design / Severity 1 / Found by: B
- Two typographical errors in the create a request flow; the example text for the request is explicitly established as in the future, but the text refers to "tonight". The

explanatory text after the add button is clicked says "sent request" instead of "sent this request" or something similar.
- ○ Fix: Edit the typos as described.

56. H9: Help users recognize, diagnose, and recover from errors / Severity 2 / Found by: C
- ○ Send request button remains grayed out until user has entered all info, but it doesn't tell a user why it's grayed out/what information is missing
- ○ Fix: Add error message/visual indicators for what information the user has yet to specify in their task

57. H9: Help users recognize, diagnose, and recover from errors / Severity 2 / Found by: B
- ○ The red asterisks on the Create a Request form are, I assume, meant to denote required options. Not only are these unnecessary because all options on this page are required, but they are not given any explanation and rely on cultural context.
- ○ Fix: I would recommend finding some other way of ensuring that users who attempt to proceed without submitting something required are made aware of their error.

58. H9: Help users recognize, diagnose, and recover from errors / Severity 1 / Found by: C
- ○ "Create Group" button is not shown until user has chosen two friends – may be confusing to the user
- ○ Fix: Have button there, but grayed out until user has chosen two friends, perhaps add error message if they try to create a group with only one friend/click on the grayed out button

59. H10: Help and documentation/ Severity 1 / Found by: A, C
- ○ Question mark icon exists but unclear what happens when a user pushes it
- ○ Fix: Make it clear what the user gains from pushing the help button (Documentation? Live chat with someone from the SafetyNet team?)

60. H10: Help and documentation/ Severity 2 / Found by: B, C
- ○ The red ? icon, which I assume is to help and guide users, is not accessible directly from some pop-up menus.
- ○ Fix: Make the red ? icon visible on all screens.

61. H11: Accessible / Severity 1 / Found by: C
- ○ Not sure how the date and time selection features (scroll picker) would interact with a screen reader
- ○ Fix: Ensure date/time selection is compatible with screen readers

62. H11: Accessible / Severity 3/ Found by: C
- ○ Reliance on the color blue for text, may be hard to read for older user since they have lower blue sensitivity
- ○ Fix: Do not have text be blue

63. H11: Accessible / Severity 3 / Found by: C
- ○ "Need to explore other channels?" text is quite small for users with vision impairments
- ○ Fix: Enlarge text

64. H11: Accessible / Severity 3 / Found by: C
- ○ "Explore local organizations and add…" text is quite small for users with vision impairments

- Fix: Enlarge text

65. **H11: Accessible / Severity 2 / Found by: B**
    - I would contemplate the necessity of a character limit for the description, as it places additional constraints on users attempting to communicate their needs effectively.
    - Fix: Remove character limit.

66. **H11: Accessible / Severity 2 / Found by: A**
    - Different groups under the "My Groups" and "My Community Groups" categories on the "My Network" page are indistinguishable from each other, since they all have the same color and same icon. The user must look at the small text underneath them to figure out which is which.
    - Fix: Choose multi-colored default icons described in some of the previous fixes, or allow the user to set a different photo for each group.

67. **H12: Fairness and inclusion / Severity 4 / Found by: B**
    - I am worried about a potential separation between the "helpers" and the "helped". I'm sure there are some people who will only use the app for assistance, while others would definitely use it for both. For example, in my team's initial research, one of our interviewees expressed a desire for something that is, in retrospect, very similar to Safety Net, to help her mitigate her ADHD. I'm sure similar users would be more than happy to receive that type of help while giving physical assistance. Or, users with "good" and "bad" days might like to pay it forward by helping out on their good days!
    - Fix: When the "helper" side of the interface is implemented, making it entirely distinct from the "helpee" side would be quite otherizing.

68. **H13: Value alignment / Severity 3 / Found by: A**
    - Because of some of the issues with User Control & Freedom mentioned earlier, currently there is a lot more freedom for the person asking for requests than the people who are in the network. There doesn't seem to be a way for people who have accepted a request to cancel guilt-free. A major value of the app is for people to be able to ask for help without guilt, but people offering help can't cancel without guilt. Since they voluntarily offered to help originally, they probably wouldn't be backing out unless it was imperative.
    - Fix: Add ways for people to back out of offering help as a last resort.

69. **H13: Value alignment / Severity 4 / Found by: B, C**
    - Be careful with your language to avoid implying anything untoward about guilt and those who currently ask for support without using the service. Communicating "You shouldn't have to feel guilty but we know you do sometimes and we want to help with that" is difficult, but is much better than accidentally ultimately communicating "You obviously feel guilty about being such a burden, we want to help with that". (one example here is the use of the word "help")
    - Fix: Use sensitivity readers and a thorough process to refine the language used throughout the product.

70. **H13: Value alignment / Severity 4 / Found by: C**
    - As another example of the above: Calling it "Friends" in the network may make those who don't have anyone to add (or those who are adding people who aren't their friends but someone who may be more professional, like a caretaker or RA) feel bad about their lack of a personal SafetyNet.

○ Fix: Consider renaming "Friends" to "Contacts" or "Connections"

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			1	3	3	7
H2: Match Sys & World		6	1	1		8
H3: User Control			4	2	2	8
H4: Consistency & Standards		11	2			13
H5: Error Prevention			2	3	1	6
H6: Recognition not Recall			1	1		2
H7: Efficiency of Use		1	1			2
H8: Minimalist Design	8	1				9
H9: Help Users with Errors			3			3
H10: Help & Documentation		1	1			2
H11: Accessible		1	2	3		6
H12: Fairness & Inclusion					1	1
H13: Value Alignment				1	2	3
Total Violations by Severity	**8**	**22**	**17**	**14**	**9**	**70**

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	Evaluator C
Sev. 0		⅛ = 12.5%	⅞ = 87.5%
Sev. 1	5/21 = 23.8%	6/21 = 28.6%	10/21 = 47.6%
Sev. 2	4/18 = 0.22%	8/18 = 44.4%	9/18 = 50%
Sev. 3	5/14 = 0.36%	1/14 = 7.1%	10/14 = 71.4%
Sev. 4	3/9 = 33.3%	5/9 = 55.6%	4/9 = 44.4%
Total (sevs. 3 & 4)	8/23 = 34.8%	6/23 = 26.1%	14/23 = 60.9%
Total (all severity levels)	25/70 = 35.7%	21/70 = 30%	54/70 = 77.1%

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

Severity Ratings

0 - not a usability problem
1 - cosmetic problem
2 - minor usability problem
3 - major usability problem; important to fix
4 - usability catastrophe; imperative to fix

5. Summary Recommendations

You guys did a great job with your prototype and are in fantastic shape! In terms of the heuristic categories, I see your top 3 that need attention as H2: Match between system and real world, H3: User control and freedom, and H6: Recognition rather than recall. Note that these are not necessarily the heuristics I found the most violations for, but the ones I think have the more serious infractions. Within H2, most of the issues revolve around copy text, but the biggest problem I saw there was not allowing users to create requests that didn't have a specific time or date – this feels inflexible. For example, if they need to get groceries sometime in the next week. This is partially related to the H7 violation of not allowing users to create repeating requests. Within H3, the most pressing issue is not giving the user the option to edit and/or delete contacts, or delete their request without entering an additional menu. Within H6, there are many issues with the Simple Task, where information is not readily displayed after creating a request.

I found the most violations with the Simple Task. But beyond the heuristic evaluation, there are also the most open questions from me around the Simple Task. I'm curious what happens to the person who is selected to possibly help with a task if the user edits or deletes their request. Similarly, once a request is accepted, what happens if the user edits or deletes it? On another note, a suggestion I have is to have a section for users to indicate how long a request will take. Users may remember to include it in the text box describing the request, but if they don't, a connection may be less likely to accept the request given they don't know how long it will take.

While your application is aesthetically pleasing, I'm worried that the reliance on blue text will be difficult for older users (H7 violation mentioned above). Also, red coloring is often an indication that someone has made an error, but you use it in places like the location text, the "Pending" button, and showing a new Group and/or Community has been created.

On a side note, once a prototype user goes through the Simple Task task flow, the "Network" button isn't clickable; you have to go back to screen 1 in order to complete the Moderate and Complex tasks.

Overall, I'm really happy with the direction this team is headed in based on this prototype!

Overall the app looks very good in terms of aesthetic and minimalist design. However, this aesthetic was not always consistent, as icons had different visuals on different pages. This should be a relatively easy fix though, as the team simply needs to streamline their design guide more. Fixing the consistency would also help with some accessibility issues.

Some of the more severe problems lie with user control and freedom. Currently, there is much more flexibility for the user asking for help than there is for other users who are accepting requests for help. This discrepancy causes major problems with the value alignment of the app as well. An important goal of the app is to minimize the guilt that the user feels when asking others for help, which I believe it is relatively successful in doing. However, it does not minimize the guilt that the users who offer help feel when they need to cancel.

There were also heuristics that I could not comment on, namely "H9: Help Users with Errors" and "H10: Help & Documentation." I know that the team wanted to focus on showing the major features in the mid-fi prototype, so they did not work on the help button or showing errors. I did notice that there was a red question mark icon in the top right corner on some pages, which I assumed was for help and documentation, but I could not comment on it as I could not click on it. Since the prototype did not show any error flows either, I could not comment on them. I did, however, notice the red asterisks on certain fields that would prevent errors.

Despite the critiques, I think that the medium-fidelity prototype looks amazing so far! It looks like a real app, and I'm excited to see the high-fidelity prototype.

I would encourage the team to develop a high-fidelity prototype that actively avoids otherizing disabled users from their communities, and builds a system of support that mitigates shame and guilt without prescribing those feelings. Beyond the scope of this prototype, I also recommend that the team force the recipients of a request to respond Yes/No/Maybe within a short period of reading the request, or find another way to mitigate the following problem. I

know myself and many other potential users would receive a request we likely could not help with, but would avoid declining it "just in case" leading to the requestor having an inaccurate picture of the potential helpers available. If the requestor was allowed to realize that none of us would likely be able to help, then they could make alternative arrangements or broaden the scope of the request. I mention this here because it seems like a useful consideration for error prevention, but was so far beyond the tasks demonstrated that it was also definitely not a violation within this prototype.

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
- Words, actions, and UI elements should be consistent across the entire platform
- Follow platform and industry conventions

H5: Error Prevention
- Minimize error-prone conditions
- Remove memory burdens, support undoing, and warn your users when necessary

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, keyboard shortcuts)
- Allow users to tailor frequent actions (e.g., macros)

H8: Aesthetic & Minimalist Design
- No irrelevant information. Focus on the essentials.

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

H11: Accessible
- Users can interact with the system using alternative input methods.
- Content is legible with distinguishable contrast and text size.
- Key information is upfront and not nested for screen readers.

- Purely visual or auditory content has text-based alternatives for users with low vision and low hearing.

H12: Fairness and Inclusion
- Users shouldn't feel that the design is not made for them.
- The design should meet all users' needs equally and prevent the reproduction of pre-existing inequities.
- It should not create additional burdens for members of disadvantaged populations.

H13: Value Alignment
- The design should encode values that users can understand and relate to.
- Conflicting collateral values should not emerge when the user interacts with the product.
- Encoded values should match users' values in a broad set of use-contexts.