Heuristic Useability Analysis of Community Finder

Visibility of System Status:

- The profile and notification views have clear visibility of system status because the page or profile that you are viewing is indicated by a different colour in the navigation bar. The navigation bar also helps users find where they are on the website.

- The groups and people view are a little bit more difficult to navigate, there is an effort to indicate what the user is viewing; however, it is a bit unclear how the user gets to these views and how to navigate out of them. What does the button at the top do?
    - These two views fail the heuristic usability test, and the suggestion would be to include a navigation bar to make it more clear for users
    - After learning of the toggle button, the suggestion would be to add text to the toggle button to make it clear that it toggles between the people and groups page

Match Between System and Real World

- All of the views pass the heuristic usability test for matching between system as generally the information is logically and rationally in the order that it is presented. The notification and profile view has the information listed out clearly and the other two views have name with brief summary. Its clear for users to understand. However, a point of interest may be the button in the people and groups view because its not exactly clear what that does.

User Control and Freedom

- The notifications and profile views have the ability to leave the page and navigate elsewhere in case the user clicks into the wrong tab. These two views pass the heuristic test.

- The people and groups page do not have a clear indication on how to navigate through the page or give user freedom to click out of the pages. A suggestion is to include backspace bars or clearer buttons for the user to navigate.

Consistency and Standards

- All the views pass the heuristic useability tests on consistency and standards because it uses language that is congruent with all other apps, specifically, notifications, settings, message, it's all very intuitive for users to navigate around. In particular, the people and group view could use some more specifics on what the button does, but other than that, its consistent.

Error Prevention

- All of the views pass the error prevention tests because if someone mistakenly toggles into the people mode, they are able to toggle back. Same with the navigation bar and settings page, users are able to change the settings to their own desired preferences.

Recognition Rather than Recall

- All the views pass because they do not require the user to remember anything, and the navigation bar clearly lists out everything that a user needs to figure out how to navigate through the interface of the application.
- There is no recall necessary for the user

Flexibility and Efficiency of Use

- The four views do not pass the flexibility and efficiency of use test because there is no indication of user shortcuts or allow for user customizability in terms of using the application. There is customizability in terms of settings and individualizing those specific preferences, however, there lacks the option of customizability for the interface experience of the user.
- Technically, these views are passable, but the suggestions given above would really help this application feel more flexible.
- Upon further examination, there exists an appearance button in the settings page, which we assume would change the appearance of the web app for the user. This does help the views pass this flexibility and efficiency of use test for appearances. However, it still lacks keyboard shortcuts.

Aesthetic and Minimalist Design

- An aesthetic and minimalistic design has been achieved by all the views because no unnecessary information is given, and the available buttons all have important functions
- The information is presented clearly and all the colours used belong to the palette, which make it aesthetically matching

Help Users Recognize, Diagnose, and Recover from Errors

- The views do not have an indication of possible recovery from errors, for example if you wanted to leave a group, there is no button to leave. Also, if you accidentally left a group, would you be able to rejoin. This also pertains to the profile view, where if you sent a message, would you be able to unsend it? The views do not have clear indication of whether this is possible or not, therefore they do not pass the test.
- Adding buttons to indicate leaving/rejoining and error message for sending messages to someone would be a suggestion used to help users diagnose and recover from errors

Help and Documentation

- The views have a clear indication of intended functions; therefore, they do pass this test. However, the toggle button is not exactly intuitive and would require additional text or information to be clear.
- Another suggestion would be to have a Help page where users can contact someone in case, they do need help if something goes wrong, as it is a messaging app that may require further security options.