

# BC Hydro Heuristic Evaluation Data Sheet

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Task & specific location in task	Heuristic broken	Usability defect description	Evaluator's comments regarding defect
<b>Task 1: Visualizing Energy Consumption</b>			
General - Links	Consistency and standards	The hover state for "learn more" link is inconsistent. Only some links would be underlined when hovered.	All the links should share similar behaviour to avoid ambiguity in the system.
General - Kilowatt hour icon	Consistency and standards	The kilowatt hour icon does not look like a clickable element.	
General - Consumption data graphs	Match between system and the real world	Does not speak the user's language. Kilowatt hour is a technical term that is hard for average users to understand.	Use words and concepts familiar with the user.
<b>Task 2: Compare Your Home (Team Power Smart Activities)</b>			
General	Consistency and standards	Question mark in a circle icon is a button but does not look like a button. Does not look clickable.	Provide visual cues (e.g. shade surfaces/edges) to make them stand out from the background. Include hover states to look clickable.
Subtask 1: Select home profile options	Error prevention	Popup message, "Sorry, problem with home size & occupants" appears when home size is "<500 sq. ft." and occupants is more than "2".	Since this tool only supports a limited number of occupants for each home size, do not provide options the system cannot process. If user selects "<500 sq. ft.", the occupants drop-down list should only provide "1" & "2" as options.
Subtask 2: Read consumption graph	Match between system and the real world	Does not speak the user's language. Kilowatt hour is a technical term that is hard for average users to understand.	Use words and concepts familiar with the user.
<b>Task 3: Analyze Your Home (Team Power Smart Activities)</b>			
General	Aesthetic and minimalist design	Please choose/specify beside each drop-down list is unnecessary and redundant. Since the drop-down list is below the question, users understand what action to take without further instruction.	Eliminate this line to reduce visual clutter and prevent competition with relevant information.
General	Consistency and standards	Drop-down list options are inconsistent. Varies between Not Applicable, n/a, and Unknown. Capitalization is inconsistent.	Consistent wording and capitalization would allow users to smoothly read and answer the questions.
General	Error prevention	Some questions do not have an n/a option.	Provide all options so users can answer accordingly.
General	Error prevention Consistency and standards	Some drop-down lists do not have "choose" as the default option. Users might assume they already provided an answer and skip that question altogether.	Provide a default option for drop-down lists to be consistent and prevent error.
Part 1: Generate My Report	Visibility of system status	Please be patient. The report may take up to 30 seconds to generate. Cannot see the current state of the system.	Provide appropriate feedback (e.g. progress bar) so users are aware that the system is working properly.
Part 3: Question 6.1. What type is...?	Aesthetic and minimalist design	If the "None" option is selected, then question 6.9 is not applicable to the user.	Branch questions only if it is applicable to avoid unnecessary work from the user.
Part 6: Question 4.1. On average how many hours a week do you...?	Error prevention	The text field has the number 7 by default. Unsure if 7 was intended to be a suggestion text.	Leave text fields blank by default or make it clear that it is a suggestion text. If suggestion text, the font colour needs

			to be lighter and empty the field when clicked.
<b>Task 4: \$75 Challenge and Member Contests (Team Power Smart Activities)</b>			
Subtask 1: Sign up for the challenge	Visibility of system status	Unsure how to sign up for the challenge. No buttons or visual cues. Users have to click the \$75 link under common questions to find out how to activate a challenge.	Provide a direct link on the members' tool box homepage to sign up for the challenge.
Subtask 2: Link residential account to MyHydro Profile	Help users recognize, diagnose, and recover from errors	Received error message, Account Number must be a number. The first error was due to the spaces between the numbers, not because they were not numbers.	The error message should describe the problem accurately (e.g. account number must not contain any spaces) to help users quickly recover from the error.
Subtask 2: Link residential account to MyHydro Profile	Visibility of system status	Clicked link account button. Received message, this account is already linked to your MyHydro Profile.	Let user know whether their account is or not linked prior to filling out the link account form. Prevent user from doing unnecessary steps.
Subtask 3: Select start now	Visibility of system status	Cannot find start now button. Assume the button would be on the members' tool box homepage, but is not there.	Provide a start now button on the members' tool box homepage within the \$75 challenge box.
Subtask 4: Check challenge progress	Match between system and the real world	Not clear why there is an increase in my energy consumption. Found it difficult to understand the graph. Unsure of what changes need to be made to improve the home energy consumption.	Display results in less technical terms. Explain complicated information in a simple way.
<b>Task 5: Setting Alerts (Profile Management)</b>			
General	Consistency and standards	Some icons (question icon) are clickable and others (information icon) are not clickable. Both icons are similar in size and appearance, so users assume they share similar behaviours.	Make similar icons share similar properties to avoid users from wondering whether these icons are buttons or symbols.