Heuristic Evaluation for **Donate2Us**

Opening Screen (after successfully logged in):

Tabbed-menu items are clickable.

On-click: App transitions to a different screen of the button-label description.

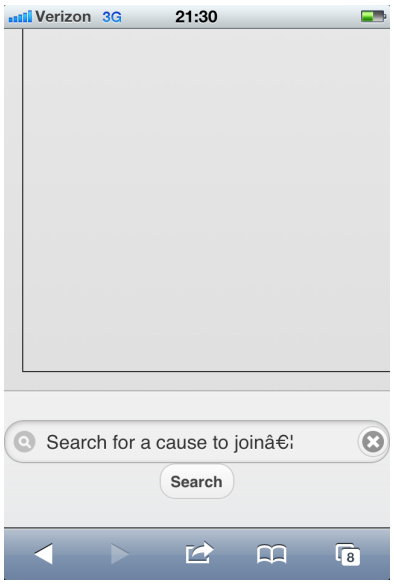
The only clues the user has had up to this point as to the purpose of the app is its name (from the Login page) and the "Start a Cause" button.

Assuming that the main screen is blank because the user has yet to subscribe or start any causes, perhaps this screen could give explain what the app is for.

Additionally, Profile and Account are given more screen real-estate than "Start a Cause" but are merely settings not specific or unique to this app.

Scrolling to Search Bar

Scroll Down ➪



It's not until scrolling down considerably from the home-screen that the user discovers the "Search for a cause to join" option.

The scroll text-field is equipped with all of the appropriate affordances, including an override-able hint, that indicate to the user what this text-field is for.

Presuming that searching for and creating causes are the main tasks for the user, it could be useful to move this search field to the top of the screen and to move less-needed actions (editing her account and profile information), to the bottom of the screen.

On “Start a Cause” (Menu) Click

“Cause Name” is somewhat ambiguous. It could refer to the specific name of a cause such as “HIV Awareness” or the name of a specific organization that works on a cause such as “Unicef”.

Some override-able hint text (as was done with the scroll bar), could be really useful here.

On “Start a Cause” (Button) Click

There is no way to to get out of the Start a Cause screen without clicking the back arrow of the browser (button click appears to have no effect).

Zoom & Animation

Selecting a category starts an animation that zooms in to the menu you are selecting from.

After selecting the desired category (in this case “Health”), the app does not zoom back out.

Additionally, this zoom-in effect is only implemented when the user selects a category. Since the screen is not too busy, it’s not all that necessary. Especially since selecting from the menu automatically opens up a second chooser menu in which the user can clearly see what option they are selecting.

Entering Text

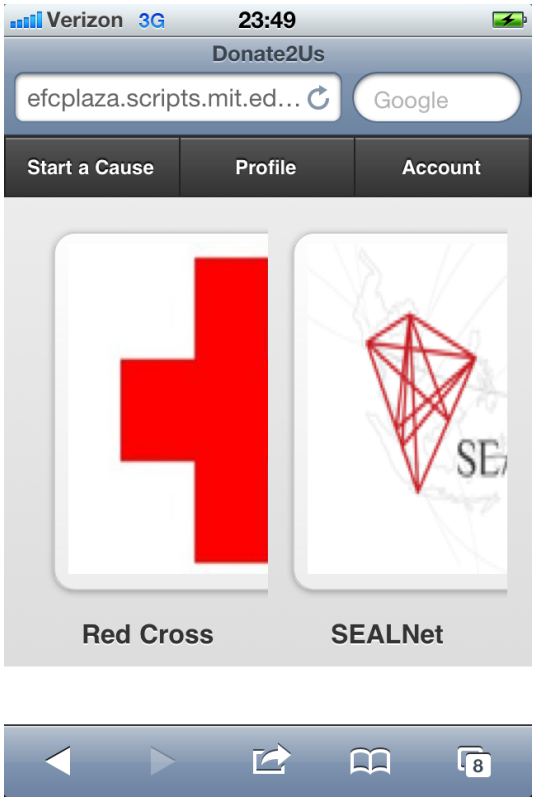
Whenever a text-field is selected, a keyboard pops up so that the user may enter text. Clicking other text-field options (such as Cause Name when already in Description), doesn't exit this keyboard and clicking "Category" clears the keyboard and opens a selector instead. Clicking "Start a Cause" also exits the keyboard as does clicking "Done".

Many iOS apps (including Safari), exit the keyboard whenever the user clicks outside of the keyboard (usually above it). It is probably a good idea to

Editing Profile/Account

Clicking "Cancel" or "Save" both have the same effect from the user's point of view (return you to the "Causes" screen).

Look and Feel of Causes Screen



Logos poorly cropped.

Labels clearly indicate what logo represents what organization.

If the user were to "Start a Cause" how would their "Cause Name" be represented on this page?

Is Red-Cross a cause (since it is on the "causes" page)?

On clicking Red-Cross

The logo is highlighted (via a blue-border), but nothing happens. SEALNet does nothing as expected from developers' notes (Red Cross is the only organization currently in the database).

Search-Bar disappearance

Presumably the “Causes” screen would show many causes. While the “Start a Cause”, “Profile” and “Account” buttons persist the search bar for different causes does not. It seems this would be the most useful function to the user on this screen once it is populated with many causes.

Navigating to the Causes Page

There is no direct way to navigate to the Causes Page, which seems to be the most necessary page of the app. Perhaps this could be a button on the top (instead of “Profile” and “Account”). Currently the only way to navigate to the Causes page is if you are in another section of the app and it kicks you to the Causes page.

Automatic Logout

If you leave your phone and return to the app (presumably after some timeout), the app automatically logs you out and you have to log back in. This is in keep with most apps and is satisfying.