

Group Section: Parts I and II

Heuristic Evaluation done using Pilot 1000 Emulator

Combined Problem Statement	Heuristics) Violated	Individuals Referenced	Severity Ranking					
			EB	TL	FF	BY	SG	Avg.
Copying and Pasting text - after copying text, menu highlight remains on "copy" option. System should anticipate a "paste" operation.	Flexibility	BY2	2	4	2	2	2	2.4
Turning off the Pilot during an action - When the user turns on the Pilot, they are not always taken to the same application, or part of the application, as when they turned off the Pilot. For example, if one was viewing the Applications menu, or editing an entry in the address book, and turned off their Pilot, the user would be brought back to the application being run, but the application would not be in the same state as when the user turned the Pilot off.	Efficiency, Visibility, Consistency	BY3, SG32, FF3	3	3	3	3	2	2.8
To Do list - Not integrated with Datebook application (data in various categories do not span across Pilot applications), although they share similar traits.	Consistency, Flexibility	FF16, BY4	2	4	2	3	3	2.8
Datebook / Memo pad - in the Memo pad, the physical arrow buttons at the base of the Palm Pilot act as page up / page down buttons to vertically scroll an entire screen at a time. However, in the datebook application these buttons skip to the next day instead of vertically scrolling a screenfull of scheduling information, this is inconsistent, confusing behavior.	Consistency	BY6, BY5, TL5	0	4	2	3	3	2.4
Scheduling Datebook events - Scheduling evening events is extremely difficult, and evening / early morning events do not show up on the display even when they are the only items in the day.	Visibility	BY9	4	4	3	4	3	3.6

Scheduling multi-day events - Impossible to create one appointment across multiple days, cumbersome to create multiple instances of that appointment for each day.	Match	FF17, BY9	4	3	3	4	3	3.4
Datebook - no visible "New" command for creating events not associated with a time. "New" button available in most other applications.	Consistency, User Control and Freedom	FF7, EB2, EB4	3	3	4	3	3	3.2
Start-up immediately performs Digitizer calibration without informing the user of what is being done - Very confusing and unintuitive.	User Control and Freedom, Visibility of System Status	FF1, FF2, SG1	4	0	1	1	3	1.8
Menu Key - Can't see Menu without pressing Menu key, Menu key at bottom but Menu bar at top	Visibility, Recognition	FF4, TL3	4	3	4	2	4	3.4
Address book - "Select All" function doesn't select all fields; just selects text in field currently being edited.	Match	FF5	2	2	2	2	2	2
Application menu - Includes Battery level and time, items which do not pertain to the Application menu.	Minimalist Design	FF6	0	0	1	3	1	1
Datebook application - When setting repetition for an event, can't make that event repeat on multiple days of the month (locked into a single day selection). For example: an appointment on the 4th of each month and the 20th of each month.	Flexibility	FF8	3	3	2	3	2	2.6
Memo application - No shortcut for creating a new Memo.	Flexibility	FF9	2	2	2	2	2	2
Deleting Items - No Undelete function in Palm Pilot.	User Control and Flexibility	FF10	4	3	3	3	2	3
Graffiti system - No feedback on Graffiti, no feedback on Graffiti currently being entered.	Visibility of System Status	FF11, SG43	0	2	4	2	4	2.4
Datebook - when viewing Datebook, day/week button functions are unclear (day, week, goto button functions unclear, don't correspond to expected function).	Match, Help and Documentation	FF12	1	3	2	2	4	2.4
Address book - Custom fields 1-4, accidental cancel causes lost input.	User Control and Freedom	FF13	2	2	2	2	3	2.2

Editing Addressbook entry - No way to cancel changes made across entire entry.	User Control and Freedom	FF14	4	3	3	3	3	3.2
Calculator - No undo function.	User Control and Freedom	FF15	0	3	2	4	2	2.2
Datebook - Selecting an item has no significant feedback, general notes with no time assignment have no feedback on entry.	Visibility	EB3, SG8	4	3	3	2	4	3.2
Deleting Datebook item - With no other way to cancel data entry, reselected Datebook application from Applications menu; null entry appears at top.	Error Prevention, User Control	EB6	3	3	2	3	3	2.8
Adding Address book item - No obvious way to cancel out of data entry. User intuition typically assumes entering "done" will create a blank entry.	User Control and Freedom, Error Prevention	EB5	2	3	3	3	2	2.6
Datebook, Address book - Details button is visible even when no record is selected, despite the fact that selecting it produces an error.	Error Prevention	EB10, EB15	4	4	3	4	3	3.6
Setting the time for a meeting in the Datebook - User inclination based on paper calendars is to drag a line down the "set time" hours box to set the span for a meeting.	Flexibility and Efficiency, Match	EB11	2	0	0	1	1	0.8
Icon design - a need for icons to be stylistically consistent causes many icons to look similar or look like other applications. For example, Datebook button looks very similar to the Application menu itself (icons difficult to read. / differentiate)	Recognition, Recall	EB12, SG4, SG12	4	1	1	3	3	2.4
Setting Palm Pilot date - "Today" function is useless and performs same function as "cancel" (keeps date as today).	Aesthetic and Minimalist Design	EB13	4	4	4	4	4	4
Setting Preferences - What is the difference between "system sound" and "alarm sound"? No descriptions are provided.	Help and Documentation	EB14	2	1	1	2	2	1.6
Viewing "To Do" list - "Show..." button is not descriptive and does not represent what the function actually does.	Help and Documentation	EB15	1	1	1	2	2	1.4

Applications menu - Would expect to be able to change system time by clicking on clock (all other applications support "click on this if you want to edit it" functionality).	Flexibility and Efficiency	EB16	2	2	3	3	1	2.2
Address book - "New" button has no place on existing records (users don't flip to an existing record to add a new one).	Match	TL1	4	2	3	1	1	2.2
New Address book entry - Caps lock is always on when editing a blank field, regardless of whether it is desired (for example, entering an e-mail address).	Error Prevention, Recovery	TL2	0	2	1	3	2	1.6
Address book - Can't put same item in multiple categories.	Flexibility and Efficiency of Use	TL4	3	3	3	3	3	3
Datebook - Can't view month at a glance (real world users expect to view entire month at a time).	Match	TL6	4	4	4	4	3	3.8
Memo list - Cannot alphabetize or sort list (real-world can alphabetize or sort memos in real world).	Match	SG38, TL7	4	3	3	3	3	3.2
To Do list - If "show completed items" is set to Off there is no way to recover a checked off item without changing the settings, finding the item, and changing the settings back.	User Control and Freedom	TL8	4	2	3	2	3	2.8
Repeatedly hitting datebook button - Does not cycle through different types of categorical views, as in other Pilot applications (To Do list, Address Book Memo).	Consistency	BY8	2	2	3	3	0	2