

## CPSC 481 P3: Group 4

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Group 5's Heuristic Evaluation			
Heuristic Category	Problem	Solution	Severity
Visibility RR	No notification system for events such as getting approved for requests, having received requests from others, or a new meeting time, etc.; this makes it hard to track of the events.	Create a notification tab on the navigation bar that shows all the recent events when clicked.	2.8
Flexibility	It's not very efficient to view group events and chats from group to group. For instance if I was participating in a group chat for two different groups simultaneously, it's a bit annoying to go back and forth. (have to click on 'my profile' -> specific group page -> group chat). Similar problem with group events.	Have a overall chats page for the website containing a column of groups the user is in to view the chats from that group. Also being able to view all events from all the groups you are in by having a events column in 'my profile'.	2.8
UCF	You guys didn't implement removing groups / classes yet, but when it's implemented it should have a way to easily undo. The user may accidentally remove a group / class.	A prompt asking "Are you sure you want to remove?" or an unintrusive popup with "You recently removed this group, do you want to restore it?"	2.6
Help RR	There is no instructions or tutorials on how to use any of the features on the website, so the user has to go and learn how to use features themselves.	Create a help page with all the information, or have a tutorial that goes through step by step	2.6
Visibility E. Recovery	Upon sending a request to join a group, there is no notification of whether the request has been successfully sent or not	Either show a pop-up saying that the request has been successfully sent, or turn the "Request to Join" button into "Request Sent!" upon clicking on the button.	2.4
CS	in the home page, kind of confused whether the search bar is used to search/filter 'Most relevant groups', 'My groups', both, or it brings you to a new page that shows all searched/filtered groups.	Have separate search bars for 'Most relevant groups' and 'My groups'. Or have a search page that it links to and maybe have search group tab that also links to the page.	2.4
E. Prevention	Assuming that clicking the 'Delete group' button will just delete the group with no confirmation message	Have a confirmation message asking user if they really want to delete the group	2.4
Help	Lack of help and documentation	Create a tab for help and documentation.	2.2
UCF E. Prevention	After clicking on "Request to Join" or "Join" button, there is no button for cancelling the action.	Create a cancel button or turn the "Join"/"Request to Join" button into "Cancel" upon clicking on it.	2.2

CS	Clicking on the 'join' button and clicking on the box containing the button, both makes you join the group. Whereas clicking 'Request to join' is different from clicking on the box containing that button. When clicking the box containing the 'join' button, I expected it to view group information and not join the group.	If you click on the box, it leads you to a group info page with a 'join group' button	2.2
Visibility	When clicking buttons such as 'join', request to 'join', and 'create group', there is no feedback on whether it was successful or not	Having a popup notification box that says, for example: 'you have joined the group!'	2.2
E. Prevention	After creating the group, there is no way to change the group join status.	Allow the user to change the group join status	2.2
CS	On the Home page why is there two groups "CPSC 481 Winter 2019", one is in most relevant groups and the other is in my groups. It is hard to tell if they are the same group and gives no indication otherwise	Maybe add who owns the group underneath each group name, or specify if the groups are different.	2.2
UCF	When I go to a group under "My groups" and it takes me to that group page, there is no back button. I may accidentally choose the wrong group and there is no quick way to go undo that. I would have to remember that I was at my profile page or at the home page.	Have a button that takes the user back to the previous page.	2
E. Prevention	When creating a group, the school name is optional, however what would happen if someone from another school with the same class name see's that group. It may lead to a lot of confusion especially if there are multiple.	Make the school name mandatory	2
CS	Clicking on the name (or the general box) of CPSC 481 Winter 2019 has the user instantly join. Should just display additional information instead since there is a dedicated join button.	Display additional information instead of joining a group when pressed on the box (not Join button)	2
E. Prevention	School name/class isn't required when creating a group. Generally people would want to be in the same group as people in the same school, and class (since the user would most likely join for an academic purpose)	Have school (and class?) be a required field when creating a group	2
CS	Under group chat in the 481 winter 2019 group, there is no clear distinction between messages you sent and other people	Have messages you send appear right indented, or different colour	2
Visibility CS	Under "My Profile," my classes do not show which institutions. If I am enrolled in multiple institutions and those use	Add the institution to the class slot. e.g. "CPSC 481 - University of Calgary"	1.8

	overlapping names for courses, I would not know which course belongs to which institution.		
Flexibility RR	To view the groups I am currently in I have to go to my profile instead of there being a tab for it. Makes it hard to find the groups I am currently a part of	Create a tab to view groups the user is currently enrolled in.	1.8
Visibility RR	"My groups" slots do not show which institution it is for. It shows which institution only after clicking the title on the slot.	Add the institution to the group slot. e.g. "Math211 Study Buddies - University of Calgary"	1.6
Help	Lack of any form of tutorial to teach the user how to use the system	Include small pop ups including information to guide the user around the application	1.6
CS Aesthetics	For the group chat, it is hard to see which message you sent.	Right-align the messages that you sent, left-align the messages sent by others.	1.4
Visibility	Doesn't display the institutions of the groups under My Profile	Include a small abbreviation of the institution of the groups	1.4
RR CS	The "Home" on the top bar may be confusing, especially with "Create Group" right next to it users may not know that the home page is where they find groups.	A possible fix is to change "Home" to "Find Groups" or something else more descriptive than "Home"	1.3
Visibility CS RR	"Most relevant groups" do not show whether it is private, open to all, or by request; so it is confusing to see at first, why there are different buttons - "Join" and "Request to Join"	Add the privacy information to the group slot, maybe right beside the Join/Request to Join button	1.2
CS UCF Flexibility	Clicking on the logo ("Study Group Finder") on the navigation bar does not bring you back to the home page.	Either combine the "Home" button with the logo, or link the logo to the home page.	1.2
Flexibility	Under "My Profile," there is no plus button for "My Groups" unlike "My Classes."	Create a plus button for "My Groups" so that the user can create a group directly on the profile.	1.2
Visibility CS	For my own profile under the member list for a group that I am joined in, it doesn't indicate that it is "me." (What if there are several people who have the same name as me?)	Indicate that it is "me" right beside my name on the member profile. e.g. "Timmy Turner (me) - Admin"	1.2
CS Aesthetics	For the group chat for "CPSC 481 Winter 2019," why is Agnes King's message's left-margin bigger than the rest of the messages?	Either left-align Agnes King's message just like the rest of the messages, or if you wanted to do the thread thing like Slack, make sure to indicate that it is a separate thread.	1
Match	For the group chat, the user shouldn't be able to edit the message sent because it is a chat, not a comment section.	Remove the edit; instead, maybe put a delete message button.	1

<b>Legend</b>		
<b>Heuristic</b>	<b>Abbreviation</b>	<b># of occurrences</b>
Visibility of System Status	Visibility	8
Match between system and the real world	Match	1
User control and freedom	UCF	4
Consistency and standards	CS	12
Error prevention	E. Prevention	5
Recognition rather than recall	RR	6
Flexibility and efficiency of use	Flexibility	4
Aesthetic and minimalist design	Aesthetics	2
Help users recognize, diagnose, and recover from errors	E. Recovery	1
Help and documentation	Help	3