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## Overall Evaluation

The online meetings space is an often-explored problem space; rightly so, as the experience of meeting productively online is generally not as good as an in-person meeting. Your proposed solution does a number of things well. For example, we appreciate your emphasis on the shared viewing of files in a common, central location. This sharing of information seems like an important part of team meetings, and your interface reflects that. We also appreciated the many collaborative tools afforded to us by your integration of Google Docs. This led us also to think about how file handling operations [e.g. save] could be improved in the team room (right click on file tab to save, duplicate, etc.).

We generally reported a few cases of being unsure where or what to do next and noticed areas which could've been aided by more guidance or helping text. As it is a prototype, we noted areas which need graphical improvement; these items ranged from responsiveness to color choices. We hope these will be useful to you as you iterate on this design, taking something good and making it great.

## General Themes, List

1. Couldn't figure out how to get in right away (Severity 3, 1 evaluator)
2. Make it more obvious where to go next in general. (Severity 2, 3 evaluators)
3. Takes good advantage of collaborative tools such as Google Docs. (3 evaluators)
4. Good but not great (yet!)
  - needs plenty of cosmetic attention (Severity 3, 3 evaluators)
5. Split into too many separate screens? Opens up too many tabs. (Severity 2, 2 evaluators)
6. Good emphasis on files /workspace as being central to viewing experience. (3 evaluator)
7. Needs more helper text! (Severity 2, 1 evaluator)

8. Making it easier to save/delete files. (Severity 2, 2 evaluator)

## Compiled List of Found Violations

The table below summarizes the number of each sort of violation of Nielsen's heuristics noted by members of this team. These violations are presented below--there was no definite overlap among evaluators, so all of our ideas are compiled and presented below.

H1	H2	H3	H4	H5	H6	H7	H8	H9	H10
9	2	1	5	0	2	1	4	1	4

Instances of each level of severity:

Severity 0	Severity 1	Severity 2	Severity 3
1	10	11	7

1. [H6 Flexibility and efficiency of use] (Severity 3)

The link to invite others to the room cannot readily be found once inside the room. Please consider adding this link to room page to ensure that people can always successfully invite others. Think: Google Docs.

2. [H1 Visibility of system status] (Severity 3)

When the page is loading or sending, it should show a now loading page to keep the user informed about what the system is doing.

- a. Also, when the chat is opened, it hides part of the video screen, which may present an issue when users are trying to look at the shared document, such as the budget.

3. [H4 Consistency and standards] (Severity 3)

It wasn't entirely clear what the agenda was for, or how to use it. For example, the check box indicates that multiple items can be selected, but I don't know how that would be useful in this context. Also, a delete button should be added so that an agenda can be deleted.

4. [H8 Aesthetic and minimalist design] (Severity 3)

There are a lot of buttons in the initial demo picture for the scheduling assistance, which may confuse a novice user. The top row especially has a variety of buttons that can be distracting, making the conference button hard to find. Less features and/or making the important buttons more obvious may lessen this problem.

5. [H1 Visibility of system status] (Severity 3)

On the team room setup page, one text entry bar controls sequential input of team room title and agenda items. First a user is supposed to enter a name for the room and then enter individual agenda items. The name is stored in the grey box first with no visual indication that it is a name. It looks as if it could be an agenda item. It is only after one enters an agenda item (which is labeled as "Task Number n:") that one is sure that the first text they input was, by process of elimination, the name. Consider labeling displayed data, not displaying different types of data in the same container, and/or using an input method which is clearer about what data is/was input.

6. [H1 Visibility of system status] (Severity 3)

On the team room setup page, one text entry bar controls sequential input of team room title and agenda items. This bar features placeholder text to inform the user of the bar's current function. Clicking in the bar makes the placeholder text disappear (fairly expected), but clicking outside of the bar before typing anything does not restore the placeholder text. Because there is no other indication of what role this bar is filling, a user has no indication of what sort of data they are expected to input.

7. [H9 Help users recognize, diagnose, and recover from errors] (Severity 3)

Possible errors of using this system has not been identified in the demo. Maybe adding a way of breaking the system could better inform the users on what not to do to help them avoid errors. For example, if a file has not been found during the meeting, the platform should return a pop up that says file not found.

8. [H1 Visibility of system status] (Severity 2)

Enter Room button should be visible even before you type your name but should say "enter name first"

9. [H8 Aesthetic and minimalist design] (Severity 2)

Make sure it all fits on the screen simultaneously (you might reimagine it in several different sizes) (this is an 'expensive' step so you might exclude it for the purposes of

this course)

10. [H10 Help and documentation] (Severity 2)

There are several places where labels are missing, for example, for adding a file you just have a plus button. You might consider having the words “add file” or including an icon of a sheet of paper that’s been dog-eared (in the same way you have “add agenda item”).

11. [H10 Help and documentation] (Severity 2)

I’m specifically thinking of the whiteboard; when it’s in the empty state (as when you first land in the room) you might consider adding instructions

12. [H7 Aesthetic and minimalist design] (Severity 2)

When the popup is presented, it’s not made 100% clear that you yourself should click the link to the meeting, the link appears to be something you share and not something you click.

13. [H6 Flexibility and efficiency of use] (Severity 2)

The ability to record a meeting is presented at the very beginning. It seems reasonable to believe that user might elect to record the meeting after the meeting has already begun. Consider adding support for this action.

14. [H8 Aesthetic and minimalist design] (Severity 2)

The aesthetics of this platform could be prettier and look more modern if bootstrap was used.

15. [H10 Help and documentation] (Severity 2)

There should be a help box added in most of the screens. Also a description of the button when mouse is hovered over.

16. [H4 Consistency and standards] (Severity 2)

On the team room setup page, a plus [“+”] button is used to enter information from the text entry bar to the display container. The button’s connection to the text bar is not immediate, as the button is separated from the text bar. The “Add File” button, which has absolutely nothing to do with the text bar, is also a discrete, separate button. This leads

to confusion about the plus button's use. Consider connecting the plus button to the text bar.

17. [H10 Help and documentation] (Severity 2)

On the team room setup page, checking a checkbox shows a text box into which a user may input their email address to have some sort of record of the meeting sent to them. It is not at all clear what information, if any, a user will receive by electing to have their "meeting recorded".

18. [H3 User control and freedom] (Severity 2)

In the team room, the agenda items are displayed on the left with edit controls. Clicking on the edit button with the mouse makes the field editable, but there is no way to exit edit mode with only the mouse. Only a keyboard "enter" key press while inside the textbox will exit the edit mode and save changes.

19. [H2 Match between system and the real world] (Severity 1)

You might consider naming the screen before you enter the room the "lobby" to ramp up the emphasis that you aren't currently engaged with others.

20. [H1 Visibility of system status] (Severity 1)

On the team room setup page, one text entry bar controls sequential input of team room title and agenda items. This bar features placeholder text to inform the user of the bar's current function. The color of the placeholder text—which is the only indication the user gets of the bar's current function—is a very light grey. The text entered into this box is also a very light grey. Consider making these fonts darker and easier to read.

21. [H2 Match between system and the real world] (Severity 1)

On the team room setup page, checking a checkbox shows a text box into which a user may input their email address to have some sort of record of the meeting sent to them. The placeholder text in this text box reads "Email to send", which is unclear and perhaps misleading. If this box is expecting an email address, consider prompting for such with the placeholder text.

22. [H8 Aesthetic and minimalist design] (Severity 1)

On the team room setup page, when a user clicks "I'm all set!", a window pops up with a link and an iCal addition button. It is unclear why this window is a pop-up—it would seem that the same could be accomplished by changing the contents of the window showing

the team room setup page.

23. [H4 Consistency and standards] (Severity 1)

On the team room welcome page, the title proclaims “Welcome to \_\_\_\_\_{{name}}\_\_\_\_\_”. The name is not clickable (i.e. does not redirect the user anywhere or serve as any other sort of input), but a pointer cursor is displayed instead of the default cursor, so it looks like a link.

24. [H4 Consistency and standards] (Severity 1)

An item which is displayed as part of the agenda is sometimes called “Agenda Item” and sometimes called “Task”. This should be consistent.

25. [H1 Visibility of system state] (Severity 1)

Upon leaving the team room, a user is presented with the same screen which welcomed them to the team room initially. There is no indication that they are a returning user. They are asked who they are and prompted to enter a name.

26. [H4 Consistency and standards] (Severity 1)

On some text boxes with edit functionality, clicking the “edit” button replaces the “edit” button with a “save” button. Other “edit” button(s) remain as “edit” (no mouse functionality, see 11.). This should be consistent.

27. [H1 Visibility of system state] (Severity 1)

Users in the team room do not appear to receive any notification of users entering or leaving the room. Consider a toast or similar.

28. [H1 Visibility of system state] (Severity 1)

Users in the team room do not appear to have a clear indication of which users correspond to which video/audio feed. Consider displaying names by the video/audio feeds.

29. [H1 Visibility of system status] (Severity 0)

On the team room welcome page, some text lists the names of the people already in the room. An inline text list like this does not seem like it would scale gracefully for rooms containing 10+ people. Admittedly, it is unknown what the expected number of users in a room is.

# Recommendations

In general, many of our recommendations involve making inputs and their functions clearer (e.g. making the button in Outlook clearer, clarifying text input functions). In a similar vein, we largely suggest making use of help text and clarifying prompts; there were relatively many instances where the system state were unclear. In the spirit of these sorts of graphical improvements, we also look forward to seeing how the team room UI becomes more refined. We would look forward to clarification of support for non-Google Docs files, for more file management options (e.g. duplicate, save copy), a more responsive design, and more visual consistency.

Below is a list which more or less directly addresses the list of general themes given after the introduction in more specifics.

1. Make the text for the “add conference call” in outlook big, bolded, and underlined for demonstration purposes.
2. Having a help box, or having a button give back a description when hovered over would help.
3. Will it support anything else other than google docs?
4. Using bootstrap or some other web framework will help with this.
5. Using pop ups only when it needs to be a pop up.
6. Nothing to fix here.
7. Description when buttons are hovered over, or help box.
8. Right now, you guys rely on the functionalities of google to save and delete files, but if the files could be deleted or saved in the tab without going into the file, it would help.

# Appendix I: Feedback from Gabe

1. [H6 Flexibility and efficiency of use] (Severity 3)

The link to invite others to the room cannot readily be found once inside the room. Please consider adding this link to room page to ensure that people can always successfully invite others. Think: Google Docs.

2. [H1 Visibility of system status] (Severity 2)

Enter Room button should be visible even before you type your name but should say “enter name first”

3. [N/A] (Severity 2)

Make sure it all fits on the screen simultaneously (you might reimagine it in several different sizes) (this is an ‘expensive’ step so you might exclude it for the purposes of this course)

4. [H10 Help and documentation] (Severity 2)

There are several places where labels are missing, for example, for adding a file you just have a plus button. You might consider having the words “add file” or including an icon of a sheet of paper that’s been dog-eared (in the same way you have “add agenda item”).

5. [H10 Help and documentation] (Severity 2)

I’m specifically thinking of the whiteboard; when it’s in the empty state (as when you first land in the room) you might consider adding instructions

6. [H7 Aesthetic and minimalist design] (Severity 2)

When the popup is presented, it’s not made 100% clear that you yourself should click the link to the meeting, the link appears to be something you share and not something you click.

7. [H6 Flexibility and efficiency of use] (Severity 2)



The ability to record a meeting is presented at the very beginning. It seems reasonable to believe that user might elect to record the meeting after the meeting has already begun. Consider adding support for this action.

8. [H2 Match between system and the real world] (Severity 1)

You might consider naming the screen before you enter the room the “lobby” to ramp up the emphasis that you aren’t currently engaged with others.

## Appendix II: Feedback from Julian

### 1. [H1 Visibility of system status] (Severity 3)

When the page is loading or sending, it should show a now loading page to keep the user informed about what the system is doing.

- a. Also, when the chat is opened, it hides part of the video screen, which may present an issue when users are trying to look at the shared document, such as the budget.

### 2. [H4 Consistency and standards] (Severity 3)

It wasn't entirely clear what the agenda was for, or how to use it. For example, the check box indicates that multiple items can be selected, but I don't know how that would be useful in this context. Also, a delete button should be added so that an agenda can be deleted.

### 3. [H8 Aesthetic and minimalist design] (Severity 3)

There are a lot of buttons in the initial demo picture for the scheduling assistance, which may confuse a novice user. The top row especially has a variety of buttons that can be distracting, making the conference button hard to find. Less features and/or making the important buttons more obvious may lessen this problem.

### 4. [H8 Aesthetic and minimalist design] (Severity 2)

The aesthetics of this platform could be prettier and look more modern if bootstrap was used.

### 5. [H9 Help users recognize, diagnose, and recover from errors] (Severity 3)

Possible errors of using this system has not been identified in the demo. Maybe adding a way of breaking the system could better inform the users on what not to do to help them avoid errors. For example, if a file has not been found during the meeting, the platform should return a pop up that says file not found.

### 6. [H10 Help and documentation] (Severity 2)

There should be a help box added in most of the screens. Also a description of the button when mouse is hovered over.

7. [H3 User control and freedom] (Severity 2)

It was not possible to save and delete files from the tab of the conference. It completely relied on the functionalities of google docs, so allowing the user the ability to save/delete files from the tab would lead to a smoother user experience.

## Appendix III: Feedback from Ryan

### 1. [H1 Visibility of system status] (Severity 3)

On the team room setup page, one text entry bar controls sequential input of team room title and agenda items. First a user is supposed to enter a name for the room and then enter individual agenda items. The name is stored in the grey box first with no visual indication that it is a name. It looks as if it could be an agenda item. It is only after one enters an agenda item (which is labeled as “Task Number n:”) that one is sure that the first text they input was, by process of elimination, the name. Consider labeling displayed data, not displaying different types of data in the same container, and/or using an input method which is clearer about what data is/was input.

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### 3. [H1 Visibility of system status] (Severity 1)

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### 4. [H4 Consistency and standards] (Severity 2)

On the team room setup page, a plus [“+”] button is used to enter information from the text entry bar to the display container. The button’s connection to the text bar is not immediate, as the button is separated from the text bar. The “Add File” button, which has absolutely nothing to do with the text bar, is also a discrete, separate button. This leads to confusion about the plus button’s use. Consider connecting the plus button to the text bar.

5. [H2 Match between system and the real world] (Severity 1)

On the team room setup page, checking a checkbox shows a text box into which a user may input their email address to have some sort of record of the meeting sent to them. The placeholder text in this text box reads “Email to send”, which is unclear and perhaps misleading. If this box is expecting an email address, consider prompting for such with the placeholder text.

6. [H10 Help and documentation] (Severity 2)

On the team room setup page, checking a checkbox shows a text box into which a user may input their email address to have some sort of record of the meeting sent to them. It is not at all clear what information, if any, a user will receive by electing to have their “meeting recorded”.

7. [H8 Aesthetic and minimalist design] (Severity 1)

On the team room setup page, when a user clicks “I’m all set!”, a window pops up with a link and an iCal addition button. It is unclear why this window is a pop-up—it would seem that the same could be accomplished by changing the contents of the window showing the team room setup page.

8. [H4 Consistency and standards] (Severity 1)

On the team room welcome page, the title proclaims “Welcome to \_\_\_\_\_{{name}}\_\_\_\_\_”. The name is not clickable (i.e. does not redirect the user anywhere or serve as any other sort of input), but a pointer cursor is displayed instead of the default cursor, so it looks like a link.

9. [H1 Visibility of system status] (Severity 0)

On the team room welcome page, some text lists the names of the people already in the room. An inline text list like this does not seem like it would scale gracefully for rooms containing 10+ people. Admittedly, it is unknown what the expected number of users in a room is.

10. [H3 User control and freedom] (Severity 2)

In the team room, the agenda items are displayed on the left with edit controls. Clicking on the edit button with the mouse makes the field editable, but there is no way to exit edit mode with only the mouse. Only a keyboard “enter” key press while inside the textbox will exit the edit mode and save changes.

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