

LunchBunch Heuristic Evaluation

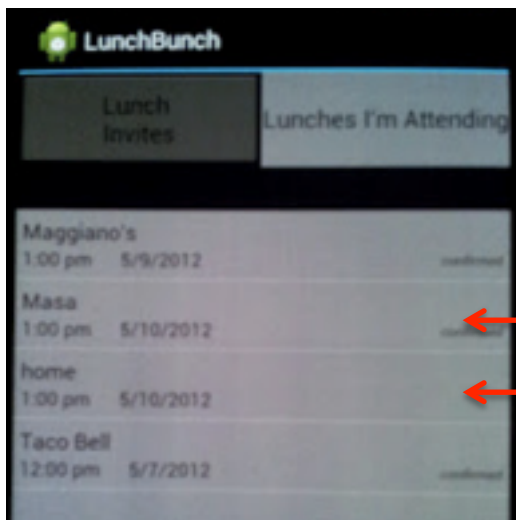
Here are my comments on LunchBunch's user interface arranged by severity, with positive comments listed last.

(-) Comments

1. Major: No visibility for the user of overlapping lunch invitations (Recognition, not recall).

Users will normally not remember when all accepted lunch invitations are scheduled. Hence, before accepting a lunch invitation, users need to go to list of lunches they're attending to check if there are any overlaps before accepting an invitation. Also, users are able to accept the invitation even if it's conflicting without getting a warning message.

Recommendation: The list of invites should indicate if the lunch overlap with accepted lunch invitations. A visible way to do that is by either showing "conflicting" next to the invites that are overlapping with others. Another way is to give a confirmation message before accepting the invitation saying that this is a conflicting lunch.



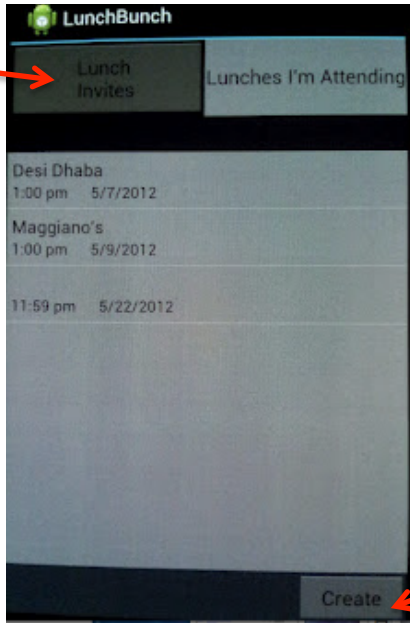
2. Major: User is unable to edit invitation after it has been sent (Flexibility, User Control and Freedom, Error Diagnosis and Recovery)

When the user creates a lunch invitation and sends it to invitees, there is no way for the user to change date, time, add invitees, remove invitees. However, the user can decline the invitation, but I was not able to see the affects of declining a self-created invitation.

Recommendation: Give the invitation creator the ability to at least add invitees to the lunch invitation

3. Major: Poor color contrast between inactive tab/create button and its text (Black text on dark gray background, Visibility)

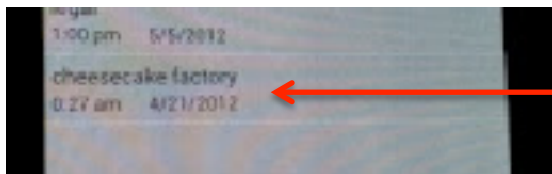
If users are not familiar with the application, the inactive tab and the create button is not easily readable.



4. Major: User can create lunch invitation for a time and date that has passed (Error prevention)

When the user clicks on set time or date, they'll be able to go up or down to choose a time, which includes past dates and times.

Recommendation: The back arrow should be disabled if the set date/time is the current date/time



Invitation created
in 4/22

5. Major: User cannot retrieve invitations that were declined (Error Prevention, Error Reporting, Diagnosis, and Recovery)

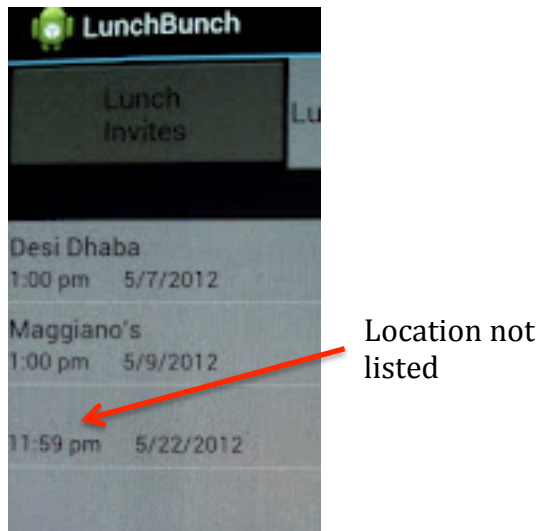
If user declines invitation by mistake, the action is not recoverable because the invitation will be deleted. The user does not get a confirmation message telling him that the invitation will be deleted forever. This is a safety aspect that needs to be fixed.

Recommendation: A confirmation dialog with a message that shows that the invitation will be deleted forever should appear after a user clicks on declining an invitation.

6. Major: User can leave lunch location empty when creating a lunch invitation (Visibility, Error Prevention)

This can happen if the inviter forgets to write the location which is basically an error from his side, it can also cause visibility problems for invitees, since the information they got was not sufficient for them to accept or decline.

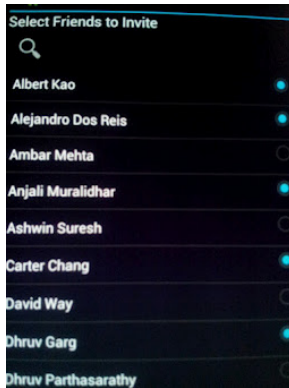
Recommendation: Location as a required field



7. Minor: Inconsistent use of radio buttons when choosing people to invite (Match the Real World, Consistency and Standards, Affordances)

When a user creates an invitation and proceeds with choosing invitees, for most cases the user would like to invite more than one person, but the radio button's affordance says you can only choose one out of the list.

Recommendation: Use multiple-choice checkboxes instead of radio buttons to match the real world.



8. Minor: Inconsistent confirmed status on some invitations (Consistent and standards)

When the user confirms a lunch invitations, a text appears on the right end of the invitation that states “confirmed”, however, when a user creates a lunch invitation ,a confirmed status does not appear next to the invitation. Also, there are some defaulted invitations in the Lunches I’m attending tab that also doesn’t have the confirmed status next to it.

Recommendation: Remove the confirmed status sign, it is sufficient for the lunch invitation to appear in the Lunches I’m attending tab if it has been confirmed.



9. Minor: User is redirected into different tabs if they accept or decline an invitation (Consistency and Standard, Efficiency)

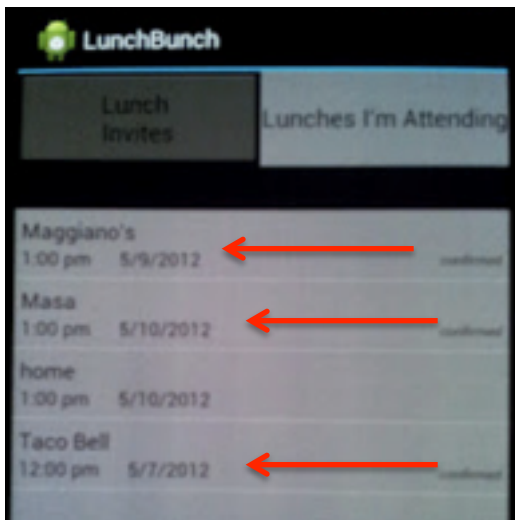
When a user accepts an invitation they are redirected to lunches I’m attending and to Lunch invites if invitation was declined. When a user goes over all the invites, they want to go through all of them and accept or decline, so routing them to the other tab is inefficient and inconsistent.

Recommendation: If user is in a certain tab and accepts or declines an invitation, route them back to the same tab.

10. Cosmetic: Accepted invites are sorted by time of acceptance (Aesthetic and Minimalist Design, Efficiency)

When users go to the Lunches I'm attending time, they most probably want to see what the nearest invitation is, so arranging it by acceptance time has no function.

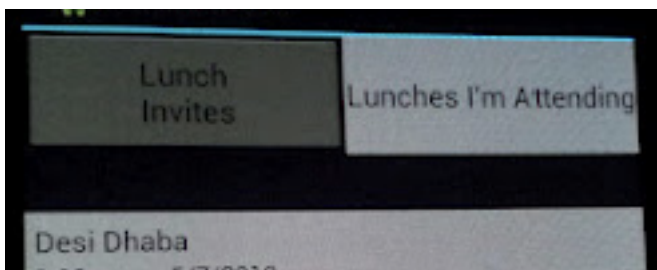
Recommendation: Sort accepted invitation by the invitation date and time



11. Cosmetic: Black area separates tab from window (Aesthetic and Minimalist Design, Match the Real World)

In all applications tabs are connected with its window, here however, a black area separates the tab from its window.

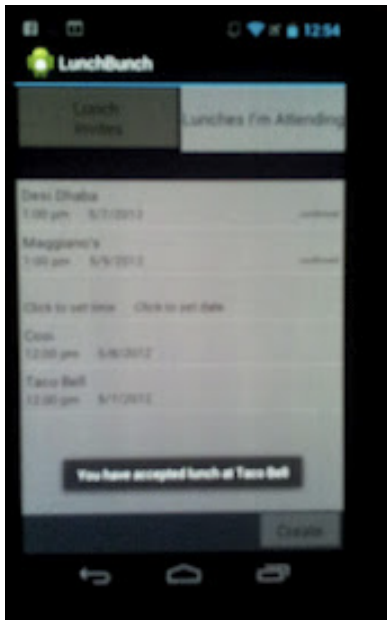
Recommendations: remove the black area and push the window up so that it touches the tabs



(+) Comments

12. Visible confirmation message after changing invitation status (Feedback, Visibility of System Status)

When the user accepts or declines a lunch invitation, they get a 3 second message which is a great way of showing feedback after a major action, and is a way to explain why a certain invitation was removed from the invitation list or was moved to the Lunches I'm attending tab.



13. Ability to change status of accepted lunch invitations anytime (Error Recovery, Safety, Flexibility and Efficiency, Reversible action)

If the user accepted an invitation by mistake, or has decided that he cannot make it to that lunch, a click on the invitation then a click on decline can do the trick of declining the invitation. This makes it easier for users to accept invitations, but harder for them to decline it until they are 100% sure they can't make it.

14. Clear and efficient way of choosing date and time when creating an invitation (Learnability, Match Real World, Defaults)

When a user creates an invitation and clicks to choose time and date, an interface that is very similar to the smart phone alarm clocks appears with a defaulted value of the current date and time. This default value is easy for invitation that are very close to the deadline and needs to be sent as soon as possible, but at the same time if

the invitation is really far away from the current time, it's not necessary or it to be fast to choose date and time.



15. Visible, bright and readable active tab with consistent tab window brightness (Visibility of System Status, Consistency)

The user can alter between two different tabs (Lunches I'm attending, Lunch Invitations) with the brighter tab being the current active one. The bright tab is easier to read because of its brightness and it matches the background for the tab window which is another indication of the status of the tab.

16. Size of tabs is big and easily clickable by hand (Fit's law, Visibility)

This is specially important since it's a smartphone application, where users need big items to be able to click on with their fingers.
