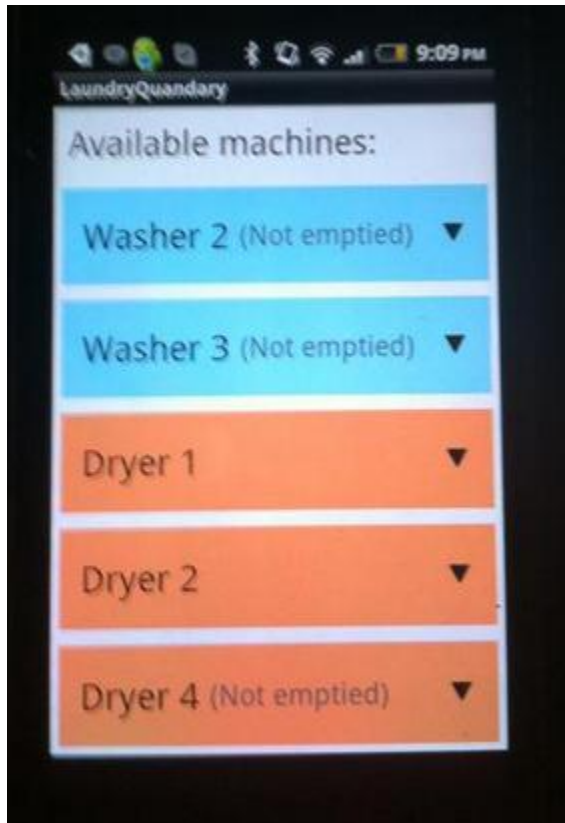## Heuristic Evaluation: Laundry Quandary

Note: My evaluation does not contain direct screenshots because I was not able to get the Android simulator to work seamlessly with my computer. I tried various methods for 4-5 hours.

Evaluation Screenshot #1: Initial user interface for viewing laundry

1. **Good:**
   Minimal interface (Aesthetic and minimalist design)

   The app maintains a minimal style of design when the initial interface is presented. There is no extraneous info provided, and the screen is able to handle all the info well. There is no overload, and the user is directly able to see the info presented. There is good numerical ordering, and color differentiation between the washers and dryers.

2. **Good:**
   Feedback from the laundry system (Match the real world, Visibility of system status)

   The app does match the constraints. There is feedback in that the user at once knows which dryers and washers are empty or full. It is a real-world model for a real-world situation, and it correctly transfers the data and reflects that.

3. **Minor:**
   Confusion between not-emptied and available (Match the real world, Visibility of system status, Error prevention)

   There is a caveat to saying that a washer is not empty. Though it matches the real world status, it leaves the user confused onto whether or not the washer or dryer is truly free. Can the user remove the existing clothes? Can the user notify the person whose load it is?

Recommendation: Make a choice and either choose to make the washer or dryer available or not. I would say if the clothes are still there – then the washer/dryer is off limits.

4. **Caustic:**
   Location unknown (Error prevention, Recognition rather than recall)
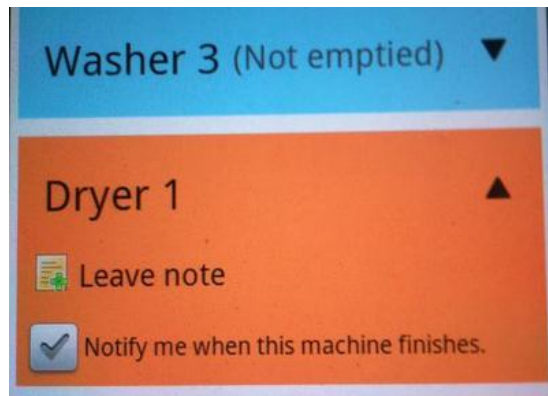
   Users will probably need to know where the laundry room is located or what laundry room this refers to. Often, in dorms or residences, there are multiple laundry rooms (example: Simmons), or there are multiple dorms if you plan to deploy this in a school.

   Recommendation: An internal map or simply a text display or where the user is can get the job done. Though laundry room location is not a major task, it is a major consideration to avoid confusion.

5. **Minor**
   Menu scrolling (Error prevention)

   What happens when there are more than 5 machines which are available? Without a scrollbar, and the fact that all the 5 machines occupy the entire screen (without space for a 6th machine's half tag), it is hard for the user to recognize that there are more machines that are available, and that he/she can indeed scroll down.

Recommendation: Leave space so a half-tag for the sixth machine – be it a dryer/washer can occupy that space, so that the user knows that he/she can scroll. Otherwise, a resizable screen works as well.

Evaluation Screenshot #2: Individual menu for a dryer

6. **Minor:**
   Confusion how a notification will work (Help and documentation, Consistency and standards)

   There is confusion about what a notification means in this case. Will it be an alarm or strictly an Android notification (most go unnoticed)? It will help to be a little clearer on how this will work.

   Recommendation: Allow users to set an alarm via your app

7. **Caustic:**
   Not allowed to start a conversation (Consistency and standards, Flexibility and efficiency of use)

   Not particularly sure why users are not allowed to start a conversation in this case, and only allowed to leave notes (as opposed to other washers and dryers). Is this dryer

different than other dryers? If yes, why?

Recommendation: I think this is a just a build error, and can be easily fixed.

8. **Major:**
   Machine already finished – checkbox should not appear (Visibility of system status, Error prevention)

   The "Notify me when this machine finishes" is inconsistent with its true purpose. If this dryer is available, why should the user can be notified when it is finished? Or does it mean the user can be notified after he has loaded his/her clothes into the dryer?

9. **Good:**
   Consistent use of checkbox for notification purposes (Consistency and standards)

   Though the purpose of the notification needs to be resolved, I am glad that you have followed consistency standards in Android. If placed correctly, the notification tool is very easy to use for dryers/washers currently in use.

Evaluation Screenshot #3: Conversation dialog/interface
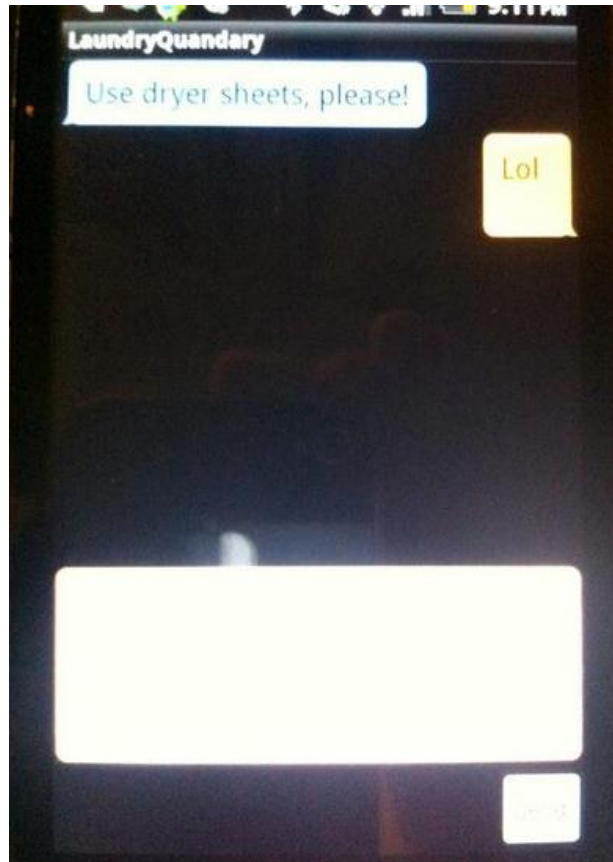
10. Good:

Consistent back and forth chat interface (Recognition rather than recall, Visibility of system status, Consistency and standards)

This is a good consistent back and forth conversation interface emulating that of a text message in Android. It

helps users immediately understand its purpose, and use it to have a conversation (though not sure with whom?).

11. Caustic:

Chat interface message, returns you to the front page (Error prevention, User control and freedom)

After pressing the send button, the conversation dialog/mode returns you the main page, which does not follow conventions of the conversation mode via text message/chat in Android or other chat clients.

Recommendation: The user should have the choice of pressing the back button to return to the main Laundry page.
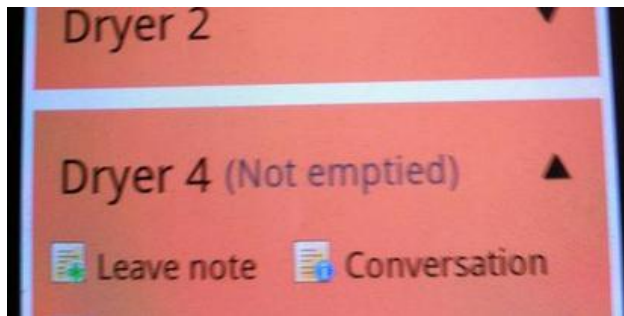
12. Minor:

User identification in conversation (Visibility of system status)

There is no clear feedback on who is involved in the conversation or has left the first message. Who is the user having the conversation with? What if there are multiple users?

Recommendation: Use multiple colors for multiple users, and perhaps include phone numbers as a way to track people who have left messages

Evaluation Screenshot #4: Notes and conversations

13. **Major:**
    Difference between note and conversation (User control and freedom, Aesthetic and minimalist design, Help and documentation)

    The difference between or the point of having both a note and a conversation is not clear to me. They seem to fulfill a similar task in different ways. This needs to be further clarified, and the user needs to be presented with why one must be used over the other and for what purpose.

    Recommendation: Make a thread of purely notes kept by various laundrygoers

14. **Cosmetic:**
    Change the icon for conversation (Consistency and standards)

The icon for conversation does not really provide significant feedback, nor does it distinguish between a note and a conversation.

Recommendation: A picture of perhaps people talking among one another might be a better indicator

Evaluation Screenshot #5: Note dialog box

16. **Minor:**
    Text cursor placement while leaving notes (Consistency and standards, Error prevention, Flexibility and efficiency of use)

    The text cursor is in the front of the text, and does not lag behind like convention. This may cause errors, is confusing and is not consistent with textbox interfaces.

    Recommendation: Put text cursor at the end of the text. Otherwise, this will prove confusing to users.

15. **Good:**
    Interface to leave notes (Flexibility and efficiency of use, User control and freedom)

    Good use of mode and dialog. The direct feedback is appreciated. The user feels as if he/she is writing a quick note in the application. The user can also choose to easily cancel.

<u>**Overall feedback**</u>
- Cool project
- Kinks to be worked out such as the true purpose of certain items and issues with sub-dialogs (such as conversations/notes)
- Good design of initial interface
- Looking forward to seeing the finished application!