

A7

CSC318

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Equitech

Severity	Location(URL /page name)	Issue	Solution
3	Position Page	Visibility of system status: When user sends application, no message/pop up provided to user about successful sending of application	"Apply" button changing to "Sent" when the application has been sent.
2	Application Page	User control and freedom: The user is not given an option to go back to view a particular opportunity description and are in a way forced to fill an application, which makes it an unwanted state.	Creating a back button to allow users to navigate back to change answers in their application.
2	Application Page	Recognition rather than recall: The application page is on a different page from the corresponding opportunity description, which would make it difficult for the user to remember specific details at the time of application. User is made to remember information from another part of a page.	Move application process to the position page, so that the user can simply scroll up to review the position information.
2	Messaging page	Flexibility and efficiency of use:	Creating a quick message pop-up.

		There is no quick method of replying to messages unless the user redirects to the messages icon. Lack of message pop ups on each screen where the user can reply quickly.	
3	About Page	User Control and freedom: There is not an easy way to go back to the home page and the user is "stuck" on the about page. The user is unable to go back to the home page and the about page becomes an "unwanted state."	The user can click the 'Equitech' logo to go to the Landing Page. Since this is standard, we can assume the user will understand that they can do this.
1	Landing page	Consistency and standards: There are two 'Sign In' buttons on the home page, and they look different. It is confusing as to whether they perform the same task.	Have one single sign in button and one single sign up button.
2	Sign up page	Error prevention: There is no check for whether or not an email or province or any input field is valid. Someone can enter "bananas" as a province or not enter a password at all and still be able to	This isn't something that has to be explicitly implemented in the prototype of an application.

		create an account.	
2	Sign up page	User control and freedom: There is no back button for the user to go back to change previous inputs while doing the sign up however they can edit this information later on after they have created an account	Create a back button for the application process as mentioned above.
3	Sign up page / Search	Consistency and standards: The difference between search “categories” and the preferences that the user set up initially in Sign up may be confusing. The sign up preferences include Sector of volunteering/Cause of volunteering	Standardize the news feed filters and search filters.
2	Landing page/home page	Consistency and standards: From the home page, the nav bar ‘search’ option takes you to the search page. However, on the landing page there is a search bar that	Remove the search option from the nav bar on the landing page.

		takes you to the search page. These two do the same thing, but look different.	
2	Basic information editing	Consistency and standards: When edit is clicked, the basic information's layout changes. It should stay the same for consistency.	Make the layouts of both pages the same.
2	All pages (color scheme)	Aesthetic and minimalist design: The color scheme is harsh and distracting to the purpose of the web application. It would have been better to use colors that were lower in intensity and less contrasting.	Choose a colour scheme more pleasing to the eye.

Changes Made After Pilot Testing

- Created an “Under Construction” page for when the user clicks a feature that has not yet been implemented (e.g. the newsfeed, categories nav bar button).
- The “Confirm Password” field in the sign up process did not hide the password. We fixed this.
- We removed the age field from the profile, because we decided it was not necessary.
- We changed the search button on the nav bar to “browse”, at Fanny’s suggestion.
- When editing the profile, instead of having to click “Edit” and “Confirm Changes” once one’s changes have been made, instead the fields are immediately editable and we added a “Save Changes” button.
- We added asterisks next to the fields that we deemed to be required during sign up, because Fanny skipped some critical fields.
- Added missing back buttons from the sign up pages.
- Added back buttons to the position and organization pages.

Prototype link: <https://app.atomic.io/d/Up12RXYUyqyf>

Before and after heuristic evaluations-

Application page related heuristics

Before:

The image shows two side-by-side screenshots of the 'equitech' application page before a heuristic evaluation. Both screenshots have a teal header with the 'equitech' logo and navigation links: 'messaging', 'browse', 'categories', and 'profile'.

The left screenshot displays a form for applying. At the top, there is a red button labeled 'Apply using profile'. Below it is the word 'or'. The form itself is a teal box containing three input fields: 'Name:', 'Occupation:', and 'What kind of contribution are you looking to make?'. A red 'Send' button is at the bottom of the form.

The right screenshot displays the 'Garden Volunteer' page. It has a title 'Garden Volunteer' and a description: 'Hi! We are looking for volunteers to help us facilitate our garden. We are looking for a commitment of approximately 5 hours per week.' Below this, it lists 'Duties will include:' followed by a numbered list: '1. Harvesting fruits and vegetables', '2. Learning sustainability techniques', and '3. Having fun!'. The location is listed as 'Location: Downtown Toronto, near St. George TTC'. A red 'Apply' button is at the bottom right.

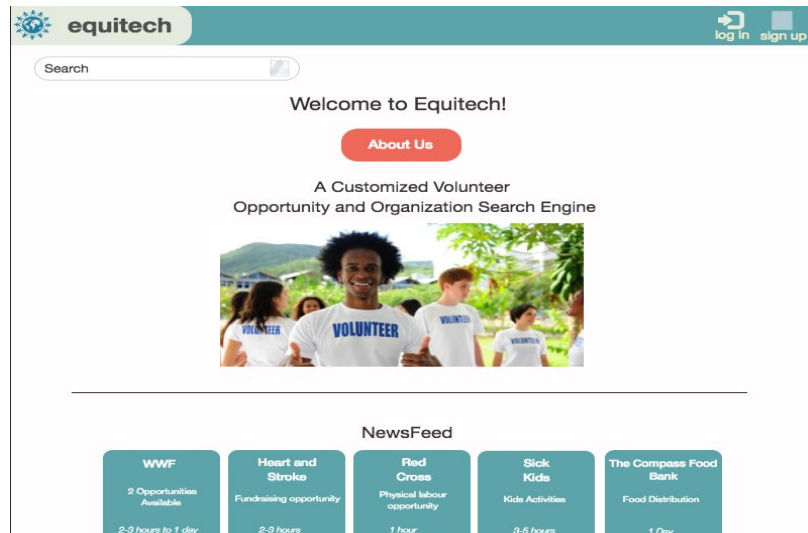
Earlier the application process consisted of two pages, one providing the description and the second one providing the application. The user was unable to go back to view the description if on the application page and as a result had to remember specifics of the opportunity, thus dealing with the user control and freedom and the recognition rather than recall heuristics. This was solved by keeping both the description and application of an opportunity on the same page. Now the user can simply scroll up and down between the processes and has the option to go back to the search results.

After:

The image shows a single screenshot of the 'equitech' application page after a heuristic evaluation. The page now combines the description and application form. It has the same teal header with the 'equitech' logo and navigation links: 'messaging', 'browse', 'categories', and 'profile'.

The content is as follows: The description 'Hi! We are looking for volunteers to help us facilitate our garden. We are looking for a commitment of approximately 5 hours per week.' is at the top. Below it is the list of duties: '1. Harvesting fruits and vegetables', '2. Learning sustainability techniques', and '3. Having fun!'. The location 'Location: Downtown Toronto, near St. George TTC' is also present. A red button labeled 'Apply using profile' is positioned above the word 'or'. Below 'or' is the application form, which is a teal box containing three input fields: 'Name*', 'Occupation*', and 'What kind of contribution are you'. A 'Messaging' button with a speech bubble icon is located at the bottom right of the form.

Messaging related heuristics-

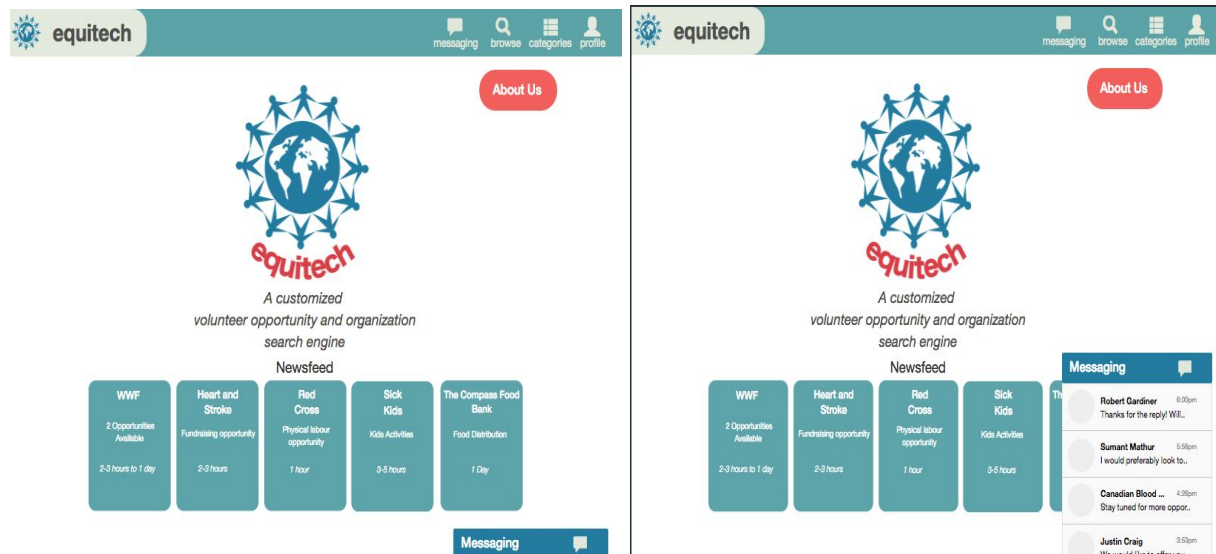


Before

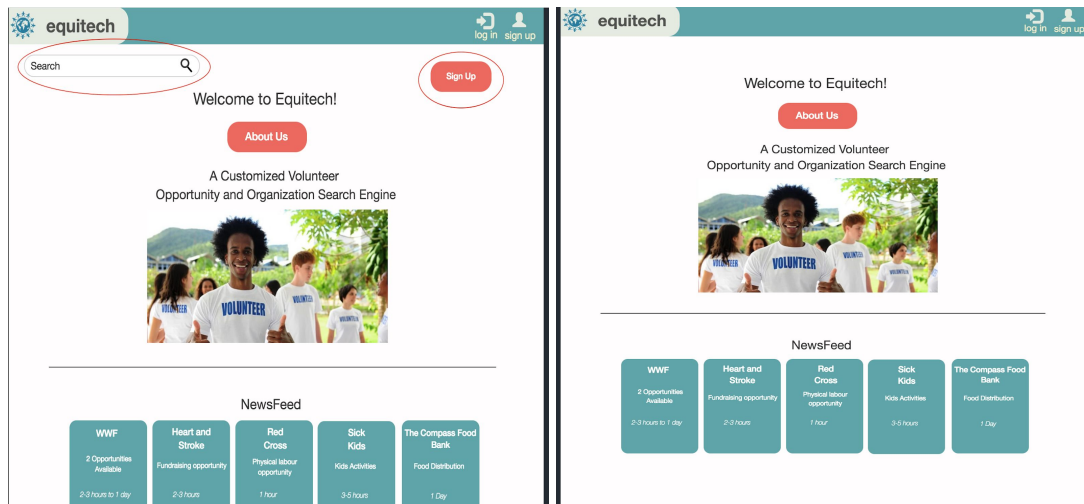
Before- Dealing with heuristic of flexibility and efficiency of use with regards to the messaging platform, earlier none of the pages had a shortcut button to quickly view messages.

After- Now a messaging pop up is present on all relevant pages for a faster message viewing experience.

After(2 pictures)



Landing Page



Before

After

Before: There were two 'Sign In' buttons on the home page, and they looked different. It is confusing as to whether they perform the same task.

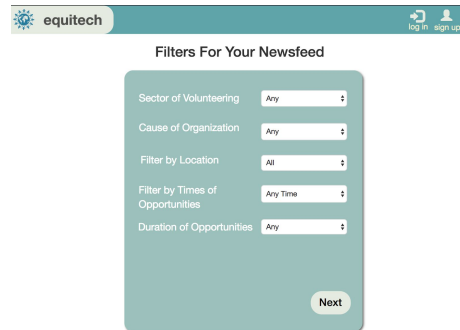
After: Sign Up button was removed for just the Sign Up tab at the top

Before: From the home page, the nav bar 'search' option takes you to the search page. However, on the landing page there is a search bar that takes you to the search page. These two do the same thing, but look different.

After: The Search bar from the landing page was removed entirely as if you don't have a profile yet, you can't actually apply to any positions or organizations yet. So it was useless and unneeded

Sign Up Page

Before



The 'Before' state shows a form titled 'Filters For Your Newsfeed' with the equitech logo and login/signup links in the header. The form contains six filter categories, each with a dropdown menu set to 'Any': Sector of Volunteering, Cause of Organization, Filter by Location, Filter by Times of Opportunities, and Duration of Opportunities. A 'Next' button is at the bottom right.

After's



The 'After's' state shows a three-step sign-up process. The first step, 'Sign Up Basic Information', includes fields for First Name, Last Name, Email, Password, Confirm Password, City, and Province, with a circled 'Back' button. The second step, 'Sign Up Further Information (Optional)', includes fields for Occupation, Education, Phone Number, and a Personal Bio text area, also with a circled 'Back' button. The third step, 'Filters For Your Newsfeed', has simplified filters for Distance, Time Commitment, and Sector, with a circled 'Back' button. All 'Back' buttons are circled in red to indicate the new functionality.

Before :

1. There was no way, if the user made a mistake in there sign up, they couldn't go back to fix it. It's vital thay user by able to go back.
2. There is no check for whether or not an email or province or any input field is valid. Someone can enter "bananas" as a province or not enter a password at all and still be able to create
3. The Filters and the Search Criteria were not the same. This could have got confusing as they should be connected out of convenience

After:

1. Back Buttons and there functionality were added. (circled)

2. Important information added an asterisk beside the input to tell the user it has to be inputted as seen in “Sign Up Basic Information”
3. Filters from the Search tool (now called Browse) were made consistent with each other

Editing Information

Before

The 'Before' state shows two versions of the 'Basic Information' form. The left version has an 'Edit' button circled in red. The right version has a 'Confirm Changes' button circled in red. Both forms have a 'Next' button at the bottom right.

After

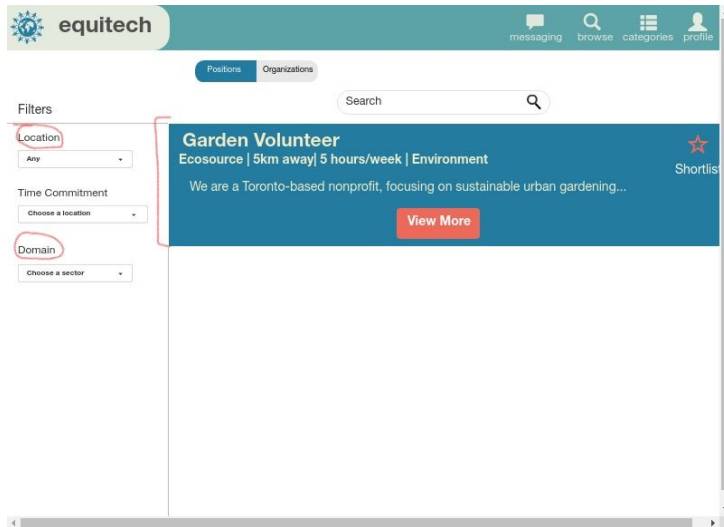
The 'After' state shows three versions of the application. The first version shows the 'Basic Information' form with a 'Save Changes' button. The second version shows the 'My Profile' form with a 'Save Changes' button. The third version shows the 'Filters For Your Newsfeed' form with a 'Save Changes' button. All forms have a 'Next' button at the bottom right.

Before: When edit is clicked (circled), the basic information layout changes. It should stay the same for consistency. Also during pilot testing people could not see the edit button circled above. The above example in before was used for all 3 aspects of information “Basic Information”, “Extra Information” and “Filters”. They would have to click edit then confirm changes when done before you advance.

After: The Edit page was changed so instead of clicking “Edit” before making changes you can now start making changes right way. The Save Changes button was added and to save your changes you click the button. It's much easier and less confusing for users because they can start editing right away.

Search Page

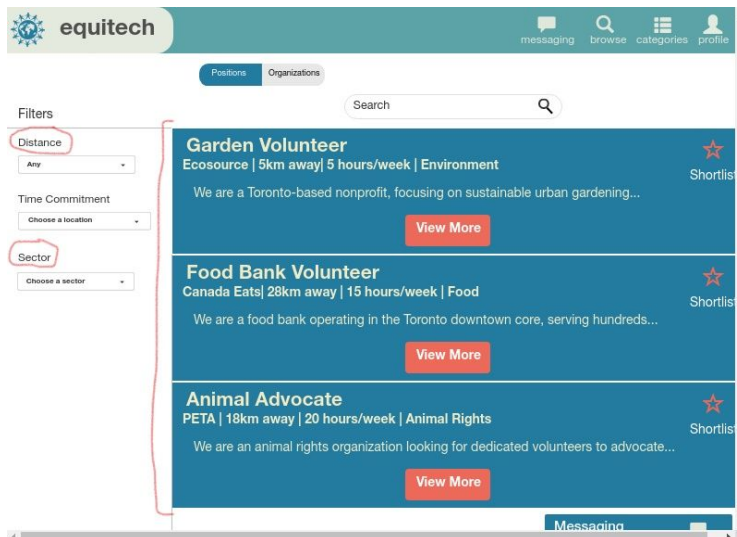
Before



Changes

- Location, organized by city, was changed to Distance.
- Sector was changed to Domain.
- The information on the results were changed to reflect the above changes.
- Dummy search results were added.
- The same changes were made to the organization results.

After



Position/Application Page details

After

The screenshot shows the 'equitech' logo in the top left corner. The top navigation bar includes 'messaging', 'browse', 'categories', and 'profile' icons. On the left, there is a red 'Back' button. The main content area is titled 'Garden Volunteer' and contains the following text: 'Hi! We are looking for volunteers to help us facilitate our garden. We are looking for a commitment of approximately 5 hours per week.', 'Duties will include:', a list of three items (1. Harvesting fruits and vegetables, 2. Learning sustainability techniques, 3. Having fun!), and 'Location: Downtown Toronto, near St. George TTC'. At the bottom of the main content area is a red 'Apply using profile' button. Below this is the word 'or' and a form with a 'Name*' label and an input field. At the very bottom is a blue 'Messaging' button.

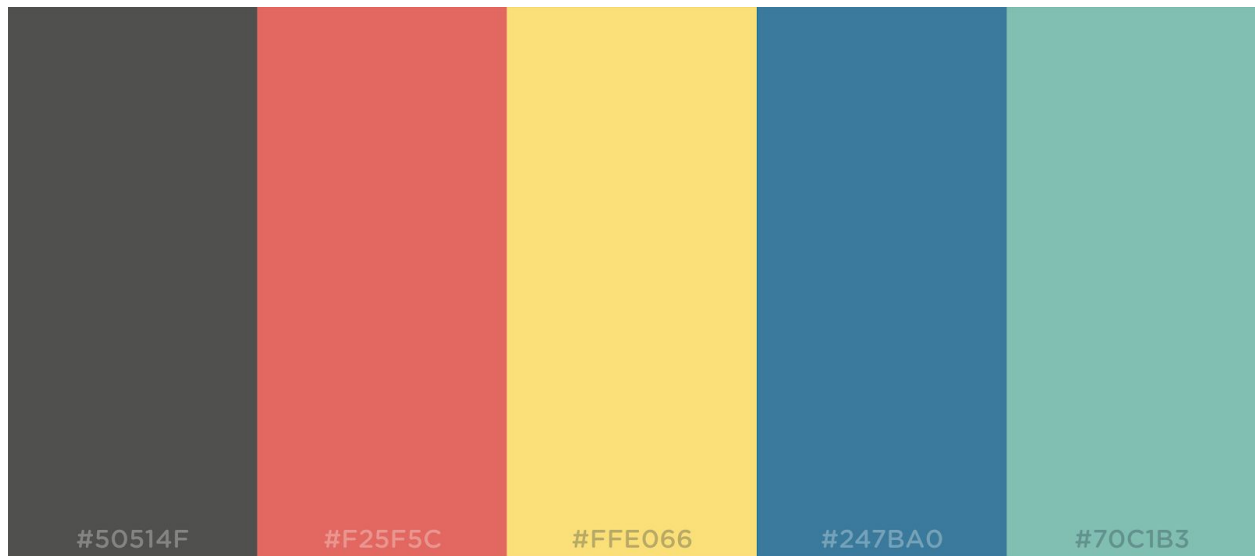
This screenshot is identical to the one above, but with two key changes: the red 'Apply using profile' button has been replaced by a green 'Sent' button with a checkmark icon, and the 'Back' button on the left is now a red 'Back' button. The rest of the page content, including the header, navigation, and form fields, remains the same.

Changes

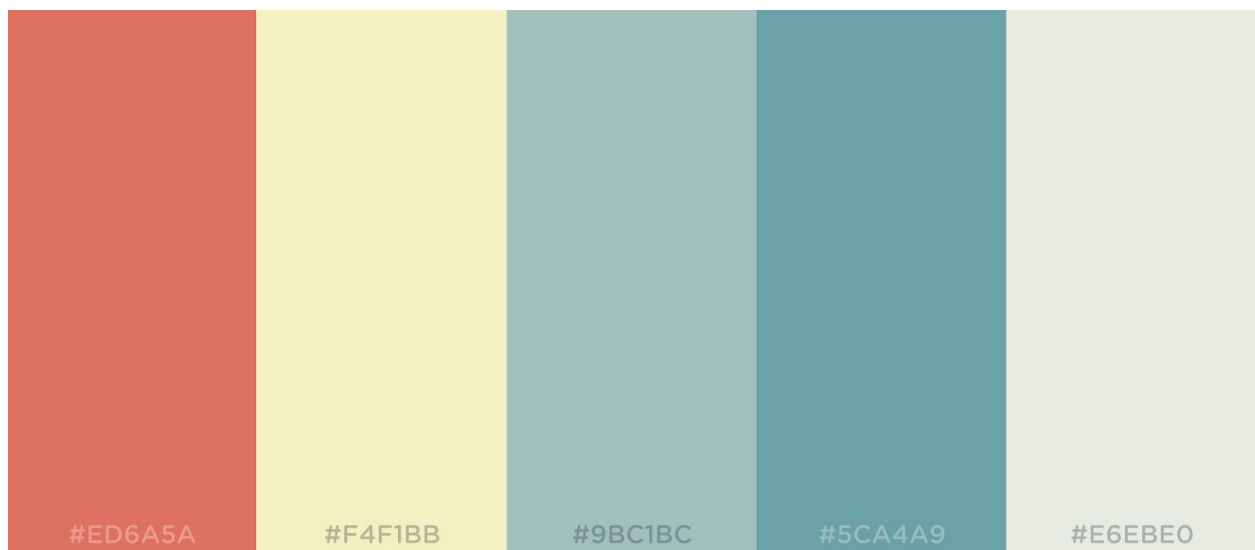
- Added a “back” button, so that the users can return to the search page
- Added a “Sent” state to the apply buttons, so that once the user clicks them, they get feedback as to the success of their action

Colour Scheme

Before



After



Before:

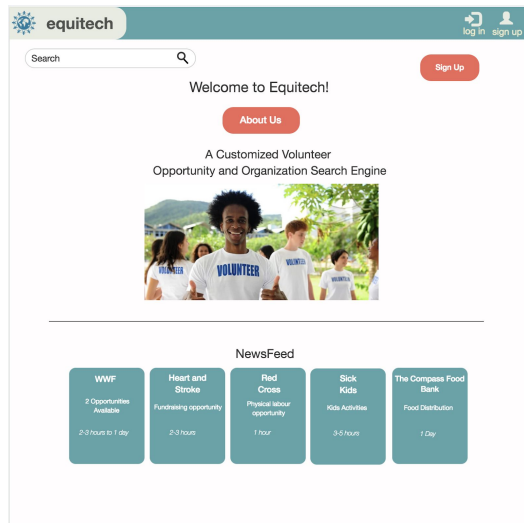
The colour palette was made up of bright variations of primary colors that were harsh and distracting.

After:

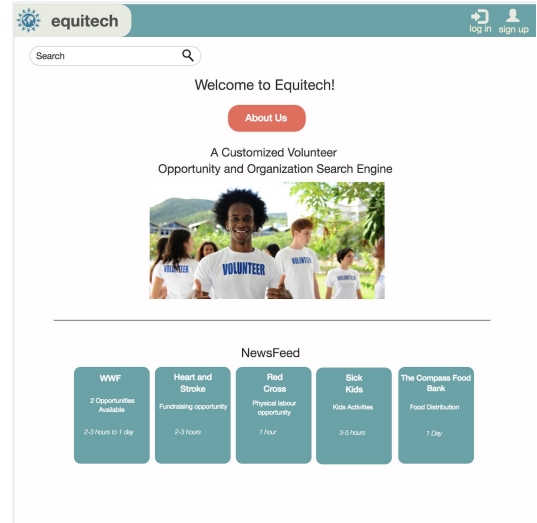
The second colour palette is a subtler version of the previous one so the users can focus more so on the content of our website.

Homepage

Before



After



Before:

There was a signup button on navigation bar as well as on the home screen. This was unnecessary since they were so close to each other anyway.

After:

We removed the sign-up button on the home screen and kept the one in the navigation bar.