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Homework 10

Heuristics being done well or correctly:
#1 Visibility of system status

Digital clocks show the time for the user at all times and the time is displayed to be easily seen. User's learn the present outcome from their actions, in this case the present time, and can decide what to do next based on what this time is.

#2 Consistency and Standards

Across both the mobile and website versions of Spotify, users are not surprised by the look of Spotify. It is consistent with the same color scheme, font, and other design aspects. There is a certain standard to the Spotify design that is the same across multiple platforms.

#3 Error prevention

While bowling, the bumpers ensure the bowling ball makes contact with the pins. In this case, the error would be the bowling ball entering the gutter and the bumpers ensure this cannot happen. Not only do bumpers discourage errors in bowling, but they also prevent them from the start.

Heuristics being done unwell or incorrectly;
#1 Recognition rather than recall

Password has been changed

Local Graph password has been changed. Please enter Graph password:

| •••••••• | Failed - not a valid password. |

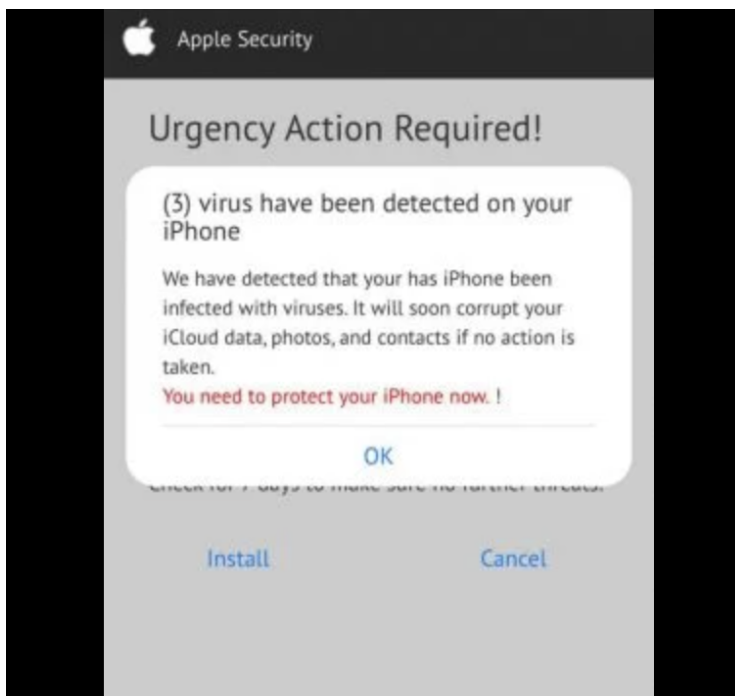* You can ignore this change until the next Graph start.

In this example, the system does not show the instructions for a new password or an option for a hint to help the user remember the new password. The user would have an easier time if there were some instructions to point to the change of password or if the system offered an option for security questions or hints. The user could then recongnize the hint or security question and remember what they had changed the password to. Then they would be able to use the system correctly.

#2 Match between system and real world

The apple icon for photos does not match the real life version of what photos are. This icon is composed of simple colors in a circle but a person does not recongnize this icon as the photos app unless they already know that it is. Photos in the real world are physical pictures and do not resemble the colorful icon that Apple made the photos app.

#3 Help users recognize, diagnose, and recover from errors

This is a good example of alerting the user that there is a error but the system does not give an option for the user to recover from the error. This system offers no solution to the virus detection and gives little information to the user about what the error is and how it can be solved.