

# HManager Heuristic Evaluation

Matthew D. Falk

- 1) **Cosmetic, Minor** - Group projects in Student Requests that have same Floor and Description. As of right now, you have the same request listed multiple times. Instead, it might be helpful to have a new column header that provides a count of that same request. This could have minimize the view space here as well as help the Housemaster decide which problems are currently more severe or require the most immediate attention.

Tog's First Principles:

- i. **Efficiency** - Easier and faster to view tallied list of items rather than list of repeated items.
- ii. **Readability** - Less to read and still easier to fully convey all of the data.

## Student Requests

Request Date	Floor	Request Description	Add Project
03/16/12	3	Flooded Hallway	<input type="button" value="Add Project"/>
03/16/12	3	Flooded Hallway	<input type="button" value="Add Project"/>
03/16/12	3	Flooded Hallway	<input type="button" value="Add Project"/>
03/16/12	3	Flooded Hallway	<input type="button" value="Add Project"/>

- 2) **Cosmetic, Minor** - Add New Project fields should be aligned. Right now there are labels on one line and some corresponding text fields on the next line. They do not line up and probably should be more asthetically pleasing.

Tog's First Principles:

- i. **Anticipation** - User's will probably be familiar with aligned text fields and be expecting that.
- ii. **Efficiency** - Aligning things makes it easier for users to scan through the list and find a particular field.
- iii. **Readability** - Looks nicer to have the labels aligned and makes it easier to read.

Add New Project

Floor\*:

Start Date:

Completion Date\*:

Cost: \$

Description\*:

Email Residents

- 3) **Minor** - Table columns probably shouldn't be resizeable. Aside from the description category, most of the column values should be limited to a fixed size, and thus should probably not be resizeable.

Tog's First Principles:

- i. **Defaults** - These should be default sizes and not editable by the user. Also, the start state is somewhat confusing because the sort arrows cloud the column headers.

ii. **Readability** - The sort arrows make it hard to read the column headers.

## PROJECTS

Cost	Start Date	Estimated Completion Date	Floor	Description
2,500	01/22/12	04/05/12	2, 4	Leak and Water Damage
1,000	01/22/12	04/01/12	2, 4	Leak and Water Damage
2,000	01/22/12	04/24/12	2, 4	Leak and Water Damage
3,000	01/24/12	04/01/12	2, 4	Leak and Water Damage
5,000	01/26/12	04/03/12	2, 4	Leak and Water Damage

4) **Major** - There are no checks on the fields in Add New Project. That is, typing in random text for the date field does not cause any type of error. This might be solved by adding a calendar widget to the date text field. Other checks should be in place to make sure that the cost is a monetary value. Otherwise, you could input any values into these fields and submit them and spam the housemaster.

Tog's First Principles:

- i. **Protect User's Work** - Protecting the site's state is also important.
- ii. **Defaults** - These values could do well with defaults to indicate how they are supposed to be entered.

Add New Project

Floor\*:

Select options

Start Date: aaaaaaa

Completion Date\*:

bbbbbbbb

Cost: \$ ccccc

Description\*: SPAM!

Email Residents

Add Project

5) **Cosmetic** - It is clear that you have a nice color scheme through the entire site. However, the *Building Status* page is completely different colors. There might be some way to coordinate the chart without breaking your color scheme so drastically.

Tog's First Principles:

- i. **Consistency** - This page of the site does not fit well with the others.
- ii. **Anticipation** - After getting used to the color scheme, this page has the potential of making users think that they have left the site (if only for a very brief moment).
- iii. **Color Blindness** - Further, this color scheme can be problematic for all users to see as the color combinations are risky.

## Building Status

Projects	Progress	Progress	Floor
Green	Orange	Green	5
Yellow	Orange	Green	4
Green	Orange	Yellow	3
Yellow	Orange	Green	2
Green	Orange	Green	1

No Active Projects

Projects in Progress

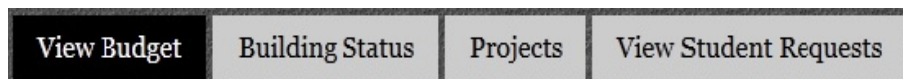
Unstarted Projects

- 6) **Good** - Having the tab buttons highlight when the mouse is hovering over the button is great. The user has great feedback that they are in a clickable area.

\*Note: In the image, the mouse is actually hovering over the 'View Budget' button, but 'PrtScr' did not capture it.

Tog's First Principles:

- i. **Anticipation** - The user may be expecting the button to react and let them know that it is interactable, which works well here.
- ii. **Track State** - The user knows that the button is in a specific state.
- iii. **Human Interface Options** - A strong interface option with great feedback.



- 7) **Major** - The chart on the *Building Status* page is unintuitive. The chart has too many labels and a user is expecting an entire column or row to be devoted to a single project. Thus, the entire row or column should be color coded correspondingly.

Tog's First Principles:

- i. **Anticipation** - The user is expecting this chart to convey a certain type of information, but after deeper consideration, it does not appear to.
- ii. **Efficiency** - The chart would be easier to visually parse if it was more anticipated.
- iii. **Learnability** - The chart as is, takes some time to learn. (I still don't fully understand what is actually being portrayed.)
- iv. **Readability** - The chart is extremely difficult to read quickly and pull out major details.

Projects	Progress	Progress	Floor
Green	Orange	Green	5
Yellow	Orange	Green	4
Green	Orange	Yellow	3
Yellow	Orange	Green	2
Green	Orange	Green	1

- 8) **Good** - The 'HManager' button takes you back to the home page, which is very much anticipated.

Tog's First Principles:

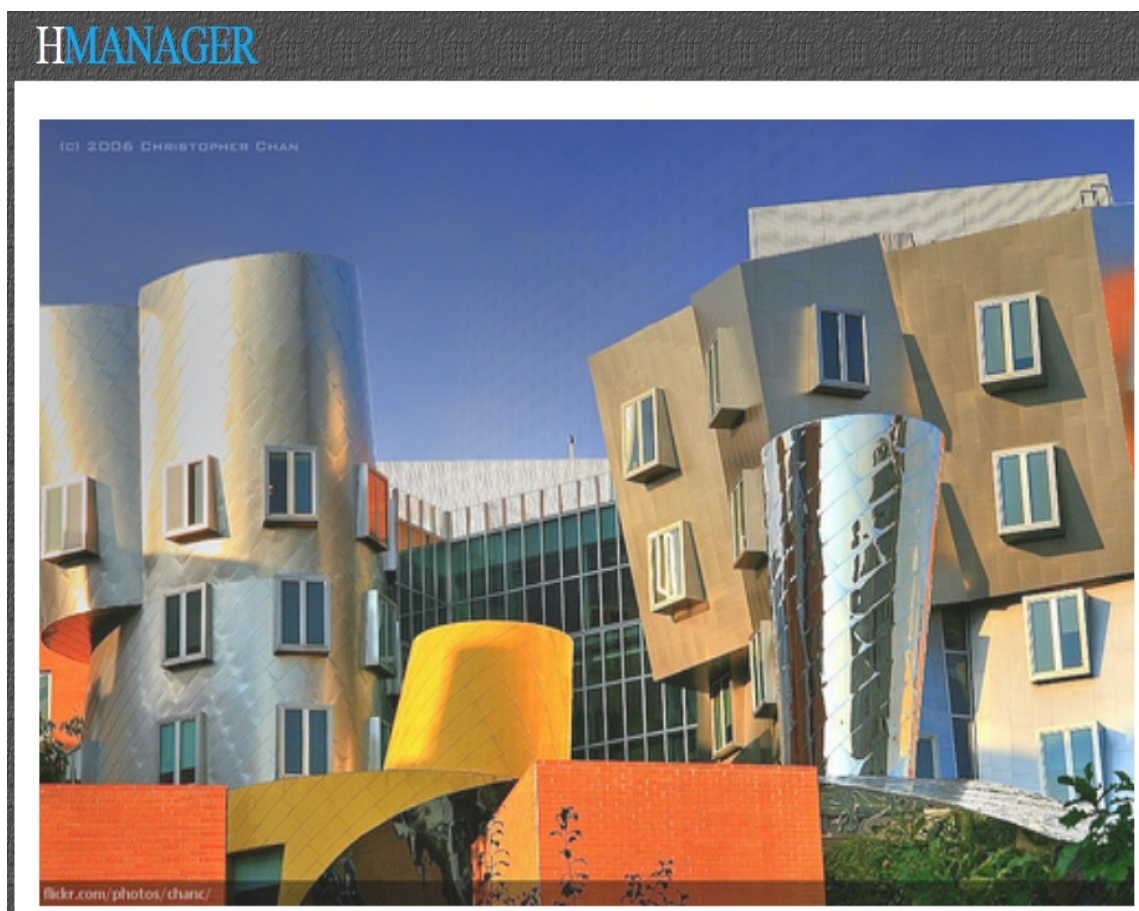
- i. **Anticipation** - The user is expecting to be relocated to the home page and this is exactly what happens.
- ii. **Consistency** - This has the same effect on any page and is perfect because that is the expected result.



- 9) **Minor** - The homepage slideshow transition is too slow. It is also not manually triggerable. The user may leave the home page before even seeing any other images. I only realized it was a slide show on my second visit (when looking for problems/features).

Tog's First Principles:

- i. **Human Interface Objects** - This would be a great place to have a user interface object and allow the user to control the slideshow. Thus, they could know how many more pictures there are and also have some feedback as to the image not being static.
- ii. **Explorable Interfaces** - Same as above, allow the user to explore the page first-hand.
- iii. **Autonomy** - Allow the user to take control here.



- 10) **Good** - The option to select all floors is great. It saves the user a lot of time when clicking on all of the floors. Also, the uncheck all floors button is a good safety precaution for users the click the check all button accidentally.
- Tog's First Principles:

- i. **Efficiency** - This is a good way to save the user some time and frustration, especially if there were more floors.

Add New Project

Floor\*:

5, 4, 3, 2, 1

✓ Check all ✗ Uncheck all

✓5

✓4

✓3

✓2

✓1

- 11) **Catastrophic** - It took me a very long time to find the Update Project screen. I was about to comment on how there was no way to edit the project, but then I started clicking on the table. There is no indication that the table is clickable. The mouse is in highlight state when hovering most of the graph. There should be some feedback, and possibly text letting the user know how to edit a project.

Tog's First Principles:

- i. **Learnability** - This is a serious lack in learnability. The user has no indication that the chart is clickable.
- ii. **Track State** - The state of a project in the chart should change when being hovered over to give feedback to the user that it might be clickable.
- iii. **Visible Navigation** - The user should have a visual cue that they should click on a project. The mouse should also be a pointer if it is clickable.

**Update Project**

Status: Incomplete ▾

Floor\*: Select options

Start Date:

Completion Date\*:

Cost: \$

Description\*:

Email Residents

- 12) **Minor** - The charts on the different pages are all a different style. It would be nice to have them all remain consistent throughout your site.

Tog's First Principles:

- i. **Consistency** - The site should have be consistent with chart designs.
- ii. **Anticipation** - The user expects the entire site to have a single design for a particular object.

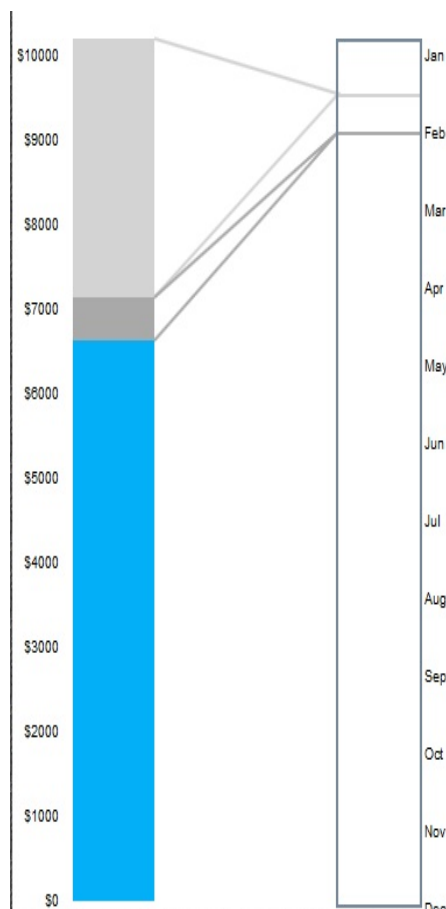
#### PROJECTS

Cost	Start Date	Estimated Completion Date	Floor	Description	Date	Cost	Description
2,500	01/22/12	04/05/12	2, 4	Leak and Water Damage	01/15/12	\$3000.00	water damage
1,000	01/22/12	04/01/12	2, 4	Leak and Water Damage	02/05/12	\$500.00	new furniture
2,000	01/22/12	04/24/12	2, 4	Leak and Water Damage	02/16/12	\$1000.00	new copier
3,000	01/24/12	04/01/12	2, 4	Leak and Water Damage			
5,000	01/26/12	04/03/12	2, 4	Leak and Water Damage			

- 13) **Good, Minor** - I think this chart should have a title or just some indication of what it is representing. Once it is figured out how exactly to read the chart, the data that it is portraying is very useful.

Tog's First Principles:

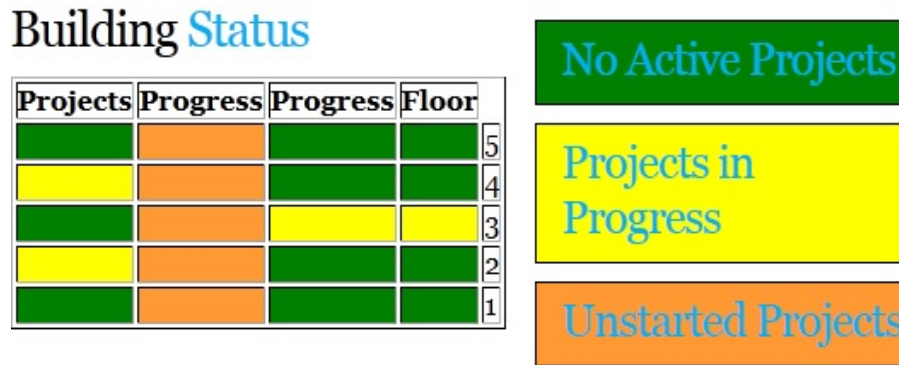
- i. **Efficiency** - This is a great way to portray a lot of data in a very small space and get the main points across very quickly. It requires very little effort on the user's part to interpret the results.
- ii. **Learnability** - The graph itself is slightly hard to learn. Perhaps using different techniques to indicate things would help. Rather than use shades of grey to categorize things, use stripes, dots, bars, etc.



- 14) **Major** - The *Building Status* page should be a lot more interactive. The user should have a lot more control over the sorting through the status of the building. The user should be able to click the buttons on the right and have those projects appear. Further, the buttons are confusing because the three options are "In Progress, Unstarted, and No Projects". They are not three states of the same object, which is confusing.

Tog's First Principles:

- i. **Anticipation** - The user is anticipating these buttons to do something more helpful.
- ii. **Human Interface Objects** - The user should have a fair amount of control over this page.
- iii. **Learnability** - This page can be slightly confusing. I am not fully sure how to interpret it in fact.



- 15) **Minor** - The *Students Requests* page features a scrollable window that goes straight into the floor of its parent object. For a better look it could be better to have this scrollable box have its own base slightly above the base of its parent.

Tog's First Principles:

- i. **Readability** - It would look nicer and be easier to read.
- ii. **Anticipation** - The user would expect it to end at the base of the page.

### Student Requests

Request Date	Floor	Request Description	Add Project
03/16/12	3	Flooded Hallway	<input type="button" value="Add Project"/>
03/16/12	3	Flooded Hallway	<input type="button" value="Add Project"/>
03/16/12	3	Flooded Hallway	<input type="button" value="Add Project"/>
03/16/12	3	Flooded Hallway	<input type="button" value="Add Project"/>
03/16/12	3	Flooded Hallway	<input type="button" value="Add Project"/>
03/16/12			

The site looks good apart from a few inconsistencies with color and chart design. The pages themselves are intuitive for the most part and allow very easy navigation throughout the entire site. Some of the finer features of the pages are unintuitive and could do with helpful feedback or text on the page to be easier for the user to work with.