

# DROPS EVALUATION

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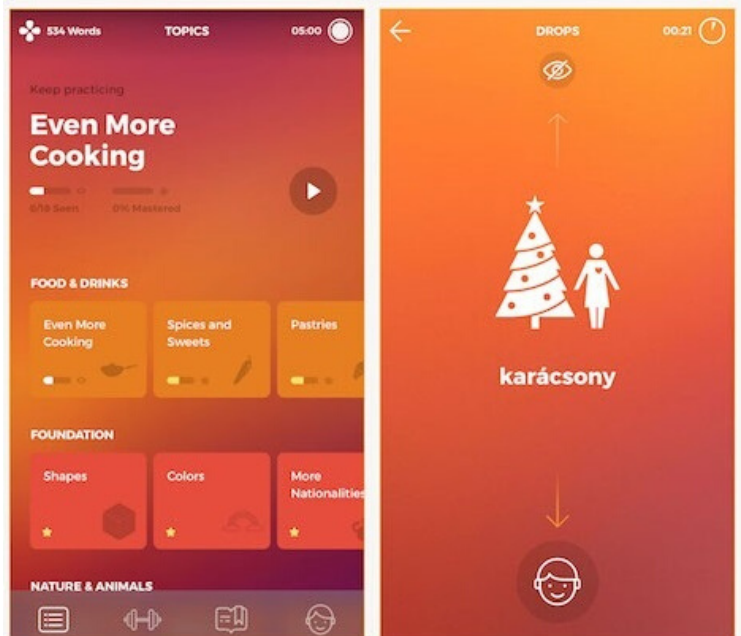
## About Me:

A Full Stack Developer who specializes in JavaScript Technologies (Node.js, Express, Angular, React). Experience building complete web applications with backend API systems.

I received a Bachelor's Degree in Information Technology with a Web Development concentration.

This portfolio piece will cover my findings from a Heuristic Evaluation and Cognitive Walk-through on the drops application. This was an individual effort.

The goal for these evaluations was to reveal a preliminary set of issues pertaining to the usability of Drops and to facilitate planning for further testing. Both cognitive and heuristic evaluations were used to find ways to possibly improve the application.



# METHOD AND PROCESS

## **Cognitive Walk-Through:**

The cognitive walk-through was done by examining the usability of specific tasks from the perspective of a first-time user. I created a list of actions required to complete a task with the interface. An evaluator then went through the walk-through and then gave their feedback as they work their way to complete the list.

Debriefing questions for each step

1. Will the user realistically be trying to do this action?
2. Is the control for the action visible?
3. Is there a strong link between the control and the action?
4. Is feedback appropriate?

## **Why?**

Heuristic and cognitive are done to find usability problems and strengths, to then make recommendations for improvements and further study. Both methods brought up many problems and strengths that I would not have acknowledged based on my own familiarity with using similar applications.

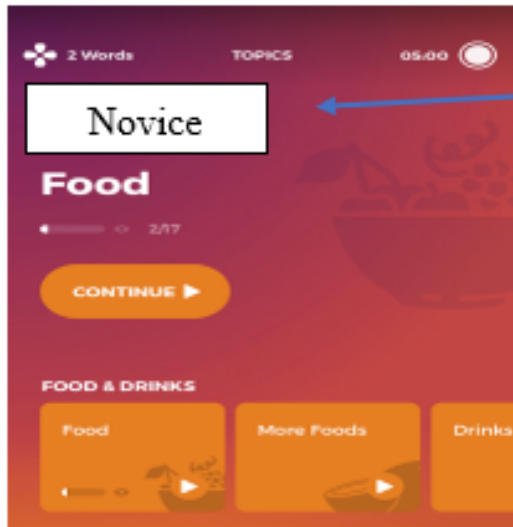
## **Heuristic Evaluation:**

Heuristic evaluations are done by experts in usability, who inspect an interface for compliance with an agreed upon set of heuristics (guidelines). This included exploring the applications user freedom, error prevention, consistency, efficiency of use, and more.

Heuristics Violated

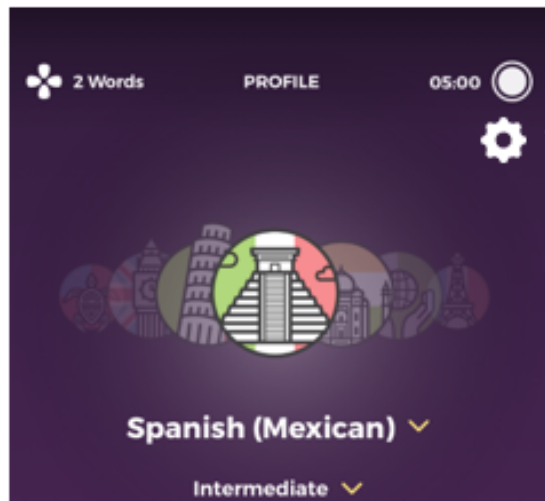
- Visibility of System Status
- Flexibility and efficiency of use
- Recognition rather than recall
- Error Prevention
- Flexibility and efficiency of use

# SUGGESTIONS



Put the skill level on this page and allow to user to change it or have it be an option when setting up the application

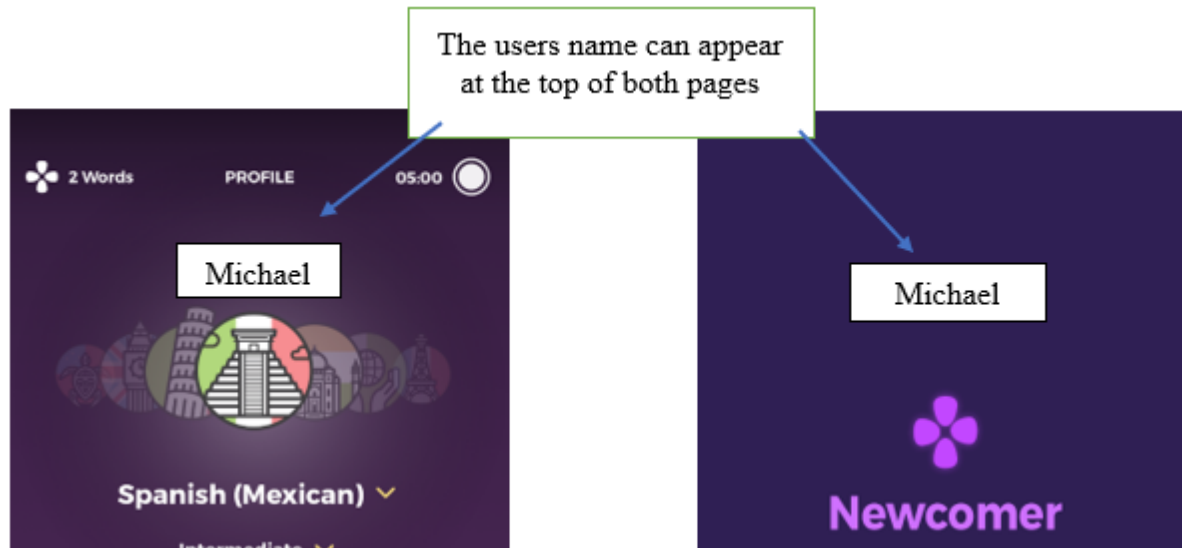
- When I first used this application, I had assumed that this was not a feature for the application and that I had to work my way up to a more difficult level.



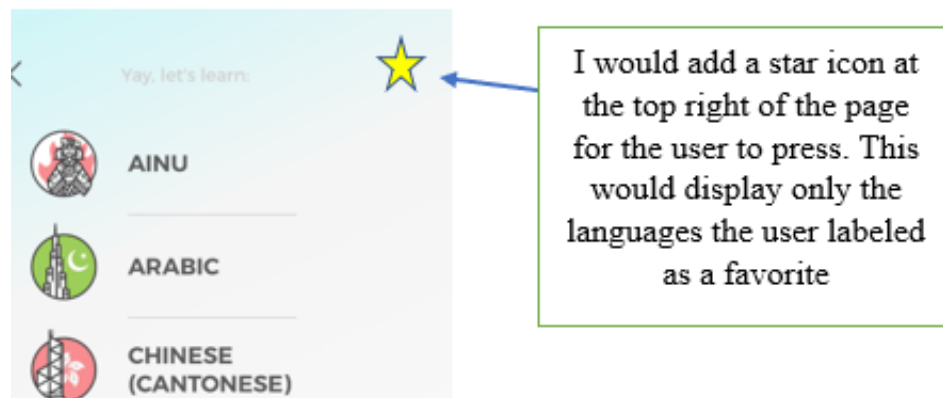
Add a settings icon at the top of the user page. This would eliminate the need to scroll down to access it.

- Most applications follow this type of design where the settings are at the top right of the user page. I would agree with this design because it also removes some of the clutter that is found at the bottom of the page.

# SUGGESTIONS CONT.



- Show the users name at the top of the profile tab and on the vocabulary page. This small change can give the user reassurance that they will not lose any of the progress they have made.



- There is no way for the user to “favorite” certain languages. As of now, the user must scroll through all the available languages to choose which they would like. to learn.

# REFLECTION



The heuristic evaluation brought forward some usability issues with the application. The guidelines allowed me to pick apart the interface and rate how well it follows the usability heuristics. I found that the application was very well designed with its use of colors and animation. The application was also simple to follow because it was stripped of any unnecessary functions. Overall, I found the application to be enjoyable to use and does a great job following the usability heuristics.

The cognitive walk-through allowed me to get a better understanding of what a first-time user would be feeling when they use the application. I asked the user to first install the application, complete a lesson, set a daily reminder, and then create an account to save their progress. Like the heuristic evaluation, the cognitive walk-through pointed out the difficulty finding the applications settings. It also brought up the problems a first-time user would have trying to change the language

In the future I would like to have more users go through the walk-through to have more feedback on the user experience. I would have also liked to met with other experts in user interface design and compare our findings.