Heuristic Evaluation on Buckets

John, Jeff, Nancy

Prototype

Buckets is a phone app that helps you check off your goals while making and strengthening connections by inviting people who share the same goals as you in your communities to check off those goals with you.

Report

H2-1

[H2-1. Visibility of system status] [John] [2]
"Learn to Salsa" screen contains no information about the actual activity. Instead lists communities.
Fix - Name the screen "Invite from your communities"

[H2-1. Visibility of system status] [John] [3]
It is unclear how "Invitation Response" screen that proposes new time is different from the original "Invitation Response" screen.
Fix - change the screen heading to "Propose a new time"

[H2-1. Visibility of system status] [John] [4]
"My Plans" screen includes invitations which is not immediately intuitive. Also the calendar icon that goes with it does not suggest invitation either. Also there is no central way to manage all the chats.
Fix - separate the functionalities between showing the plans and communicating with other people by adding a separate parallel channel that deals with all the communications.

H2-2

[H2-2. Match between system and the real world] [John] [1]
The icon of the planet at the bottom of the pages such as My Plans suggests location more than communities.
Fix - use a community icon (a group of people) instead.

[H2-2:MatchSys&World] [Jeff] [4]
unclear how join communities navigation will work.why can you
skip joining a community? no clear hierarchy that makes it clear you have to select stanford first. is palo alto a sub community of stanford? or are they all independent? is "climbers" just climbers who are also in stanford or ones who are in a nearby location? Is the kayak community only in San Francisco, or is it just a localized community thats showing up because its nearby?

[H2-2:MatchSys&World] [Jeff] [2]
Are the month, year, and lifetime tabs sorting suggested list items? What if I want to get a tattoo this month? will it show up as a suggestion? The suggested search terms like "travel to..." or "go to..." seem unfit for the "this month" tab.

[H2-2: MatchSys&World] [Nancy] [2]
Good have clear time-constraints. I recommend adding more levels of granularity for how quickly (or slowly) you want to accomplish a task when you add one by using dates as well for the time frame for each item. That way, the user could say that s/he wants to do x by a certain date.

Fix: In general, you might want to rethink how you're separating these list items. Some things seem to be one time things to do, such as "be in a flashmob" or "skydive" whereas others take a more prolonged effort, such as "learn to salsa" or "learn guitar." This may be a better option than asking people the time frame they expect to finish things under unless something has been scheduled.

[H2-2: Match Sys & World] [Nancy] [1]
On the initial join communities screen, it would be nice if I knew who was in the more obscure communities (such as climbers or dog-lovers). Maybe putting little pictures of faces around or inside the rings (think Apple Watch).

[H2-2: Match Sys & World] [Nancy] [3]
If Barry and I are trying to schedule an appointment together to go skydive, I can see endless hassle with a back and forth. I suggest taking you into a when2meet type calendar-matching app, or at least show me Barry's proposed times.

[H2-2: Match Sys & World] [Nancy] [2]
I wish I could add my activities to my Apple/Google Calendar

H2-3
[H2-3. User control and freedom] [John] [3]
There is no clear way to leave My Communities Page, My Plan page or My List page. Fix - add a home button that takes the user back to My Plans.

[H2-3. User control and freedom] [John] [3]
There is no clear way to go back to previous actions in My Communities Page, My List page and My Plan page. Fix - add a left arrow on the left top of the screen.

[H2-3. User control and freedom] [John] [3]
There is no clear way for the user to view her own profile and edit her profile.
Fix - add a profile icon at the top of the screen, either all the screens or at least on the my list (home) screen.

[H2-3. User control and freedom] [John] [2]
There is no clear way to edit the user's invitation
Fix - add "Edit" button.

[H2-3: User Control & Freedom] [Nancy] [4]
Is there a settings page? I do not see any settings button. I recommend adding a settings button.

[H2-3: User Control & Freedom] [Nancy] [2]
Is there somewhere that I can block people? I wish I had the control to block whomever from either seeing me or from being able to invite me. My bucket list is personal, so privacy is paramount.
Fix: I recommend adding a an option to remove individuals from certain "communities" I want to join. For instance, if there is a guy I hate in climbers, I definitely don't want to add him and have him inviting me to do random activities.

[H2-3: User Control & Freedom] [Nancy] [2]
I recommend adding the functionality to invite individuals to be my friend on Buckets, and perhaps adding a "friends" page.

[H2-3: User Control & Freedom] [Nancy] [2]
The user should have control to respond as maybe/tentative yes, especially in a group context.

[H2-3: User Control & Freedom] [Nancy] [2]
If the user gets invited to do a task with someone, there should be the option to add another mutual "friend"/community member so s/he feels more comfortable doing the activity.

H2-4
 [H2-4. Consistency and standards] [John] [1]
Screen heading "Invitation Response" and "invitation" suggests no action and is not consistent with the use of action words on the screens with actionable functionalities (i.e. Add to Your List, Join Communities)
Fix - Change the heading to "Respond to invitation" or "send an invitation" respectively.

[H2-4. Consistency and standards] [John] [2]
My Plan and My List can be confusing headings for new users. Also the name Bucket does not appear at all in the actual app.
Fix - Change My List to My Bucket List or My Bucket, to be more consistent with the name and concept of the app and to prevent confusion with My Plan.

 [H2-4. Consistency and standards] [John] [2]
The blue button on Invitation Response page is ambiguous as to its function.

Fix - Name it "undo" or "proposed time".

[H2-4: Consistency & Standards] [Nancy] [1]
On "My Communities" page: I wish this were more aesthetically consistent with the initial/add communities page when choosing friends to start tasks with. I also wish the my communities showed your "top friends" based on interactions via Facebook.

[H2-4:Consistency&Standards] [Jeff] [1]
Is"PopularNearYou"dependentonthecommunities you're a part of? Does it take into account friends lists more than random people nearby?

H2-5
[H2-5: Error Prevention] [Nancy] [1]
On direct messages screen: there is no clear send button. A circle does not indicate sending a message. Use clearer affordances/cues to make it clearer how to send.

H2-6
[H2-6. Recognition rather than recall] [John] [2]
Add button on My List and My Communities button are too small and easily missed considering it has a very crucial functionality.
Fix - Make it into a bigger button, move it to the bottom of the screen where all the other major functionalities are.

[H2-6. Recognition rather than recall] [John] [1]
It is difficult to see which button is selected out of the three icons at the bottom of each screen.
Fix - Use different color / size / a ring around the selected button in order to clearly indicate selection.

[H2-6. Recognition rather than recall] [John] [1]
It is difficult to tell whether general or exact is selected on the Invitation Response page.
Fix - gray out the unselected button.

H2-7
[H2-7: Flexibility & Efficiency of Use] [Nancy] [2]
Is there anywhere to see what I have accomplished? I recommend adding an accomplished page. "Completed" exists but isnt easy to find or showcase to the network.

[H2-7: Flexibility & Efficiency of Use] [Nancy] [2]
When on "Learn to Salsa" I wish I could send out multiple individual invites at once

[H2-7: Flexibility & Efficiency of Use] [Nancy] [2]

Can I make some of my hopes/dreams/bucket list items private? Some activities are better done solo + if my boss is on this maybe I don't want them to know I want a tattoo.

H2-8

[H2-8: Aesthetic & Minimalist Design] [Jeff] [1]
Why is your send button for chat a circle? Far from the universal "send" button, its also used as a motif all over your app, so its use here is far from clear. Just use an arrow like your back arrow. For the record, i hate that snapchat uses a similar button for sending chat messages, but in their case it makes more sense as the "snap" button is a circle as well.

[H2-8: Aesthetic & Minimalist Design] [Jeff] [2]
Why is there a giant red x on the event invitation screen? Do you want your users to abandon fulfilling their bucket list at the last step? Like it makes sense if you've been invited to an event, but if you're creating one why would you decline your own invitation?

[H2-8:Aesthetic&MinimalistDesign] [Jeff] [1]
Green and black color scheme works until you throw in blue buttons, bubbles, and icons. also, black words on blue doesn't work, and neither does the white background of the chat window. the contrast is too high between the bubble and the background, and not high enough between the words and the bubble. stick to your color scheme, arbitrary white screens are very off-putting.

[H2-8: Aesthetic & Minimalist Design] [Nancy] [1]
I see three circles a list, globe, and calendar with two small circles in between. What do they indicate? Seems to add clutter.

[H2-8. Aesthetic and minimalist design] [John] [1]
"Swipe Up to Chat" and "Swipe up to attach a message" are long instructions that diminish the overall aesthetics and minimalism of the design.
Fix - educate the users of the usage of the swipe function for the first few trials of using the app. This can be done by instruction boxes, or instruction arrows on the screen that will go away after the fifth time the user uses the app.

H2-10

[H2-10: Help & Documentation] [Nancy] [2]
As the user, I am not clear whether only my Facebook friends are included in my community or whether it works some other way. I recommend clarifying that on the intro screen

[H2-10: Help & Documentation] [Nancy] [2]

On "start your list" page: what do "this month", "this year", "this lifetime" indicate. Some tasks are not one-off such as skydiving but rather take time (e.g. learn to salsa). Does this mean you want me to begin or complete the task in the next month?

[H2-10: Help & Documentation] [Nancy] [3]
On My Plans Page: How did I suddenly get here from a messaging screen? I confirmed Barry's invite but it wasn't clear what time I selected? Isn't next week a general time? Yet I accepted from the specific time screen (or at least I think that's the option). Make it more clear how plans are scheduled.

[H2-10: Help & Documentation] [Nancy] [2]
On "Learn to Salsa": when I click two individuals to invite to activity, it is not clear whether I am inviting them each individually or inviting them as a group.

[H2-10: Help & Documentation] [Nancy] [2]
I am not clear what it means to add/not add a community in the setup page. If I do not add them, can I not request them to complete a task? If that is the case, how do I add individuals later? I feel that the friend dynamic could be clarified.

[H2-10: Help & Documentation] [Nancy] [3]
What is a community? The more I think about it, the less I understand. Are they more like Facebook Groups or your favorites list on your iPhone contacts?

Summary of Violations

Category	#Viol (sev0)	#Viol (sev1)	#Viol (sev2)	#Viol (sev3)	#Viol (sev4	#Viol (Total)
[H2-1: Visibility of Status]	0	0	1	1	1	6
[H2-2: Match Sys & World]	0	2	3	2	1	9
[H2-3: User Control & Freedom]	0	0	5	3	1	8
[H2-4: Consistency & Standards]	0	3	2	0	0	5
[H2-5: Error Prevention]	0	1	0	0	0	1

[H2-6: Recognition not Recall]	0	2	1	0	0	3
[H2-7: Flexibility & Efficiency of Use]	0	0	3	0	0	3
[H2-8: Aesthetic & Minimalist Design]	0	4	1	0	0	4
[H2-9: Help Users with Errors]	0	0	0	0	0	0
[H2-10: Help & Documentation]	0	0	4	2	0	6
Total Violations	0					

Evaluation Statistics

Severity\Evaluator	John	Jeff	Nancy
level0	0	0	0
level1	5	3	4
level2	5	2	13
level3	4	0	3
level4	1	1	1
Total (levels 3&4)	5	1	4
Total (all levels)	15	6	21
Evaluators	**# problems found**	**# problems remaining(problem IDs)**	
John			
Jeff			
Nancy			

John's Recommendations
Here are my recommendations:
- In your presentation you mentioned the unified color scheme: where green = general and blue = communities. I believe that while the effort is evident, there are outliers that ruin the pattern that you are trying to establish (such as random blue buttons in

"Invitation Response"- Propose new time screen). Also, the scheme would be much more reinforced if the screen headings and default three icon buttons at the bottom changed color especially for the "Join Communities" and "My communities"

- I feel that you were focused on creating a very simple UI with three parallel channels (My List, My communities, My Plans). While this created a clean UI, the app would have benefited greatly if there was some sort of a landing page that included overview of the users plan, number of invitations received, and central action items such as "add a new goal" or "send an invitation" etc. The addition of an overview landing page may add a layer on top of central tasks, however, would make a lot more compact and unified when navigating.
- One aspect that diminished user control and freedom was the lack of "go back" and "edit" functionalities. For example, editing the profile and invitations should be very easy. However, the edit functionality was offered too rarely in many of the three tasks. Simple edition to the UI would enable very direct and immediate ways to "edit", "undo", and return to the previous screen granting more freedom to the users.
- Overall, I felt that the UI designs were very neat and simple, and the actions were intuitive. There were not many ways in which the interactions could result in an error, which I was very impressed by.

Nancy's Recommendations

Overall really nice job on the prototype. I would caution your group from going so so far toward minimalism that you remove the basic functionality needed for a social app that encourages people to meet up and accomplish items. I think looking at how tinder is designed may prove helpful, given they both are somewhat vulnerable experiences. I wish the user was empowered to do more and the app had room for that (I'm not talking just based on my action, but on what buttons were rendered). I also would encourage you to ask yourself what differentiates this from a social goals/to do app, beyond seeing people with common goals. At points, I found the flow a bit confusing, and were trusted when certain. My primary piece of feedback is that the friend dynamic needs to be refined. What happens when I want to invite multiple individuals? What happens when I don't want someone to contact me or see certain bucket list items. What does it mean to add these circles? How do I add other friends who didn't happen to be on these circles or how do I add a subset of a community? I think from a social perspective, I feel like there is a huge friction point at the point of sending a request, because it requires one person to put him/herself out there for rejection. Is there a way to facilitate "do together" without risking rejection outright? I think for sure, you'll want to find a way to separate "friends" and "groups/communities". I think it makes sense to have both (friends could even just be a custom community that you create or something). Also labeling it as a community makes me thing that this is sort of like Facebook groups. What exactly is a community? Your app really will prove to be an interesting experiment with social dynamics. I think, as the designers, it will be your job to grease the wheels as much as possible.

Jeff's Recommendations

Overall, your interface is very clean and intuitive, and I had almost no qualms navigating through your prototype. My biggest source of confusion was the join community screen. It seems hierarchical because of relative circle sizes, but because it was a prototype, full navigation wasn't really possible. Your color scheme is very pleasant on the eye and reminds me of spotify. Your main problem is with the chat screen, though other miscellaneous blue and red buttons are also inconsistent with the overall schema. I would make an effort to replace them with green buttons, or green button outlines. If you're going to stick with just a couple colors on most screens, try your hardest not to introduce other ones. As for adding something to your list, my biggest word of advice is to rethink your month, year, lifetime division. Maybe organize things by learning something, doing something, or going somewhere? It just doesn't seem to make sense to ask your user about how long from now they plan on doing something. People should be encouraged to do anything on their list based on if someone else wants to participate or how much of a time commitment it is, not "how long i thought it would take me when i added this to my bucket list," unless, of course, you use that information to shame people into doing things because they added it a month ago and they still haven't learned to salsa.