

## Heuristic Evaluation of *unGuided*

### 1. Problem

The goal of this interface is to allow users to easily create and participate in mobile-base self-guided tours.

### 2. Violations Found

#### 1. H2-10: Documentation [Severity 3] (Task: Take a Tour) (evaluator A)

Could not figure out what the "Nearby Points of Interest" card to the right of my tour was for until I read the README. **Fix:** Label it as a "Nearby point of interest." Maybe label the add button more specifically so I could know that I'm adding something separate to my tour.

#### 2. H2-3: User Control and Freedom [Severity 2] (Task: Create a Tour) (evaluator A)

When creating a point of interest in a tour, you record what you have to say and then a big check appears. You're supposed to touch that check to continue editing that point of interest. However, this is unclear. I thought the check was just confirming that I recorded something successfully. **Fix:** Keep the check but have another button appear, with an image of something like an arrow, to make it intuitive for the user to keep editing that point.

#### 3. H2-3: User Control and Freedom [Severity 3] (Task: Create a Tour) (evaluator A)

When you choose to "edit" a point of interest, it seems that your entire point of interest gets deleted and you have to rerecord. This also implies that your location is reset, so you have to stay at your point of interest until you're satisfied with your recording. **Fix:** Make it so when you click "edit" you can choose to change your recording, your location, or both.

#### 4. H2-1: Visibility of System Status [Severity 1] (Task: Take a Tour) (evaluator A)

It would be nice to know, when taking a tour, what number point of interest I'm on, how many I have left, how far I have left to walk, etc. **Fix:** Add numbers to each card in the "Take Tour" scrolling section. These numbers could be what index point of interest they are or how far you have to walk until you get there.

#### 5. H2-3: User Control and Freedom [Severity 4] (Task: Take a Tour) (evaluator A)

No obvious way to exit a tour if I give up halfway through. **Fix:** At the bottom of the tour, in the "you're done!" card, add a button that says "finish tour."

#### 6. H2-7: Flexibility and Efficiency of Use [Severity 0] (Task: Discover) (evaluator A)

The basic way of discovering new tours is good, just scroll around the map and touch whatever seems interesting. However, there is no advanced way to search for tours or even jump around the map. **Fix:** Add a search bar to the discover page where users can search for keywords.

#### 7. H2-8 Minimalist Design [Severity 1] (Task: Discover) (evaluator A)

When you are in the main page for “discover” you can see the edges of the content of the other screens. While this is a cool effect that makes everything feel unified, it also clutters the already expensive real estate of a mobile device’s screen. **Fix:** Don’t let screens bleed into each other.

**8. [H2-2 Match between system and the real world] [Severity 1] (evaluator B)**

In the take tour section, there is no way to convert between miles and kilometers. This is especially relevant for tourists, since there is a very real chance that they are not familiar with imperial units. Have some way to toggle between units.

**9. [H2-3 User control and freedom] [Severity 2] (evaluator B)**

While creating a tour, if I accidentally click on the edit button that edits a spot’s entry, there’s no way to return to the list of spots in my tour without changing anything. Make the tab that references the list of spots clickable as a back button in this case.

**10. [H2-7 Flexibility and efficiency of use] [Severity 2] (evaluator B)**

When creating a tour, once there are multiple spots entered, the user should be able to reorder the spots by dragging entries around the list. It would be really cool if the app could suggest an order that would require the least amount of walking.

**11. [H2-1 Visibility of system status] [Severity 2] (evaluator B)**

When I start a tour, the first thing on the tour is simply the MemChu entry. Especially if I’m not already at MemChu, the system should give me directions on how to get to that first spot, preferably in plain in simple English.

**12. [H2-7 Flexibility and efficiency of use] [Severity 3] (evaluator B)**

When taking a tour, it looks like the user can choose to add in optional stops (like Rodin). If this is the case, the user should have the ability to take stops off of the list as well. If the user chooses to remove an item, the map instructions on how to get to the next spot should adjust as well.

**13. [H2-8 Aesthetic and minimalist design] [Severity 2] (evaluator B)**

Aesthetically, though the app is very pleasing to the eye, the color scheme should be adjusted so that things are easily viewable when the user is outdoors. For example, the thin black text could be difficult to read over the darker blue color choice (in the upper banner and on selected items). Try bolder letters or a different, lighter shade of blue to prevent the words from blending in, especially in the sunlight.

**14. [H2-8 Aesthetic and minimalist design] [Severity 2] (evaluator B)**

Under the Discover tab, many of the places’ names are very partially shown. I understand that you want to lay out all the cards and have the user freely browse and click one, but have the names or pictures of the spots more fully viewable if the place’s card is partially viewable to encourage user exploration more.

**15. [H2-2 Match between system and the real world] [Severity 0] (evaluator B)**

I was a little bit confused exactly what the discover tab was for until I played around with the app more. I think it's for visiting individual spots without the constraints of a tour (if that's incorrect, then that says even more about your design). Maybe under the title 'Discover' have a subtitle saying 'hidden gems' or 'individual spots' to make it clearer that this is for looking at one spot at a time.

**16. [H2-7 Flexibility and efficiency of use] [Severity 1] (evaluator B)**

There should be a settings tab or a 'more options' tab. For instance, you said I can share with friends, but how do I view my list of friends using the app or view tours they give to me? Furthermore, what if I want to adjust the radius of distance that I'm willing to do tours in (no more than 5 miles away from me)? Or what if I want to adjust the maximum length I'm willing to do for a tour, so that I don't have to self-filter by looking at all available tours and judging the distance individually?

**17. [H2-1 Visibility of system status] [Severity 1] (evaluator B)**

There should be a splash screen while the app is loading or else the screen will just appear gray for a while until the app is fully loaded.

**18. H2-2 [severity 1] (Task: Create) (evaluator C)**

At the end of the tour we have a share option. I was confused by the icons and what they meant in terms of sharing. Fix: It would be nice to have either a description (small one word tag) or a better known symbol (ie. facebook, twitter, etc.).

**19. H2-10 [severity 2] (Task: Create) (evaluator C)**

Currently there isn't a little info button (i) that would be useful to have as a way to help the user get through the tasks. Fix: It could be as simple as a button that opens a semi transparent screen that tells me the basic steps to create a new Tour.

**20. H2-8 [severity 3] (Task: Create) (evaluator C)**

When the user is first creating a Title for their new addition it is unclear what they should do and the screen is fairly blank. Some more visual cues would be helpful. Also instead of a slider bar to get to the map I would suggest a next button or something similar.

**21. H2-8 [severity 1] (Task: Create) (evaluator C)**

The all white background is sometimes distracting. I believe that making the map the full screen instead of centered with a white border would be helpful. It would reduce wasted space and make the map easier to read for those with worse eyesight.

**22. H2-7 [severity 4] (Take a Tour) (evaluator C)**

I think that it would be beneficial to have a map with all of the tour points in a given area so people can make their own tour and not just follow a scripted tour someone else made. The whole purpose of this application seemed to be to avoid scripted tours. Either this the should be modified to fit this vision, or the vision should be updated.

**23. H2-3 [severity 1] (Take a Tour) (evaluator C)**

The tour is very scripted and I would like more freedom to move around in the app. Currently it feels like I have to follow a path. Fix: I would like to see a geotag feature which pulls up areas around you while you're taking a tour so you can more efficiently find the areas around you that you want learn about.

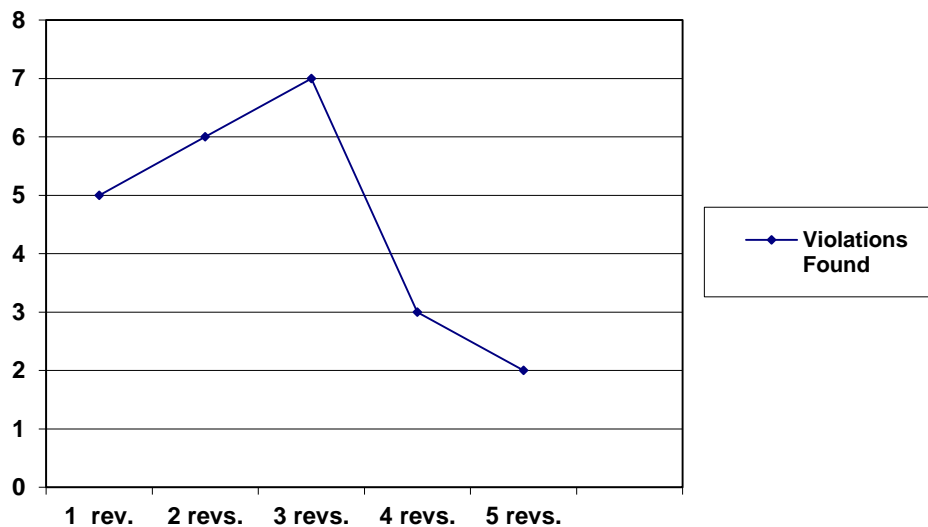
**3. Summary of Violations**

Category	# Viol. (sev 0)	# Viol. (sev 1)	# Viol. (sev 2)	# Viol. (sev 3)	# Viol. (sev 4)	# Viol. (total)
[H2-1: Visibility of Status]	1	2	1			3
[H2-2: Match Sys & World]		2				2
[H2-3: User Control]		1	2	1	1	5
[H2-4: Consistency]						0
[H2-5: Error Prevention]						0
[H2-6: Recognition not Recall]						0
[H2-7: Efficiency of Use]	1	1	1	1	1	5
[H2-8: Minimalist Design]		2	2	1		5
[H2-9: Help Users with Errors]						0
[H2-10: Documentation]			1	1		2
<b>Total Violations by Severity</b>	<b>2</b>	<b>8</b>	<b>7</b>	<b>4</b>	<b>2</b>	<b>23</b>
<b>Note: check your answer for the green box by making sure the sum of the last column is equal to the sum of the last row (not including the green box)</b>						

## 4 Evaluation Statistics

severity\evaluator	evaluator A	evaluator B	evaluator C	total	
level 0	1	1	3	5	
level 1	2	3	1	6	
level 2	1	5	1	7	
level 3	2	1	0	3	
level 4	1	0	1	2	
total (levels 3 & 4)	3	1	1	5	
total (all levels)	7	10	6	23	
evaluator # Ex. C	# problems found Ex. 7	# problems remaining & problem IDs Ex: 5 (1, 7, 11, 13, 17)			
A	7	the first 7			
B	10	the next 10			
C	6	the final 6			

Right right-click on the chart and select "Edit Data..."



### Suggestions

**Feedback that doesn't fit into violations:** Look a bit more into the flow of the application. Making sure it is intuitive to move from one screen to the next and back again is a must. Users should have access to exactly the buttons and information they are looking for at all times, and should not be confused by anything that they see. Furthermore, look into explaining whether the application is for making your own tours from individual locations, for finding preassembled tours all around you, finding preassembled tours in general, or a combination of all three.

**General impressions.** We liked the tabs on the top. The three categories (discover, take a tour, and create) are a very natural division of touring concepts. Some parts of the app were mildly clunky, but with some ironing this application has great potential to be a smooth interface experience.

**Larger trends:** The app deviates from the mission statement. Keep your mission and target audience in mind.

## ***Severity Ratings***

- 0 - don't agree that this is a usability problem
- 1 - cosmetic problem
- 2 - minor usability problem
- 3 - major usability problem; important to fix
- 4 - usability catastrophe; imperative to fix

## ***Heuristics***

### **[H2-1: Visibility of System Status]**

- keep users informed about what is going on

### **[H2-2: Match Between System & Real World]**

- speak the users' language
- follow real world conventions

### **[H2-3: User Control & Freedom]**

- "exits" for mistaken choices, undo, redo
- don't force down fixed paths

### **[H2-4: Consistency & Standards]**

### **[H2-5: Error Prevention]**

### **[H2-6: Recognition Rather Than Recall]**

- make objects, actions, options, & directions visible or easily retrievable

### **[H2-7: Flexibility & Efficiency of Use]**

- accelerators for experts (e.g., gestures, kb shortcuts)
- allow users to tailor frequent actions (e.g., macros)

### **[H2-8: Aesthetic & Minimalist Design]**

- no irrelevant information in dialogues

### **[H2-9: Help Users Recognize, Diagnose, & Recover from Errors]**

- error messages in plain language
- precisely indicate the problem
- constructively suggest a solution

### **[H2-10: Help & Documentation]**

- easy to search
- focused on the user's task
- list concrete steps to carry out
- not too large