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6.813 | HW2
22 April 2012

Heuristic Evaluation: Usability
IvyPlusResumes

Problems/Suggestions

- **Missing Title/Page Heading**
Usability Heuristic: Consistency & Standards, Affordances
Severity: Minor

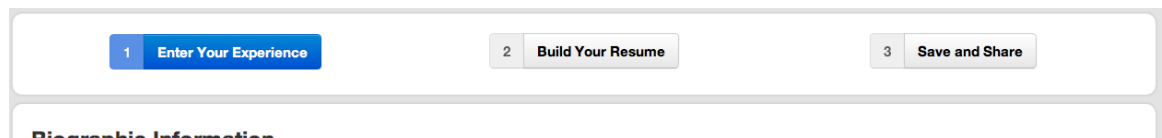


Figure 1: The top navigation bar lacks the name of the app


There is no title or header displaying the application's name on any of the pages. Although a title bar or header might provide little perceived utility for a user, I find it strange and confusing that there is no mention of the name "IvyPlusResumes" anywhere. Even a small logo in the top-right corner or a 100px border across the top would help in terms of affordances.

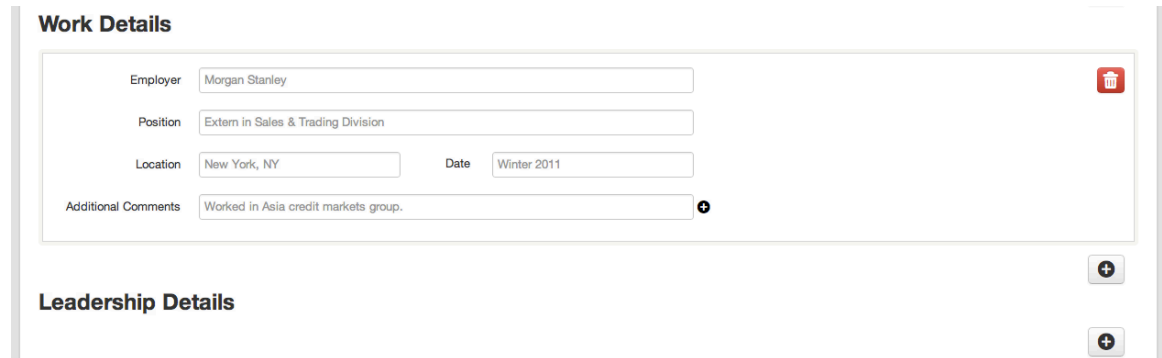
- **White balance**
Usability Heuristic: Aesthetic & Minimalist Design
Severity: Cosmetic

A screenshot of the 'Biographic Information' form. The form is titled 'Biographic Information' and contains four input fields: 'Name' (filled with 'Isamu K. Ito'), 'Address' (filled with '456 College Rd, Providence, RI 01011'), 'Email' (filled with 'isamu.ito@brown.edu'), and 'Phone Number' (filled with '617-555-6677'). The form is presented in a clean, minimalist style with a light grey background.

Figure 2: Biographic Information from "Enter Your Experience"

I am a fan of the minimalist design and clean look, however I feel like the site is overwhelmingly white save for the light grey background. Perhaps adding soft chromatic accents to differentiate the input text areas with the rest of the display could help in terms of both "white balance" as well as providing users an extra visual cue towards interactive input items.


- **Confusing position of the  Add button**
Usability Heuristic: Consistency, Fitts's Law
Severity: Cosmetic



The screenshot shows a form titled "Work Details" with several input fields: "Employer" (Morgan Stanley), "Position" (Extern in Sales & Trading Division), "Location" (New York, NY), and "Date" (Winter 2011). There is also an "Additional Comments" field with the text "Worked in Asia credit markets group." and a plus button at the end of the field. Below the form is a "Leadership Details" section with a plus button. The plus button is located to the right of the "Additional Comments" field, which is a confusing placement as it is far from the "Work Details" section heading and closer to the "Leadership Details" section heading.

Figure 3: Placement of  button from "Enter Your Experience"

I found the "+" button to be placed in a confusing position, initially thinking that pressing the "+" button would add new fields in the section below the one that it actually added to (ie. I pressed the "+" to *Education Details* thinking that it would add a field to *Work Details*).

The lone  button also looks strange when unaccompanied by a section window (ie. deleting all *Leadership Details* fields as in the accompanying figure) as it is placed very far away from the section heading. Closer placement would provide for easier navigation.

Perhaps placing the button directly to the right of the section heading or closer in perceived proximity to the previous block (minimizing the white space between button and top section or increasing white space between button and succeeding header) would help.

- **Flexibility in Screen Re-sizing**

Usability Heuristic: Consistency & standards, visibility, visible navigation

Severity: Major

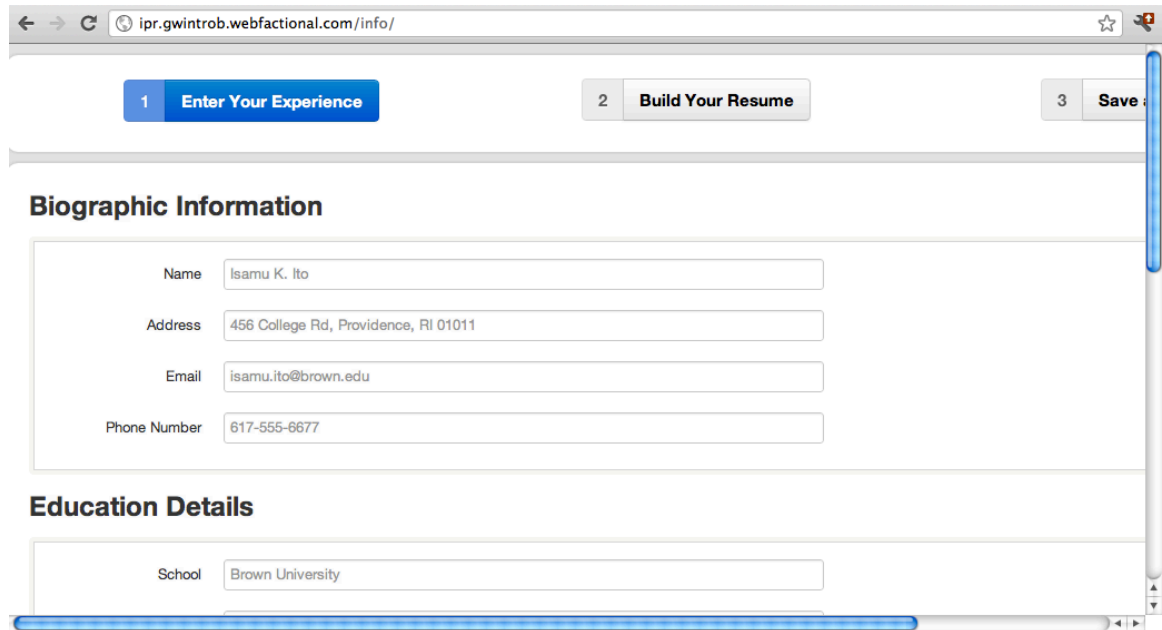


Figure 4: Display on smaller size screens (ie. netbook)

The display looked great on my 15-inch laptop, but when navigating through the pages with my 10-inch netbook, I had to use the bottom left/right scroll bar to view the entirety of the screen, which quickly became annoying. I realize that this app is most likely designed for “full-sized” screens, but I think it might be nice to make it macbook air/netbook-size friendly by allowing more re-size flexibility for smaller screens.

- **Adding additional Resume Sections**

Usability Heuristics: User Control & Freedom, Match the Real World

Severity: Major

Most of the resumes I have seen have additional sections beyond the traditional *education*, *work*, and *leadership* experiences. I have personally found favor in including “skills,” “awards,” and “interests” sections to my resume and would want a similar option with this app.

- **Misleading “Drag and Drop Here” Label**
Usability Heuristic: Help & Documentation
Severity: Minor

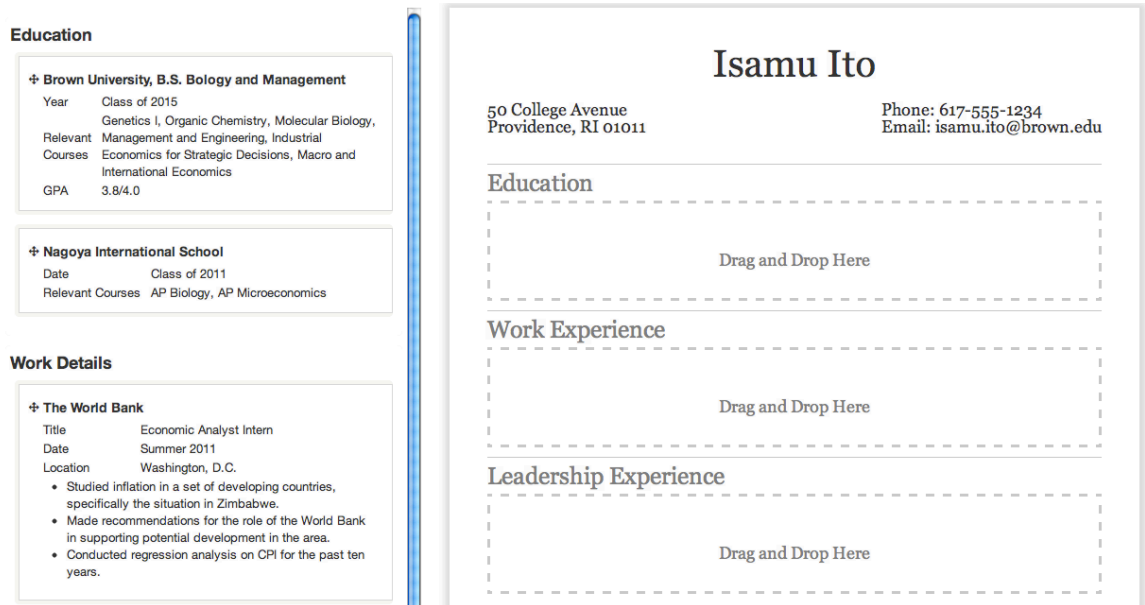


Figure 5: “Drag and Drop Here” labels from “Build Your Resume”

When dragging and dropping the individual *Education*, *Work Details*, and *Leadership Details* boxes, there is no dynamic feedback for where it can be dropped. While it should be obvious to users that the *work details* belong in the *Work Experience* section, it might be nice to provide some sort of color (where the appropriate “Drag and Drop Here” box is colored) or bold text feedback. Otherwise, the text can be misleading and users may think that a *work detail* box can be placed in *Education*.

- **Section Details Ordering Upon Drag and Drop**
Usability Heuristics: User Control & Freedom
Severity: Minor

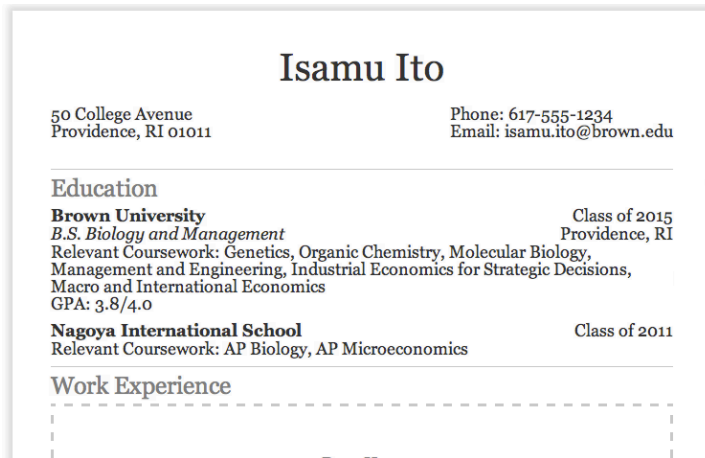


Figure 6: “What I get”

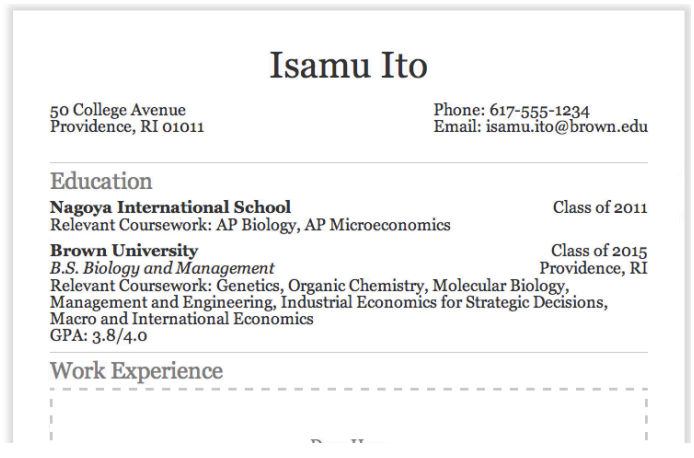


Figure 7: “What I want”

When dragging and dropping the detail elements, they are automatically placed regardless of “drop” placement. For example, I initially just had Brown University in the *Education* section prior to placing Nagoya School. When I dragged Nagoya over, I wanted to drop it above Brown and do so; upon release however, Nagoya is placed below Brown and I have to readjust the ordering afterwards. If possible, it would be helpful for the detail elements to be placed where they are dropped.

- **Change Order of Resume Sections**
Usability Heuristics: User Control & Freedom
Severity: Minor

I think it would be helpful to allow users to change the order of the resume sections. For example, when I was a freshman with limited work experience, I decided to place *Leadership* above *Work* to highlight those roles instead.

- **Undo Drag and Drop**
Usability Heuristics: Error Prevention
Severity: Major

Once I drop an element to the resume, I am unable to undo it. This is an issue of safety; if I were to change my mind and decide that I do not want to display my high school information on the resume, I don’t have an easy way of undoing that drag choice without first navigating away from the page (which I assume will erase all other changes) or refreshing the page (which I also assume would wipe all changes).

- **Dynamic Adjustment of Resume Font Size**

Usability Heuristics: Flexibility & Efficiency

Severity: Minor

The font size for the demo works well and all of the elements fit comfortably on one page. However, if I have more segment details that I want to add, the current font size would not be able to accommodate all of the new information. Given more elements in the resume, would the font size dynamically resize (down to a reasonable size) to accommodate for more elements?

- **Consistency in White Space and Labels**

Usability Heuristic: Aesthetic & Minimalist Design

Severity: Cosmetic

Education

✦ Brown University, B.S. Biology and Management	
Year	Class of 2015
Relevant Courses	Genetics I, Organic Chemistry, Molecular Biology, Management and Engineering, Industrial Economics for Strategic Decisions, Macro and International Economics
GPA	3.8/4.0
✦ Nagoya International School	
Date	Class of 2011
Relevant Courses	AP Biology, AP Microeconomics

Figure 8: Education detail section in "Build Your Resume"

The white space and labels between the two detail elements are not consistent. The Brown University box lists "Year" and "Relevant Courses" is split into two lines, whereas the Nagoya School box lists "Date" and "Relevant Courses" is on a single line.

- **Ambiguity of the term “Save PDF”**
Usability Heuristic: Help & Documentation
Severity: Minor



Figure 9: “Save PDF” button from “Save and Share”

The term “Save PDF” is a bit confusing to me; I wasn’t sure if it indicated a download where a PDF would be saved to my local computer or if it implied saving a version of it on the web server. I assumed the former and if so, perhaps “Download PDF” might be a clearer label. However, the “download”-type logo did help with the implied meaning.

- **Dropped Detail Elements Remain in Side Bar**
Usability Heuristic: Visibility of System Status
Severity: Minor

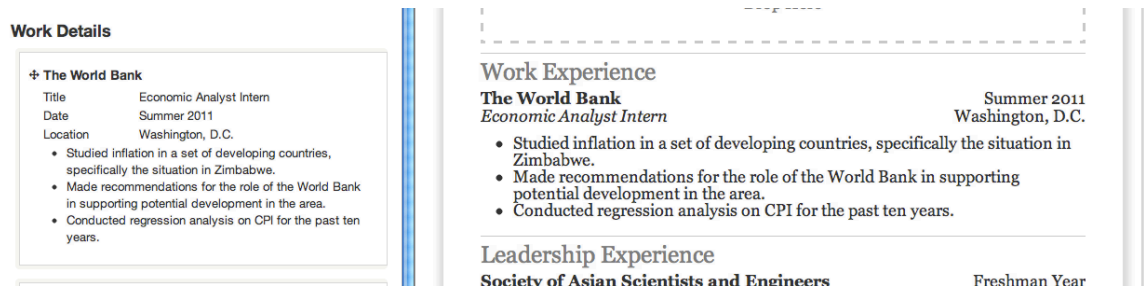


Figure 10: Dropped details still remain in sidebar from “Build Your Resume”

After a detail element has been dragged and dropped into the resume template, the detail box still remains in the side bar. For better user feedback and to prevent confusion, perhaps the items already included in the resume should be removed from the side bar. In this way, users can also track which details have already been added and which have not.

- Label Consistency**
 Usability Heuristic: Consistency & Standards
 Severity: Minor

Education Details

School	Brown University
Major	Biological Engineering
GPA	3.8 / 4.0
Relevant Course Work	Biology I, Chemistry II, Introduct
Additional Comments	Member of Eta Kappa Nu Honor

Education

+ Brown University, B.S. Biology and Managem	
Year	Class of 2015
Relevant Courses	Genetics I, Organic Chemistry, Molecul Management and Engineering, Industria Economics for Strategic Decisions, Mac International Economics
GPA	3.8/4.0
+ Nagoya International School	
Date	Class of 2011
Relevant Courses	AP Biology, AP Microeconomic

Work Details

Employer	Morgan Stanley
Position	Extern in Sales & Trading Divisic
Location	New York, NY

Work Details

+ The World Bank	
Title	Economic Analyst Intern
Date	Summer 2011
Location	Washington, D.C.
	<ul style="list-style-type: none"> Studied inflation in a set of developing countri

Figure 11: from "Enter Your Experience"

Figure 12: from "Build Your Resume"

Note that while *Education Details* is listed on the "Enter Your Experience" page, only *Education* is listed on "Build Your Resume." However, the other sections are labeled *Work Details* and *Leadership Details*. For consistency sake, the labels should remain the same on both pages.

Comments

- Consistent and Affordable of Icons**
 Usability Heuristic: Recognition, Not Recall, Consistency & Standards
 Severity: Good

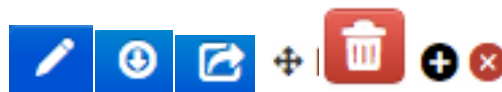


Figure 13: Collection of icons throughout the site

The icons used to depict certain commonplace actions are of well-known affordances and adequately complement the actions they symbolized. I was pleased with the icons and had no trouble understanding what they were selected to represent. (The "make public/private" icon was a bit confusing as it reminds me of a "forward email" icon, but the inclusion of text was greatly helpful).

- **Color Affordances**
Usability Heuristic: Consistency & Standards
Severity: Good

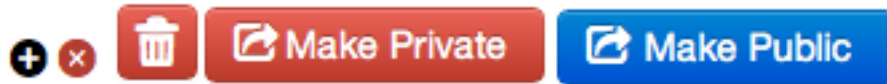


Figure 14: Icons with good use of color affordances

The selection of color choices perfectly complimented the affordances the colors were designed for. Red generally indicates something undesired, so red for “trash” or “undoing” an action makes sense. The other colors of grey and blue match the schematic of the rest of the application. Additionally, the use of red and blue for “make private/public” are good complimentary choices as those with color-blindness will still be able to differentiate between the two colors, allowing for an additional layer of feedback.

- **Minimalist Design and Simplicity**
Usability Heuristic: Aesthetics & Minimalist Design
Severity: Good

I appreciated the simplicity of the color scheme and the cleanliness of the application’s layout. The colors were not overwhelming and the elements were well-spaced and placed. Provided for an enjoyable experience.

- **Navigation Bar**
Usability Heuristic: Visibility of System Status, Flexibility & Efficiency
Severity: Good

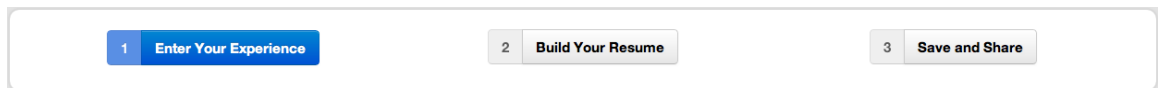


Figure 15: Navigation bar located at top of application

The permanent navigation bar at the top of each page and global accessibility allows for easy traversal throughout the application. It made it easy to jump from page to page without having to toggle through “Next” and “Back” buttons. The blue selection bar also allows users to easily identify where they are currently located within the site.