

P6: Heuristic Evaluation Report

Link to our prototype: <https://swap-pal.firebaseio.com>

Browser Requirements: Google Chrome

Major Issues:

- **Comment:** On my profile page, there are several tabs including “Your Post” and “In Transaction”. When comparing the two, I’m not sure of the difference. It seems “Your Post” should be the listings that I have posted, while “In Transaction” is maybe the swaps that are happening? However I am not sure how those listings get to that state, since it seems the “Old desk” posting is not mine yet it is in there.

Heuristic: Recognition rather than recall

Original Severity: Major

Severity: Major

Status: Implemented

Solution: We are now moving the posts from “Your Post” to “In Transaction” after user clicked the “Send Invitation” button.

- **Comment:** Upon hitting the “Post” button when creating a post, it says what is supposed to happen instead of actually happening. I assume that will be fixed in the final implementation, but I also did not see anywhere I could delete a post if I changed my mind about it. If it exists, it should be more clearly marked in my posts.

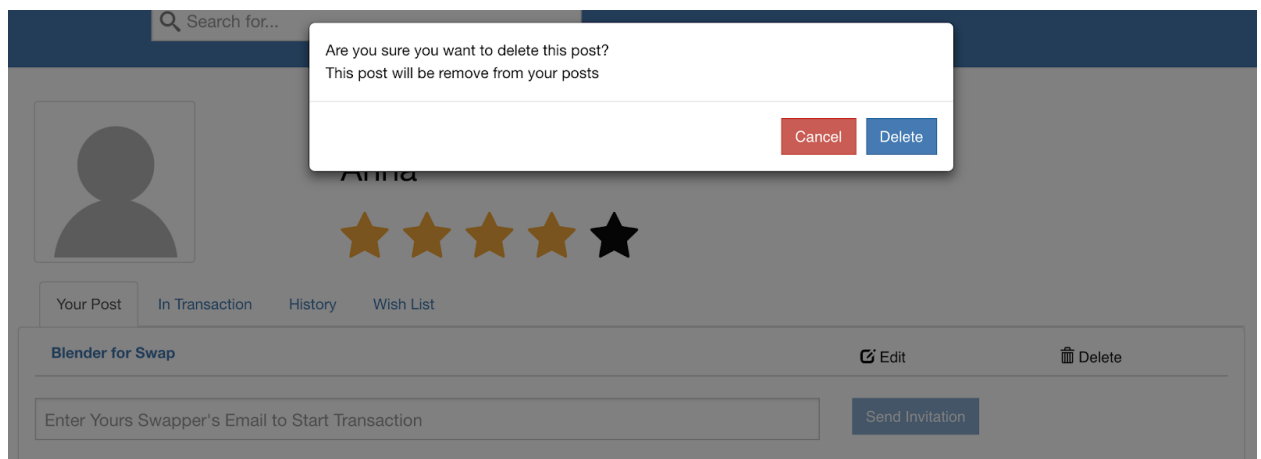
Heuristic: User control and freedom

Original Severity: Major

Severity: Major

Status: Implemented

Solution: We are now adding delete button just beside the post, if user click delete button, a popup window will ask user whether to delete or not.



- **Comment:** The Cancel button on the “In Transaction” tab doesn’t do anything when I click it.

Heuristic: Visibility of system status

Original Severity: Major

Severity: Major

Status: Implemented

Solution: We are now moving the posts from “In Transaction” to “Your Post” after user clicked the “Cancel” button.

- **Comment:** Adding the fields for the name of the user might help as husky email Id’s usually don’t give you the name of the person.

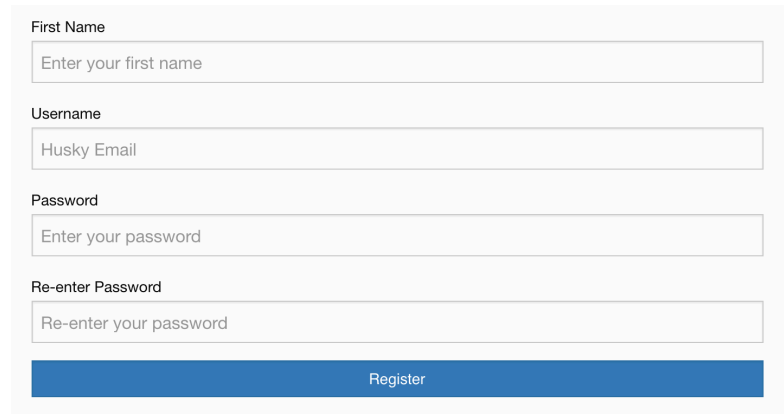
Heuristic: Recognition rather than recall

Original Severity: Major

Severity: Major

Status: Implemented

Solution: We are now required the user to input his/her first name when register for the first time.



The image shows a registration form with the following fields and labels:

- First Name:** A text input field with the placeholder text "Enter your first name".
- Username:** A text input field with the placeholder text "Husky Email".
- Password:** A text input field with the placeholder text "Enter your password".
- Re-enter Password:** A text input field with the placeholder text "Re-enter your password".
- Register:** A blue button with the text "Register".

- **Comment:** The search could be based on finding a generic item (eg: shoes instead of specific name of the swap item).

Heuristic: Recognition rather than recall

Original Severity: Major

Severity: Major

Status: Not Implemented. Future Enhancement.

Solution: Provide Category Tags to each post and search through the tags and the post title. We kept the severity as Major, as it is a very valid point, but due to the time constraint, we are not implementing it right now.

We are more focused on implementing the 2 types of search. One search is for the items that they have and the other search is for the items they want. As this is more important for the task completion, we are going to implement this instead of fixing this issue. For now, we are going to keep this issue on the backburner.

- **Comment:** A logout button would be great on the application.

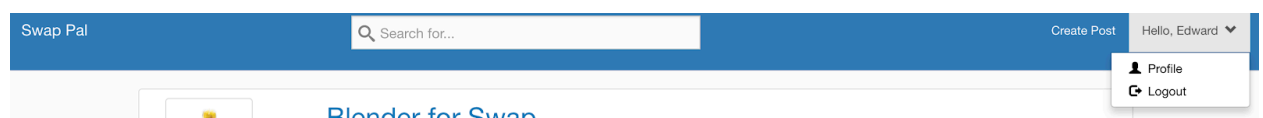
Heuristic: User control and Freedom

Original Severity: Major

Severity: Major

Status: Implemented

Solution: We added a log out button on the profile page, and users are able to log out now.



- Comment:** The add more feature on the ad Wish List tab doesn't function
Heuristic: Consistency and Standards
Original Severity: Major
Severity: Major
Status: Implemented
Solution: We have added the implementation to display a textbox to allow the user to add more wishlist items.

- Comment:** When trying to log out and log back in to complete the second task, I could not find a logout method anywhere on the application. I had to manually go back to the given URL to log in. There should be a way for the user to log out in the application.
Heuristic: User control and freedom
Original Severity: Major
Severity: Major
Status: Implemented
Solution: We have added a dropdown on the navbar which has a logout option. This navbar is common to all the pages and hence the user has the freedom to logout from any of the pages

Minor Issues:

- Comment:** You could show who is logged in instead of the user metaphor on the navbar as it is confusing to the user.
Heuristic: Consistency and Standards
Original Severity: Major
Severity: Minor
Status: Implemented
Solution: Since our system require user to log in the first step, so I think this is not a major issue but something better to have, so we change the severity to minor. Now we are displaying the user's first name on the navbar instead of user metaphor.

- Comment:** On the details page for an item, I see the Contact button at the bottom of the page, and when I click it, it shows the email but also . I have no idea what the invitation code is and these instructions make me more confused.
Heuristic: Help and documentation
Original Severity: Major

Severity: Minor

Status: Implemented

Solution: Rewrite the message to shed light on the purpose of Invitation Codes. Since just a rewrite is required, we changed the severity to Minor.

“An Invitation Code connects you with Anna to ensure a smooth transaction. Ask for the Invitation Code before doing any transaction.”

The aim of the Invitation Code is for our system to connect the swappers to each other. Our objective is to let at least one person in the swap party know what an Invitation Code is. This is known by the Post Author because after they create the post, they are taken to their profile page where the Send Invitation Code button is present. We tested this scenario with our users during the paper prototyping. All of them were able to successfully send the invitation code.

- **Comment:** Clicking on any Ad leads to the same static page
Heuristic: Consistency and Standards
Original Severity: Major
Severity: Minor
Status: Implemented
Solution: Create more static pages corresponding to the posts. Since the evaluators are able to complete the tasks without this being a hindrance, we changed the severity to Minor.

In class, Professor said that it was ok to create static pages as long as our evaluators are able to complete their tasks. Since the evaluators are able to complete the task of getting the contact details from the post details page, we would say that the evaluators successfully completed their task.

- **Comment:** Once again in the item description, I expected the contact button to lead to a page where I could contact the user on-site. If the button is just going to be turning into an email then why not just have it directly under the item description instead?
Heuristic: Information is not easy to recover
Original Severity: Minor
Severity: Minor
Status: Implemented.
Solution: Show the email ID directly without hiding it behind a button.

Also, we have mentioned earlier that we are not implementing an on-site communication platform as that is not the main focus of our project. Our goal is to provide a platform for people to swap their stuff for somebody else's stuff. Communication can happen off-site. This can be a future enhancement.

- **Comment:** Was unable to create account unless password was of a certain length. No error message was shown, which lead to repeatedly clicking the Register button.
Heuristic: No error prevention.
Original Severity: Major
Severity: Minor
Status: Implemented

Solution: We added all the required validations to the register page.

The screenshot shows a registration form with three input fields and a 'Register' button. The first field is 'Username' with the placeholder 'Husky Email' and a red error message 'Please enter your husky email'. The second field is 'Password' with the placeholder 'Enter your password' and a red error message 'Please enter a valid password of atleast 6 characters!'. The third field is 'Re-enter Password' with the placeholder 'Re-enter your password' and a red error message 'Please re-enter your password!'. A blue 'Register' button is at the bottom.

- **Comment:** Clicking on image doesn't open up details page for that item, which is inconsistent with how I expected it to work given other websites.

Original Severity: Minor

Severity: Minor

Status: Implemented

Solution: Now clicking on the image will bring the user to the details page.

- **Comment:** History tab could give information about with whom you swapped.

Heuristic: Recognition rather than recall

Original Severity: Minor

Severity: Minor

Status: Implemented

Solution: Now we are displaying the swapper's name with the transaction history.

The screenshot shows a table with a header row containing four tabs: 'Your Post', 'In Transaction', 'History' (which is active), and 'Wish List'. The table has two data rows. The first row shows 'HCl book' as the item, 'Swapper: Jack' as the user, and '10-16-2018' as the date. The second row shows 'Head phone' as the item, 'Swapper: Bobby' as the user, and '9-24-2018' as the date.

Your Post	In Transaction	History	Wish List
HCl book	Swapper: Jack	10-16-2018	
Head phone	Swapper: Bobby	9-24-2018	

- **Comment:** When creating an account, there is no message that verifies if the passwords you entered match or not.

Original Heuristic: No heuristic given by the evaluator

Heuristic: Good Errors

Original Severity: Minor

Severity: Minor

Status: Implemented

Solution: We have added validations to the register form which displays the user with an appropriate message to let the user know that the passwords entered in the password and re-enter password fields do not match.

Username

anna@husky.neu.edu

Password

.....

Re-enter Password

.....|

Passwords do not match

Register

- **Comment:** On the login screen, I would expect that pressing the enter key after entering all my credentials would trigger the login button (as this is the behavior in most other websites). However I had to manually click on the Login button.
Heuristic: Consistency and standards
Original Severity: Minor
Severity: Minor
Status: Implemented
Solution: We have added a function to handle the enter key press event to eliminate the need to manually click on the login button.
- **Comment:** Clicking on image doesn't open up details page for that item, which is inconsistent with how I expected it to work given other websites.
Heuristic: No heuristic provided.
Original Severity: Minor
Severity: Minor
Status: Implemented
Solution: Clicking on the image will bring the user to the details page now.
- **Comment:** The first task mentioned on the swap pal google site page was to post an ad, but as mentioned in the google site project page, this functionality is not implemented yet. It also accepts empty fields for posting the ad.
Similar comment: The buttons don't give any feedback when clicked. They accept empty fields for comments.
Heuristic: Visibility of system status, Error prevention
Original Severity: Catastrophic
Severity: Minor
Status: Implemented
Solution: We have added the required validations on the create post page to give user appropriate messages about the required fields.

- **Comment:** Clicking the import wishlist checkbox refreshes the items in the already entered fields. Could retain the values so that the user doesn't have to retype the items.

Heuristic: Consistency and Standards

Original Severity: Minor

Severity: Minor

Status: Implemented

Solution: We have persisted the list of items entered in the textboxes when the user

hasn't selected the option of importing the wishlist even when the user has selected to import the wishlist from his/her profile.

- **Comment:** On the details page for an item, I see that the poster (Anna in this case) has 4 stars out of 5, but there is no other information about any ratings or reviews. I am confused as to why Anna only has 4 stars, and want to see any relevant information such as any reviews or even the number of ratings (so I know if it was just one person who rated 4/5 or it was over several different people).

Heuristic: Consistency and standards

Original Severity: Minor

Severity: Minor

Status: Not Implemented

Solution: We are displaying the static number of ratings for now, but will make it dynamic in the future.

- **Comment:** Editing a post leads to the post page, does this repost a different ad? Or same ad?

Heuristic: Visibility of system status

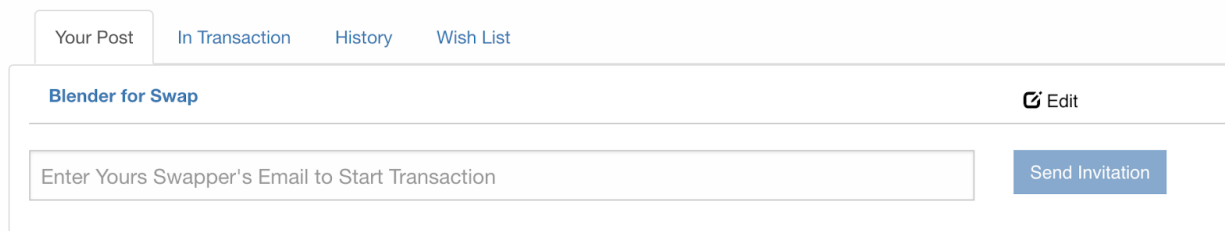
Original Severity: Minor

Severity: Minor

Status: Not Implemented

Solution: By clicking on the edit post button, we will be redirecting the user to the create post page and populating the details of the post to let the user edit post.

- **Comment:** Send invitation button on the ‘your post’ tab is not very clear with the functionality.
Heuristic: Flexibility and efficiency of use, Feedback
Original Severity: Minor
Severity: Minor
Status: Implemented
Solution: We are now disabled the “Send Invitation” button when nothing is entered in the input field, and we modified the placeholder to make it more informative to the user.

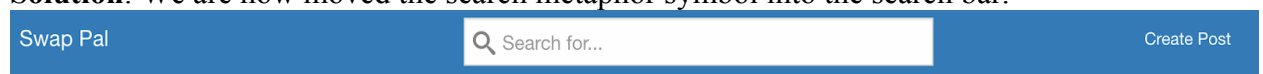


- **Comment:** The landing page once signed in is a list of items, but there is no indication what these items are. I assume they are items available for swapping but some label would be nice, as well as indicating if there are any filters on the items (such as where they are located, etc).
Heuristic: Visibility of system status
Original Severity: Minor
Severity: Minor
Status: Not Implemented. Future Enhancement
Solution: Our application, Swap Pal, is for Swapping Items. Obviously, the list of items is available for swapping.

Also, we are currently not implementing the filter feature as we don’t think it is absolutely necessary for the evaluators to complete their task. But, it is something that we can implement in the future.

Cosmetic Issues:

- **Comment:** The search metaphor symbol could be within the search bar
Heuristic: Aesthetic and minimalist design
Original Severity: Cosmetic
Severity: Cosmetic
Status: Implemented
Solution: We are now moved the search metaphor symbol into the search bar.



- **Comment:** When no results are found in the search bar, the app suggests “Why not create you own post” which has a typo.
Heuristic: Consistency and standards

Original Severity: Cosmetic

Severity: Cosmetic

Status: Implemented

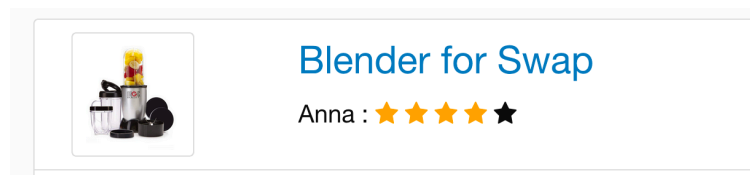
Solution: We fixed the typo.

No Results Found.

Why not [create your own post](#).

Issues that are not an Issue:

- **Comment:** In home page, the stars don't have a clear meaning. Do they mean the product is in good/bad shape? Or does the poster have a rating of that many stars?
Heuristic: *No heuristic given by the evaluator*
Original Severity: Cosmetic
Severity: Good
Status: Not Implemented.
Solution: The reason why we did not consider this as an issue is because it is clear that the stars are associated to the poster as it appears after the poster's name as shown in the image below. There is even a ':' between the poster's name and the stars to show that they are related to each other.



- **Comment:** I like the navigation bar at the top of every page and how it has several action items that you can quickly jump to. However the Search bar is there for every page while it is only relevant on the postings page.
Heuristic: Flexibility and efficiency of use, Aesthetic and minimalist design
Original Severity: Good, Cosmetic
Severity: Good
Status: Not Implemented
Solution: We don't want to restrict the users in terms of search. They should be able to search for postings from any page. For example, if the user is on the post details page and thinks of searching for something, they shouldn't have to navigate back to Post Details page and then search. It's too tedious to navigate that much.
- **Comment:** How would swap on campus differ from off campus? As we are using husky ID for login.
Heuristic: Feedback
Original Severity: Minor
Severity: Good
Status: Not Implemented
Solution: We have added this option since even though the users are only from northeastern they might want to indicate that they would like to swap on-campus or off-campus.