

# Jennifer Wong

## HW2 – Evaluating **Laundry Quandary**

1. Good: Interface looks simple and uncluttered (**aesthetic and minimalist design**)

The design only uses two main colors—blue and orange. These colors give good contrast, and make it easy for users to distinguish between washers and dryers.



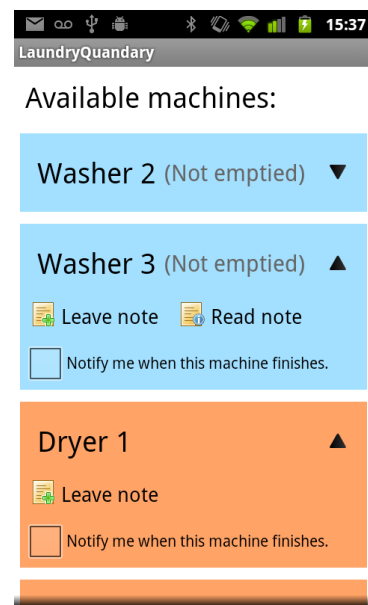
2. Good: Consistent layout of washers and dryers (**consistency & standards**)

The layout of every washer/dryer box is the same. The drop-down items are also consistent.

3. Major: It is difficult to select specific components of the drop-down menu (**error prevention**)

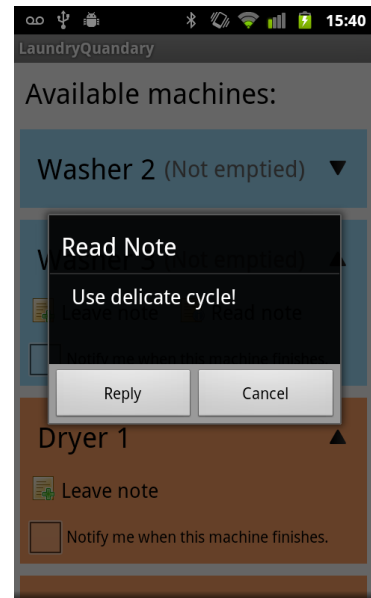
The rows are very close together—it is easy to accidentally press "Washer"/"Dryer" (which closes the drop-down) or the "Notify me" checkbox, when trying to leave/read a note.

Recommendation: It might be better to increase the vertical spacing.



4. Minor: "Cancel" option in "Read Note" box might be confusing (**consistency & standards**)

"Cancel" might not be an accurate description for the button, which closes the note. At this point, the user is reading the note, and it is odd to "cancel" reading. It might be better to use "Close".



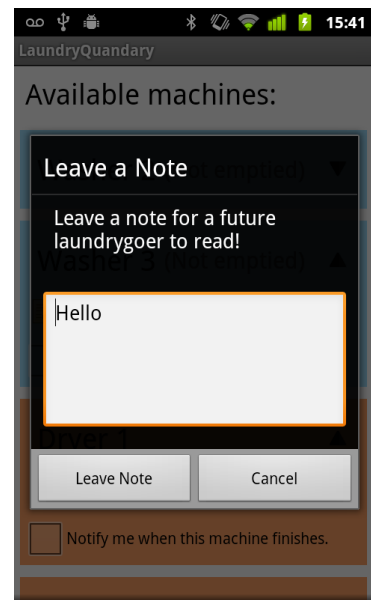
5. Major: Leaving the application resets the conversations (**user control & freedom**)

The messages that the user sends are gone once he leaves the application.

6. Minor: The cursor's starting position is at the beginning, for editing a note (**flexibility & efficiency**)

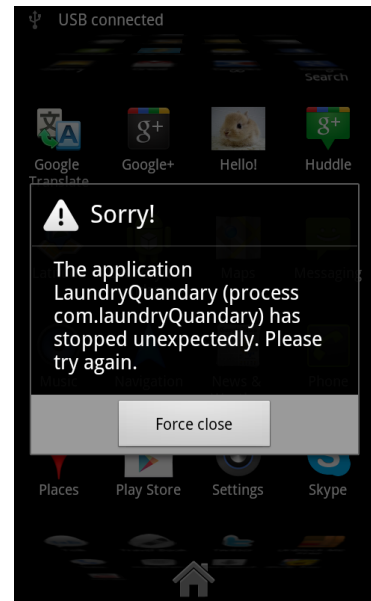
Clicking "Edit note" allows you to edit the text you had inputted. However, the cursor is initially located at the very beginning of the text box, before all the text.

Recommendation: It is probably better to place the cursor at the end of the text.



7. Major: Clicking on icon breaks the application (**user control & freedom**)

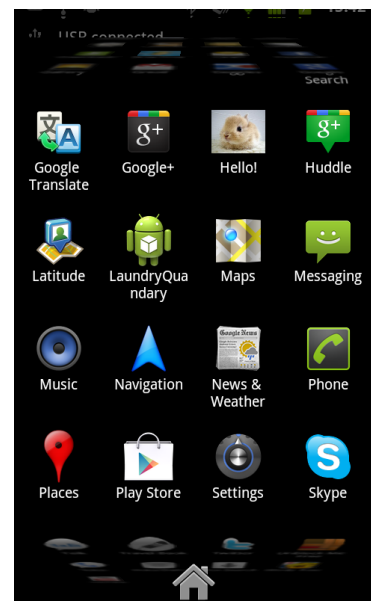
Clicking on the icon next to "Read note"/"Conversation" force-closes the application.



8. Cosmetic: The icon is generic and is not related to the application's functionality (**aesthetic design, help & documentation**)

The icon currently shows the Android mascot, which does not express the unique functionality of the application.

Recommendation: I think it would be cool to use an image of a washer/dryer.



9. Major: The purpose of the notes is unclear (**help & documentation**)

Who do you send the notes to? What is the difference between the left note and the right note?

10. Minor: Terminology ("available", "finished") might be confusing (**help & documentation**)

What determines a machine's availability? From the interface, it seems that only available machines are displayed. Because some of the boxes have "(Not emptied)", it seems that a machine is considered "available" even before finished laundry has been removed from the machine. However, boxes that do not have "(not emptied)" still have the "Notify me when this machine finishes" checkbox. Aren't these boxes already "finished"?

11. Minor: An empty note still counts as a note (**consistency & standards, error prevention**)

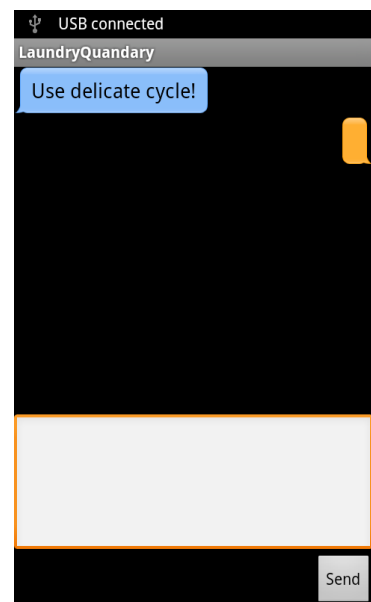
Even when the text box is empty, clicking "Leave Note" creates a new note. This is indicated by how the drop-down menu starts displaying "Edit Note" instead of "Leave Note". Because most applications/programs today don't allow submissions with empty fields, this is not externally consistent.

12. Cosmetic: In the conversation view, pressing "Send" immediately takes you back to the main screen (**consistency & standards**)

Because the conversation view looks very similar to a typical chat session, the user will expect to stay on the screen after sending a chat message. However, the application immediately takes you back to the main screen.

13. Minor: In the conversation view, the user can press "Send" with an empty field (**consistency & standards, error prevention**)

Even without typing anything in the text box, the user can press "Send", resulting in the display of a small, blank orange box. The problem is similar to #11.



14. Minor: The note-displaying is inconsistent (**consistency & standards**)

When you first tap "Read Note", you see the message in a black box. However, once you have replied to the message and the button has changed from "Read Note" to "Conversation", tapping the button now brings you to a chat session. I think it might be better to consistently use the chat session display from the start. The user should be able to tell from the speech balloons that he can reply to the message.

15. Good: The drop-down items change, depending on the user's actions (**help & documentation, visibility of system status**)

The "Leave Note" button changes to the "Edit Note" button, once a note has been left. The "Read Note" button changes to the "Conversation" button, once the note has been replied to. This gives good visual feedback to the user.

