

Team Ice Cream Scoop: A Heuristic Evaluation

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Overall Evaluation

Great and easy to use app! The app accomplishes what is intended without unnecessary actions/options and for the most part it is clear what actions will create what re-actions in the app. Our biggest issues were happened during the image capturing workflow because we faced some confusion with what we were and weren't allowed to do. Otherwise, a lot of our issues were might be artifacts of the wireframe.

Issues with Heuristic

1. [H4 Consistency and standards] (Severity 4) - 2 of us found this
Pressing "complete" after adding an image to a new album takes you to the "Moving into the Bungalow" instead of the new album. I couldn't find the album I just created. For this prototype, I think you can make a new frame contains an "Untitled Album" so I know I made something new.
2. [H4 Consistency and standards] (Severity 4) - 1 of us found this
After you expand a photo and edit it, pressing the back arrow takes you back to editing screen instead of the album (loops between the edit screen and the expanded photo).
Requires jumping to home to navigate back to album.
3. [H7 Flexibility and efficiency of use] (Severity 3) - 3 of us found this
When saving a photo to an album, I can't create an album on the spot. Would I have to create the album on a separate screen if it does not yet exist? Can I take a photo without putting it into an album?
4. [H7 Flexibility and efficiency of use] (Severity 3) - 2 of us found this
After taking and saving a photo, I am redirected to the whole album, but it's likely that I want to keep taking pictures, not look at the album. Requires unnecessary steps to navigate back to camera screen.
5. [H2 Match between system and the real world] (Severity 2) - 2 of us found this
Expected that pressing the camera/"PHOTO" button at the top would allow me to take a picture (and the house/"HOME" button would take us to home), but both led back to the home screen.
6. [H8 Aesthetic and minimalist design] (Severity 2) - 2 of us found this
A lot of images/words to look at when trying to find a category to take a picture for. Not sure why a lot of the options are there, e.g. "First Halloween," for moving. In general, the

layout of the images can get confusing to look at because it's not really clear where one image stops and another starts and the thin, white font on top of the lighter images is hard to read.

7. [H2 Match between system and the real world] (Severity 3) - 1 of us found this
I had trouble finding the place to take the photo. I wasn't sure if the "capture" screen was the right one since it looked like an albums page.
8. [H10 Help and documentation] (Severity 3) - 1 of us found this
Confused by what the on/off button does. Don't know if I would be able to tell that it's supposed to be a template if it wasn't stated in the task list.
9. [H1 Visibility of system status] (Severity 3) - 1 of us found this
The template button looks more like it's in an "off" state when the shadow is on (because "off" looks highlighted in white) and vice versa.
10. [H7 Flexibility and efficiency of use] (Severity 2) - 1 of us found this
The template comes back when I go back to retake the photo after taking it without the template. What if I never want to use the template?
11. [H1 Visibility of System Status] (Severity 2) - 1 of us found this
Would be helpful to know what page I'm on all the time. Right now it's good for each album, but not the high-level album page.
12. [H3 User Control and Freedom] (Severity 2) - 1 of us found this
Because there are only two primary pages, it does not make a ton of sense to have to navigate back to the home pages only to go to Capture of Albums.
13. [H4 Consistency and Standards] (Severity 2) - 1 of us found this
On the all-Album page, the editing process seems like it begins with by selecting the pen icon, but on the single Album page you select the Edit button
14. [H3 User Control and Freedom] (Severity 2) - 1 of us found this
Can you remove images or edit Albums in any way (change order of images, etc.)?
15. [H4 Consistency and standards] (Severity 1) - 1 of us found this
Maybe have the same "save" naming convention. It's "keep" after taking a picture and "complete" after editing a photo. Generally not used to seeing those words being used and takes a bit of mental processing power to understand what they mean.

Summary Tables

Heuristic	Number
Visibility of system status	3
Match between system and the real world	3

User control and freedom	3
Consistency and standards	4
Error prevention	0
Recognition rather than recall	0
Flexibility and efficiency of use	6
Aesthetic and minimalist design	2
Help users recognize, diagnose, and recover from errors	0
Help and documentation	3

Severity	Number
0	0
1	4
2	8
3	7
4	4

Recommendations

- We all found that the image capturing workflow could be improved. A lot of us faced some confusions when we were going through the process of taking a photo, including issues with the templating and album creation during the workflow. The division between capture and album might be the source of some of these issues, as one screen would unexpectedly redirect to the other or you would be required to go to the other screen to perform an action.
- Some of the design on the pages is a bit crowded and hard to read
- Some inconsistent language across different pages and with the home/photo logo

Appendix: Individual Evaluations

Vivien Chen

1. [H2 Match between system and the real world] (Severity 2)
Expected that pressing the camera/“PHOTO” button at the top would allow me to take a picture, but instead it led back to the home screen.
2. [H8 Aesthetic and minimalist design] (Severity 1)
A lot of images/words to look at when trying to find a category to take a picture for. Not sure why a lot of the options are there, e.g. “First Halloween,” for moving.
3. [H10 Help and documentation] (Severity 3)
Confused by what the on/off button does. Don’t know if I would be able to tell that it’s supposed to be a template if it wasn’t stated in the task list.
4. [H1 Visibility of system status] (Severity 3)
The template button looks more like it’s in an “off” state when the shadow is on (because “off” looks highlighted in white) and vice versa.
5. [H7 Flexibility and efficiency of use] (Severity 2)
The template comes back when I go back to retake the photo after taking it without the template. What if I never want to use the template?
6. [H7 Flexibility and efficiency of use] (Severity 3)
When saving a photo to an album, I can’t create an album on the spot. Would I have to create the album on a separate screen if it does not yet exist?
7. [H7 Flexibility and efficiency of use] (Severity 3)
Weird to end up in the album screen after saving a photo. What if I want to keep taking pictures? Requires unnecessary steps to navigate back to camera screen.
8. [H4 Consistency and standards] (Severity 4)
After you expand a photo and edit it, pressing the back arrow takes you back to editing screen instead of the album (loops between the edit screen and the expanded photo).
Requires jumping to home to navigate back to album.
9. [H4 Consistency and standards] (Severity 4)
Pressing “complete” after adding an image to a new album takes you to the “Moving into the Bungalow” instead of the new album.
10. [H4 Consistency and standards] (Severity 1)
Maybe have the same “save” naming convention. It’s “keep” after taking a picture and “complete” after editing a photo. Generally not used to seeing those words being used and takes a bit of mental processing power to understand what they mean.

Emma Price

1. [H1 Visibility of System Status] (Severity 2)
Would be helpful to know what page I'm on all the time. Right now it's good for each album, but not the high-level album page.
2. [H7 Flexibility and Efficiency] (Severity 3)
After taking a picture I am redirected to the whole album, but it's likely that I want to take pictures now not look at the album.
3. [H7 Flexibility and Efficiency] (Severity 2)
It would be nice to be able to take pictures from within the album rather than only getting the option to add a single picture to the album or pull from the camera roll.
4. [H3 User Control and Freedom] (Severity 2)
Because there are only two primary pages, it does not make a ton of sense to have to navigate back to the home pages only to go to Capture of Albums.
5. [H1 Match between system and the real world] (Severity 1)
The "Home Photo" logo on top makes me expect that home goes to the home and photo will go to the capture page
6. [H4 Consistency and Standards] (Severity 2)
On the all-Album page, the editing process seems like it begins with by selecting the pen icon, but on the single Album page you select the Edit button
7. [H3 User Control and Freedom] (Severity 2)
Can you remove images or edit Albums in any way (change order of images, etc.)?
8. [H8 Aesthetic and Minimalist Design] (Severity 1)
The layout of the images can get confusing to look at because it's not really clear where one image stops and another starts and the thin, white font on top of the lighter images is hard to read.
9. [H7 Flexibility and Efficiency] (Severity 3)
Can I make a new album while I am capturing the photos? Can I take a photo without putting it into an album?

Anne Ku

1. [H2 Match between system and the real world] (Severity 3)
I had trouble finding the place to take the photo. I wasn't sure if the "capture" screen was the right one since it looked like an albums page.
2. [H3 User Control and Freedom] (Severity 1)
I could see the photo and edit the caption pretty easily. I also thought the sharing part was pretty intuitive.

3. [H1 Visibility of System Status] (Severity 4)

I couldn't find the album I just created. For this prototype, I think you can make a new frame contains an "Untitled Album" so I know I made something new.