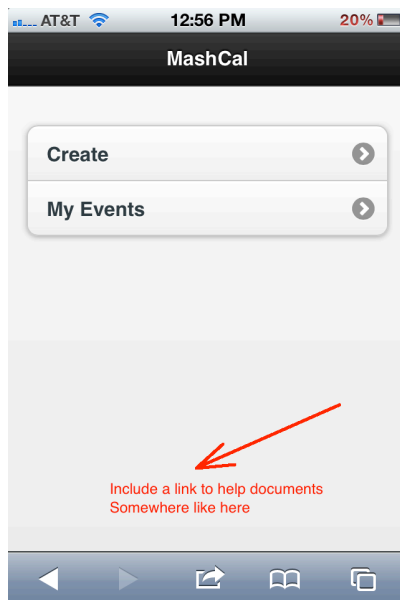# HW2   Heuristic Evaluation-MashCal
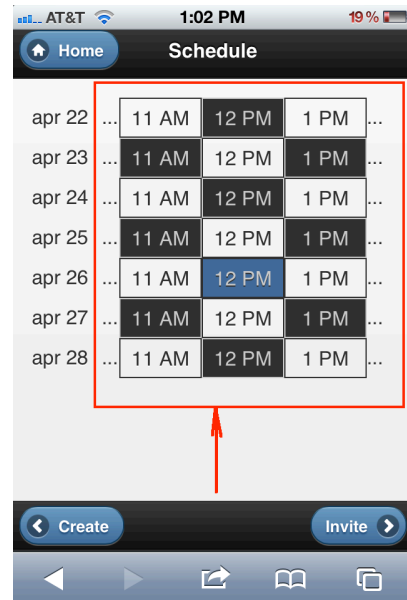
Lu Lu (lul@mit.edu)

Home Screen and Overall

1. Good: **The overall design is very clean and simple, not so much colors and unnecessary decoration** (Simplicity)

2. Major: **User may need a help me document or tutorial about the app when they first time use it** (help & documentation)

   Although sometimes users don't read help documents and instead explore the app by themselves, it's necessary to have one button or link to make a help document assessable to users in the homepage.

Problem 2

Problem 4

Create Events

3. Good: **Allow users to navigate between different screens before creating an event** (Error Prevention)

   Users are allowed to navigate between Create, Schedule and Invite before creating an event. This allows users to make changes to any aspect of the event at any time freely.

4. Major: **The way to select times from a calendar is hard to manipulate and not efficient on a smartphone** (Flexibility & Efficiency)

If a user wants to select 10pm, he/she has to move his finger on the screen for ten times. What's makes it worse is that in the RSVP screen, you have to move your finger on the screen for more than 20 times to view all the time slots.

5. Minor: **The right arrow sign doesn't work as it usually does in other apps** (Consistency & Standards)

    The right arrow sign usually means click for more information or click to get into a further activity. Here after clicking the button the contact is selected but nothing else happens.

    Problem 5

6. Major: **After creating the event there is no chance for the user to review before sending the event to others** (Error Prevention)

    After create the event it's better that there's a chance for the user to review the created event and make sure the user wants to send the invitations to the selected friends now, because sending people push notifications that have mistakes and then have to send it again is sometimes annoying.
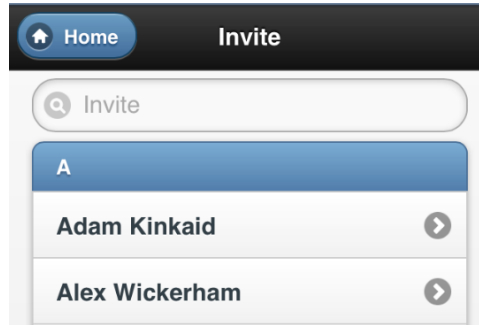
7. Minor: **After pressing the Done button, there is no feedback** (Feedback)

    When creating events, after the user press the Done button, the app returns to the homepage without any notification or feedback about whether the event is created successfully.

    It'll be better if there's a message like a toast that tells the user the event is created successfully.

8. Catastrophic: **Users can't invite people that are not in the initial contact list** (User Control & Freedom)

    The way in this app to invite people is select people in the contact list. However, sometimes users want to invite people that are not in the exist list and add new people to the list using email or account name.
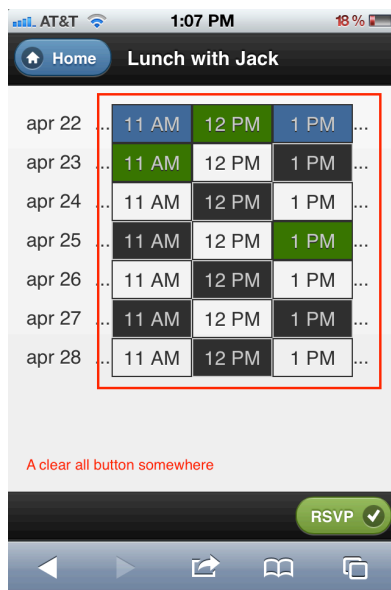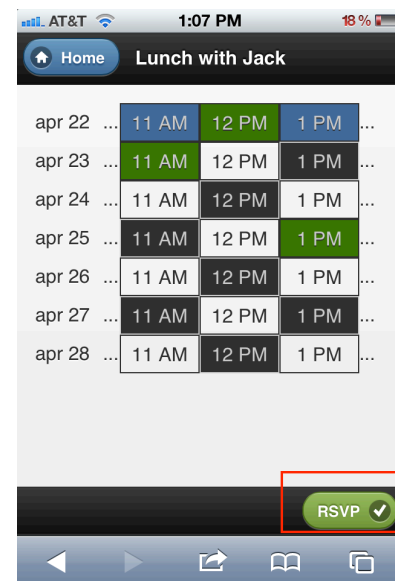
Problem 8

My Events

9. Minor: **There's no clear all button that allow the user to redo the selection efficiently** (Flexibility & Efficiency)

In the time selection part, the user select and unselect his available time one by one. It's better to have a clear all button to help the user redo this efficiently.

Problem 9

Problem 10

10. Major: **There's no feedback about whether the RSVP is successful** (Feedback)

After clicking the RSVP, the message about the user's preference will be sent to the event creator. However, there is no feedback about whether the RSVP is sent successful. Also, after the user RSVP the event, he/she may forget and RSVP it again, which will annoy the event creator.

A suggestion is to create a toast notification after the RSVP is sent successful and disable the button after that.

11. Major: **Users can't manage the events that they've sent to others and the update of RSVP they've got from others** (Autonomy)

There's nowhere for a user to manage the events that they've sent to others. In "My Events", there're only events that the user received from the event creator that require their RSVP. However, for an event creator, there should be somewhere he can track people's RSVP and conveniently have an idea about the best-fitted schedule for the event and send people the decided time.

12. Catastrophic: **Users can't know the decided schedule for an event** (Feedback)

There's nowhere for the user to check the decided schedule for an event after everyone has made their RSVP.

For problem 9 and 10, if the system works in another way that the event creator is not in charge of the management of the event. Instead, people just see the update in "My Events". They would have no idea about how many people have RSVPed and if there're more than one time slot that work for everyone, how to make the decision.
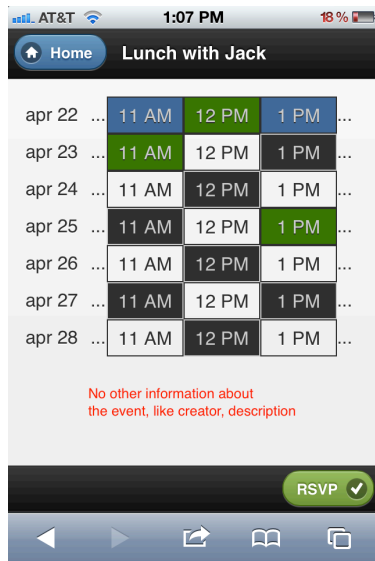
13. Major: **There's no error check before users pressing the Done button** (Error Prevention)

When creating an event, the user can press the done button to finish current creation and send invitations even the title, description, schedule and people to invite are all empty.

One possible way to solve this is to disable the done button or pop up a toast to tell the user there're unfinished part and the event can't be created.

14. Major: **In My Event section, there is no creator and description information of an event** (Recognition not recall)
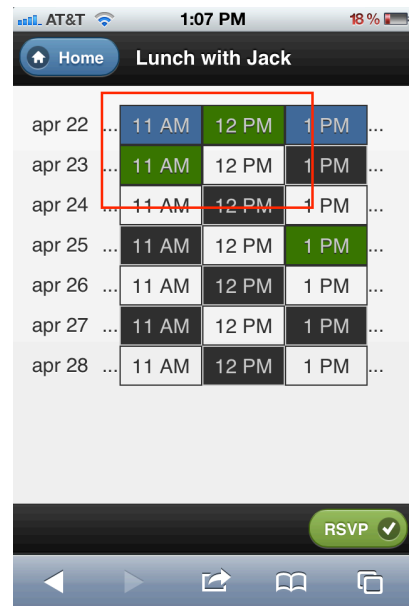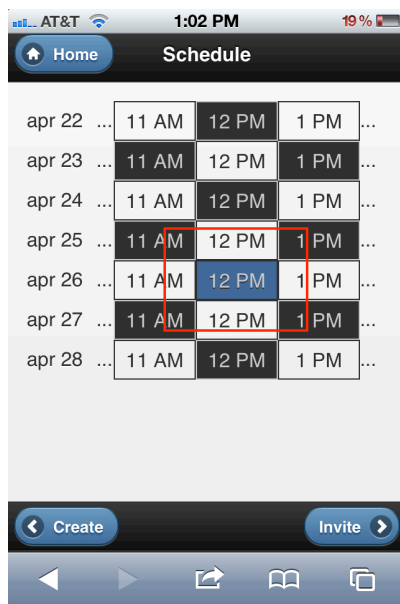
Suppose we have this information in the push notification and the user once knows the detail of the event. If users don't want to decide right away and write down the information somewhere else, they have to check it when they decide to RSVP, which is not efficient. If users forget the sender and the detail of the event, they would have no idea about it when they decide to RSVP.

Problem 14

15. Minor: **Users may forget which color represents selected and which represents unselected in the RSVP screen** (Error Prevention, Consistency)

In the Schedule screen when creating an event, blue represent selected time slot. However, in the RSVP screen, blue means that the time slot is available and green means that the user selects the time slot. This may lead to a mistake that after the user selects several time slots, he/she may forget the color and believe blue should be those selected.

Problem 15