

## **LINK TO HOMEPAGE HTML:**

<https://kinderapp.herokuapp.com/>

<https://github.com/kjan95129/Kinder>

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App 1 = black

App 2 = blue

Comparison = red

## **Visibility of System Status**

- Labels at the top of every screen would be useful to the user experience. This would allow the user to know which step they are on, in the case that they forget. (2)
- Possibly add examples to the search bar in light gray before the user clicks it. (Search: Ex. Extracurricular Activities) (1)
- The upload file type is unclear. Are we uploading a pdf? A word document? A picture/photo? Your team will also have to find out how to categorize these uploaded files as well. (2)
- It would be beneficial to add error messages and such when attempting to submit uncompleted information. (1)
- Similar to the first prototype, the app should label at the top of the screen where the user is at the current time. (1)
- Both prototypes need to have labels at the top of the screens for the user to know where he/she is in the application (2)

## **Match between system and real world**

- This particular prototype does a good job of using simple words that work like a normal app would.
- It is difficult to differentiate between the change name option and the change category option. It seems like the name and the category are the same thing, because the only other thing to change would be the description. Make these options more clear! (2)
- Restart app button doesn't really have any functionality, and it doesn't really serve a purpose in terms of this prototype. Somewhat confusing to the user. (2)
- Both apps have a couple problems in terms of confusing wording, or words that really serve no purpose. (2)

## User control and freedom

- It is unclear as to which buttons are to be pressed when one is creating an account. It would be better if the login button were to disappear when the user begins to fill out the forms after clicking sign up. (3)
  - A suggestion would be to switch to a different page when the user clicks sign-up, or at least reset/change the buttons/boxes shown.
- Menu bar buttons currently do not have any functionality, but I'm assuming that your team will add functionality later on. Just don't forget this step! (3)
- The copy button allows the user to copy the contents of the entire box, but it would be great to implement a way to be able to just copy specific parts of the user's information. (3)
- Another way to increase functionality is to be able to manually move around your achievements and information. As of now, the app automatically categorizes the user's information in order of importance, and cannot be moved. (2)
- There's no real way to edit the information provided. (3)
- It would be beneficial to add a way to see previous history or edits or particular events/descriptions. This way, the user will be able to see

changes in case the user has made a change he/she did intend to do. (2)

- Possibly clicking on the swimming pool/clicking on the building added in order to view the user's history (1)
- There are a couple functionality problems in both prototypes, however it is extremely important that the user has a way to view his/her previously inputted information (3)

### Consistency and standards

- The Setting menu should be able to be accessed from every page. This is to prevent the user from having to go back to the title screen just to access the menu. (2)
- Probably should also put a logout button in the menu, as the logout button is currently only accessible in the home page. (1)
- It would be good to implement some sort of gamification, as this particular prototype already focuses on a game-like aspect. Adding streaks/achievements would only augment the user's experience. (1)
- The accept button on one page is a check, while the accept button on another page is an X. Change this to make it consistent. (1)
- There should be a back button somewhere when you are attempting to add information. Once you click the "+" button when the user is adding a city, there's no way to exit that particular section. (2)
- It is important to have the menu button accessible from every page so that the user does not have to scroll through all the way back to the beginning just see the menu. (2)

### Error prevention

- It would be beneficial to the design if, in the case that the user clicks the "Logout" button, the user is prompted with an "are you sure?" or something along those lines. This is to prevent the user from accidentally clicking the button without knowing, or just accidentally clicking the logout button in general. (2)
- It would be better to have a confirm button when clicking back, or when finishing submitting all information. (1)

- There should be “checkpoints” or “stop signs” to confirm with the user whether they actually want to perform an action. In the case of these prototypes, these checkpoints consist of confirmation when logging out or going back. (1)

## Recognition over recall

- It should always be extremely clear what dates that the files were uploaded and/or the descriptions were changed. Under the view/lookup, it doesn't seem very clear where the date of last edit will be placed (1)
- There is only an option to view all of the information all at once, and no real option to view each category/input one by one (3)
- There is no function to view the report cards/education information (3)
- No function to view completed suggestions (2)
- No list of what the user has earned in his/her city. (2)
- The first prototype did a pretty good job of this; however, the second prototype had no real way to view previously inputted information, which is a major downfall. (3)

## Aesthetic and minimalist design

- The prototype does a good job on the front page of attempting to be minimalistic. However, functionality takes a hit with their minimalistic vision, as explained in the next section. (1)
- If the user were to input hundreds of descriptions and such, the app needs to find a way to be able to handle it. Right now, the app seems like it could handle maybe around 10-20 inputs, but when that number is exceeded, the visual output of the city would seem extremely cluttered and all over the place. (3)
- The prototypes both attempt to be minimalistic and aesthetic, but fail to consider extreme cases. The second prototype in particular, does not consider the extreme case that the user has too many inputs. (2)

## Help users recognize, diagnose, and recover from errors

- An error message should be added in the case of a particular username already being taken when trying to sign up. (2)
- An error message should be added in the case that the user hits the login button without completing all the forms/filling out the boxes. (2)
- An error message should be added in the case that the user hits the login button and there are no matching account names (2)
- An error message should be added in the case that the username and password do not match (2)
- An error message should be added in the case that not all the information has been provided. (2)
- There are multiple cases where errors can occur, and both prototypes need to be careful to be able to catch these errors (2)

## Help and documentation

- A small description of what the app does/what particular buttons do would be helpful as well. For example, when the user first opens up the app, they are immediately prompted with an “add” button without any real explanation as to what the button does and what the user is going to be adding. (2)
- In addition to simple descriptions, a “help” documentation somewhere in the menu, or even possibly on every page, would only be beneficial to the user experience. (1)
- Similar to the first prototype, help documentation would be extremely beneficial, because when I first clicked around in your prototype, I was very confused as to what I was supposed to click on and what the app really did. (2)
- A help documentation will help both prototypes in the sense that the user will know exactly what the functions of the app are as soon as he/she opens up the app. (1)

Both prototypes have a similar goal: to be able to record a user's college information and gather all of it into one database. However, the prototypes have different avenues in terms of how the information is represented and relayed back to the user. The first prototype, for example, is much more text based and simply gets the job done. It could be said that the first prototype was much more "professional" and is mainly used simply for its functionality. Unfortunately, with functionality comes its downfalls. The interface was not as aesthetic as the second prototype and its less exciting appearance could lead to a potential loss of users. A potential solution would be to come up with a more exciting or interactive design, much like the design of the second prototype. On the other hand, the second prototype was much more visual and focused on gamification of the information provided above all else which it did very well. The functionality of this prototype was that when information is provided, a city is updated and built depending on the amount of total information a user has. However an issue with the second prototype was that it lacked a way to view the history of a user's accomplishments which was supposed to be a part of the app's functionality. Based on Nielsen's severity ratings, this particular problem with the second prototype is imperative to fix before being released. Essentially combining the functionality of the first prototype with the design and interactivity of the second prototype would lead to a much more balanced app.

The heuristic analysis was valuable for recognizing missing functionality that was discovered when being walked through and for comparing two prototypes to see what was lacking in each. It was also easy to spot consistency issues and error handling when exploring the prototypes.