Heuristic Evaluation of Suggestible
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Issue 1:

- When I open the application, it isn't immediately obvious how I can get help (Figure 1). I have an idea of how to use the application based on reading the wiki, but a new user may not. After not seeing a help option on the screen, I naturally checked the options button that is built in to the Android platform (Figure 2). This didn't contain help either.
- This is relevent to Nielsen's Heuristic 3, Help and Documentation
- Severity: major.

Issue 2:

- When I accidentally select "this sucks", I can't figure out how to go back to the previous page (Figure 1). I attempted to use the Android built-in back button, because that seemed like the most natural step and is the functionality that button usually provides. This functionality actually exits the application, though. As a user, I wanted to go back, and this functionality would be very valuable.
- This is related to Nielsen's Heuristic 2, Consistency & Standards.
- Severity: minor.

Issue 3:

- The description of each activity is aligned left, whereas the rest of the user interface is centered. This is hard on the eyes (Figure 1).
- This is related to Nielsen's Heuristic 10, Aesthetic & minimalist design.
- Severity: cosmetic.

Issue 4:

- When I select Boston Museum of Art (Figure 4), versus clicking on Iron Man (Figure 3), I get different "look and feels". For example, the BMA has its description under the option buttons (google maps, etc.). Iron Man is the opposite. This lack of consistency is jarring on the mind.
- This is related to Nielsen's Heuristic 2, Consistency & Standards.
- Severity: minor.

Issue 5:

- When I start using the application, the very basic functionality, selecting "get it" or "this sucks" is very obvious. The buttons provide enough information about what they probably do that a first time user can just get started. (Figure 1)
- This is related to Nielsen's Heuristic 3, Help & Documentation.
- Good

Issue 6:

- Of the 4 buttons at bottom of the screen, which are described as "filter buttons", it is very obvious what the three on the right will do. The man on top of the map on the bottom left is unclear in functionality. It makes me think that the app will let me go on a scavenger hunt or something. (Figure 1)
- This is related to Nielsen's Heuristic 1, Match the real world.
- Severity: minor.

Issue 7:

- Related to the previous issue, the three buttons on the right are very obvious in their funtionality. They are consistent with that symbolism in the real world. (Figure 1)
- This is related to Nielsen's Heuristic 1, Match the real world.
- Good.

Issue 8:

- The first screen, about the Museum of Art, has a wide picture (Figure 1), which leaves a very strange margin on the left and right sides, only a sliver of white. This looks strange.
- This is related to Nielsen's Heuristic 10, Aesthetic & Minimalist design.
- Severity: cosmetic.

Issue 9:

- The first screen, about the Museum of Art (Figure 1), and the fourth, about Sushi, both have wide pictures. The fourth is clearly not as wide as the first, which is inconsistent with the established pattern. (Figure 7)
- This is related to Nielsen's Heuristic 2, Consistency & Standards.
- Severity: cosmetic.

Issue 10:

- When selecting an option from the original menu, you are taken to a screen with more details. On this screen, in the case of the book (Figure 5), the typeface of the "genre" and "adventure" are identical and layered right on top of each other. It is very hard to see what words are directing me to information and which actually provide information without careful inspection.
- This is related to Nielsen's Heuristic 6, Flexibility & Efficiency.
- Severity: Minor.

Issue 11:

- When the application opens, there are two main buttons. There is very little happening on the screen, but the application is still providing the necessary information. This is good. (Figure 1)
- This is related to Nielsen's Heuristic 10, Aesthetic & Minimalist design.
- Good.

Issue 12:

- Related to the above issue, the filter options are all located on the main page. Although the page is sparsely populated, these buttons would serve better in an options menu, since they probably won't be clicked often, and seem to be options more than anything else. (Figure 1)
- This is related to Nielsen's Heuristics 2 and 10, Consistency & Standards and Aesthetic & Minimalist design.
- Severity: Minor.

Issue 13:

- Each page has a different style of sentence about the activity it discusses. "The Dark Night" (Figure 8) vs. "I could really go for a pizza." (Figure 9) vs "Have you ever read Moby Dick?" (Figure 10) Since some are phrases, others titles, and yet others questions, the user can have a hard time navigating from page to page, as he doesn't know what to expect.
- This is related to Nielsen's Heuristic 6, Flexibility & efficiency.
- Severity: Minor.

Issue 14:

- The buttons "get it" and "this sucks" are very close to the natural border of the screen. As a result, their borders create this strange situation where the button has a border, there is a thin strip of white, and then the page border. It is strange to look at. (Figure 1)
- This is related to Nielsen's Heuristic 10, Aesthetic &Minimalist design.
- Severity: Cosmetic.

Issue 15:

- If the user selects "this sucks" repeatedly, eventually the program has nothing left to report. (Figure 6) The program responds by showing a blank screen. This does not seem like desirable behavior, because the user has no idea what the problem with the system is. In the case of this prototype, I know that this error occurs because the responses in the system are canned and finite. It is not hard to imagine that the set of possible options that the full version will offer will be finite as well, in which case this problem is very real.
- This is related to Nielsen's Heuristic 9, Error reporting, diagnosis, and recovery.
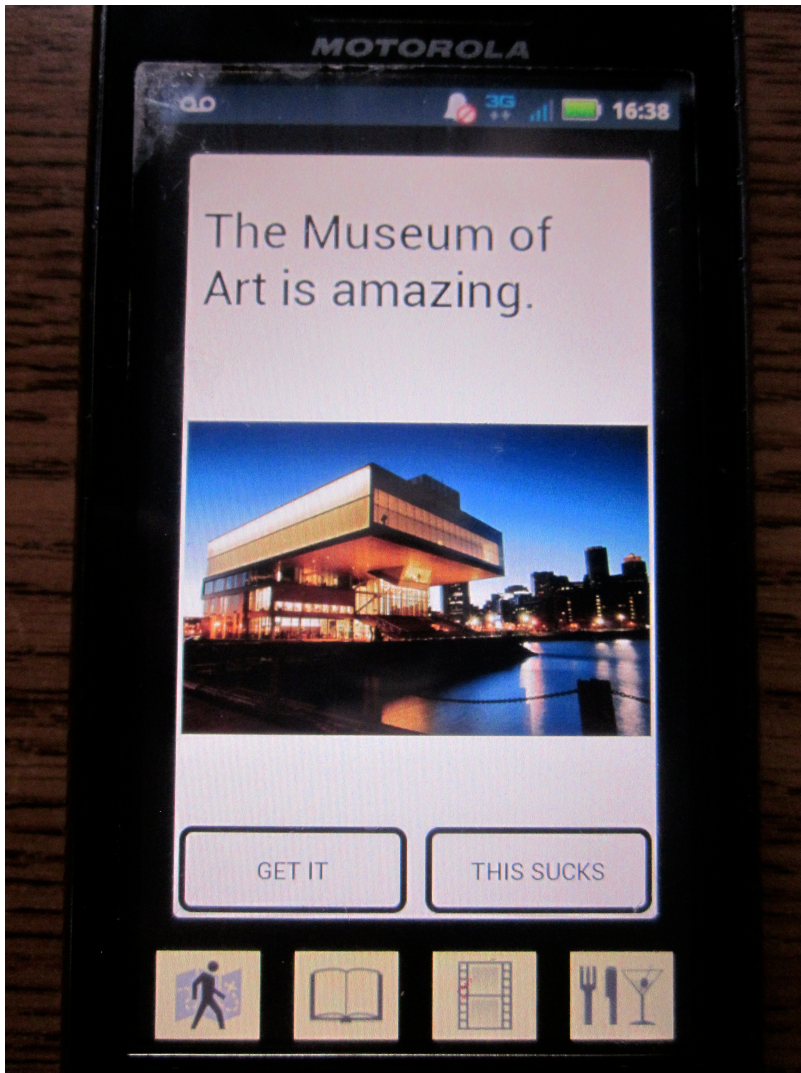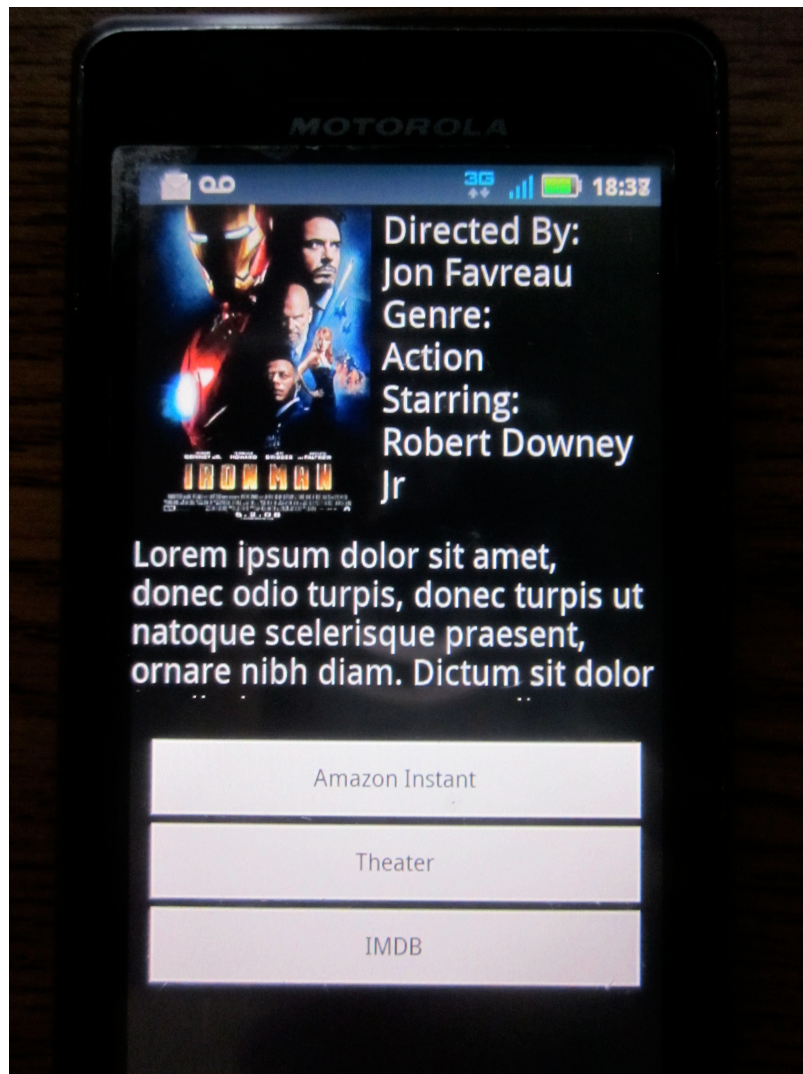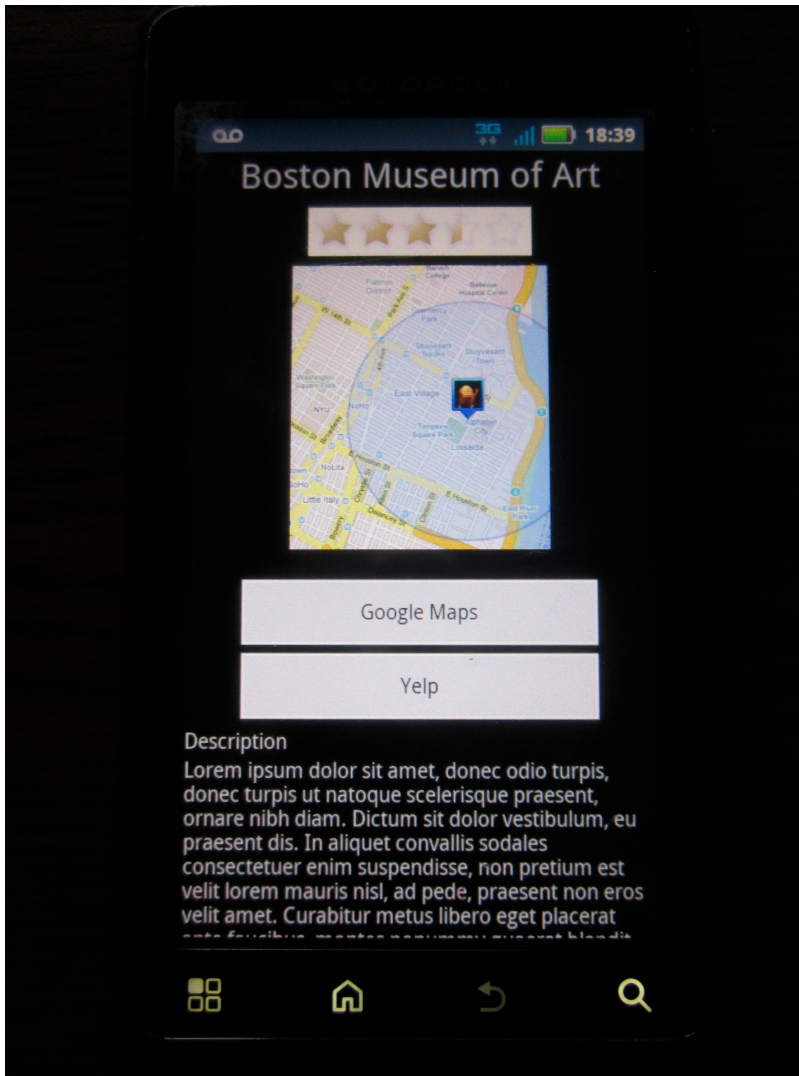- Severity: Minor.

Figure 1

Figure 2

Figure 3

Figure 4
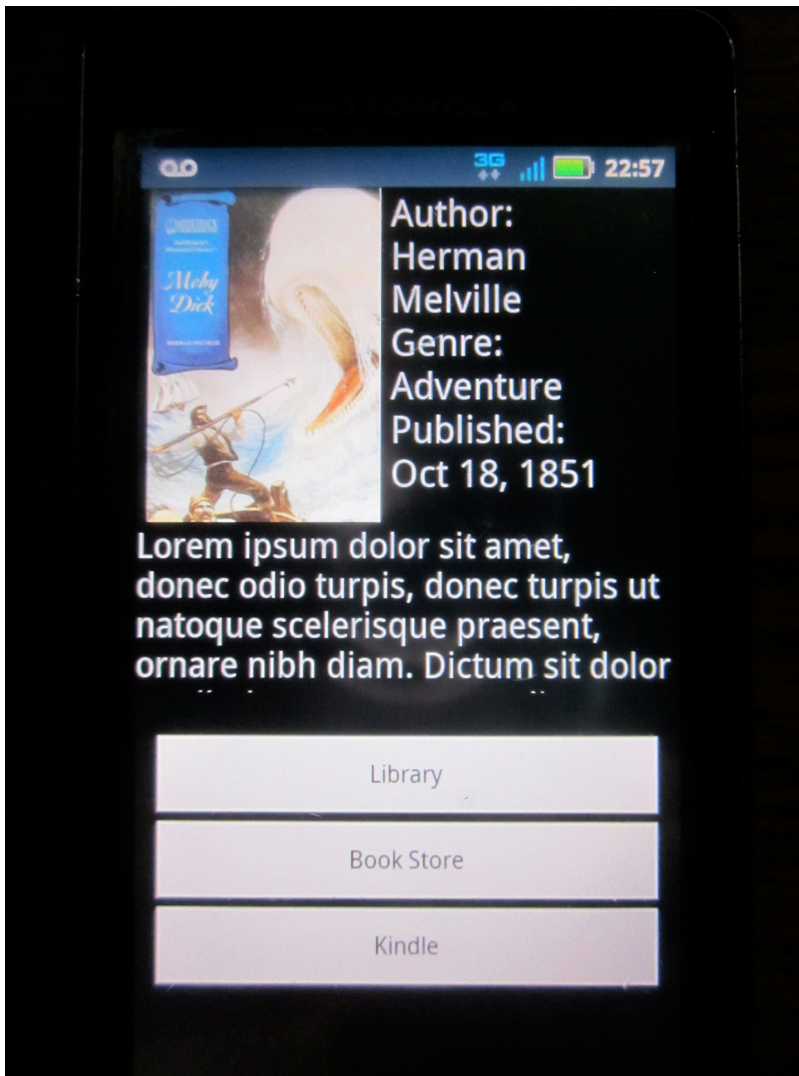
Figure 5
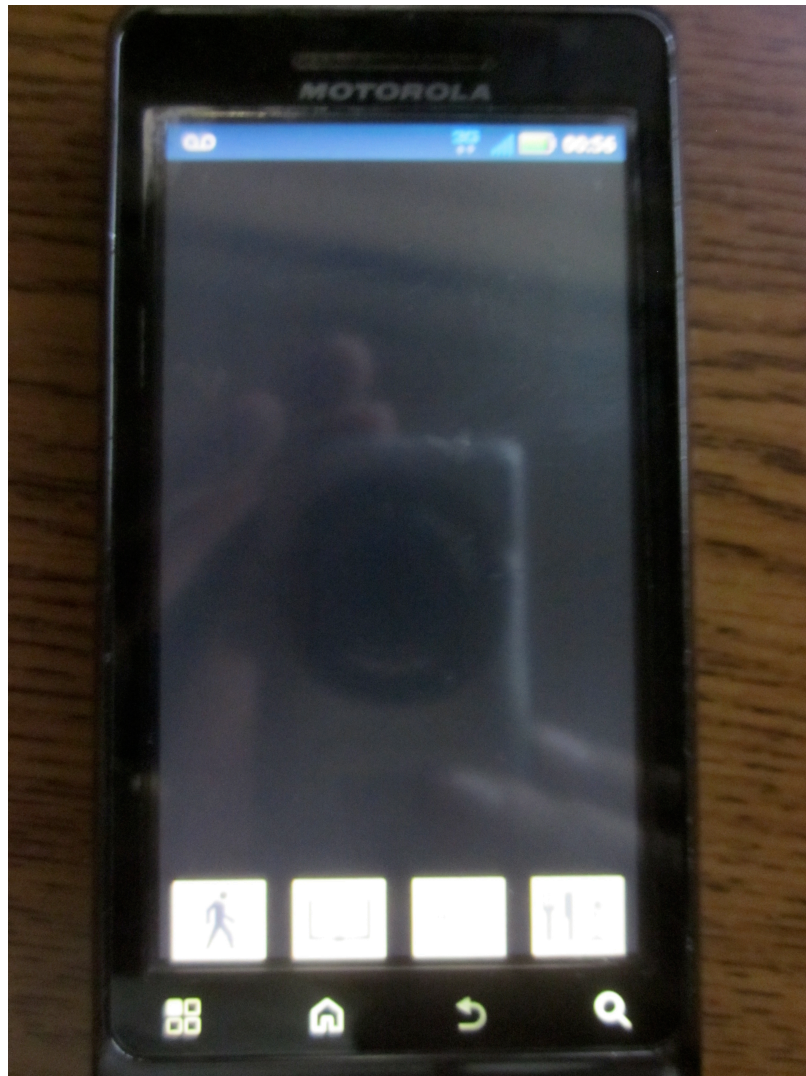
Figure 6
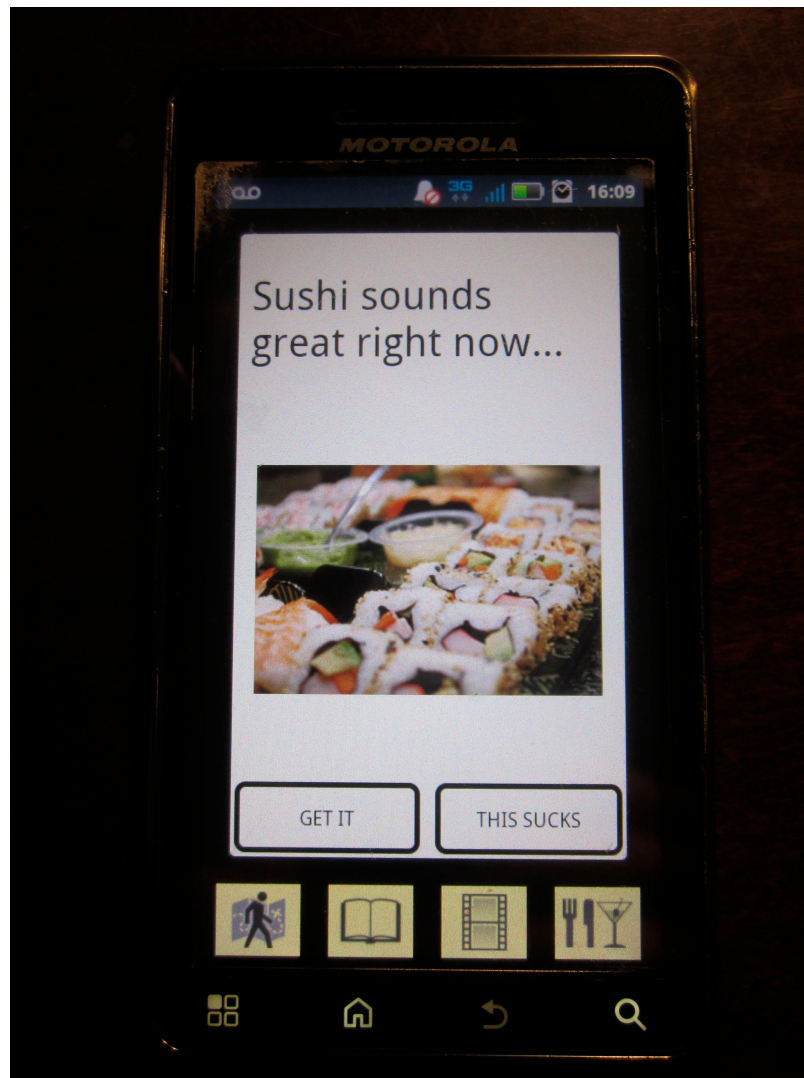
Figure 7
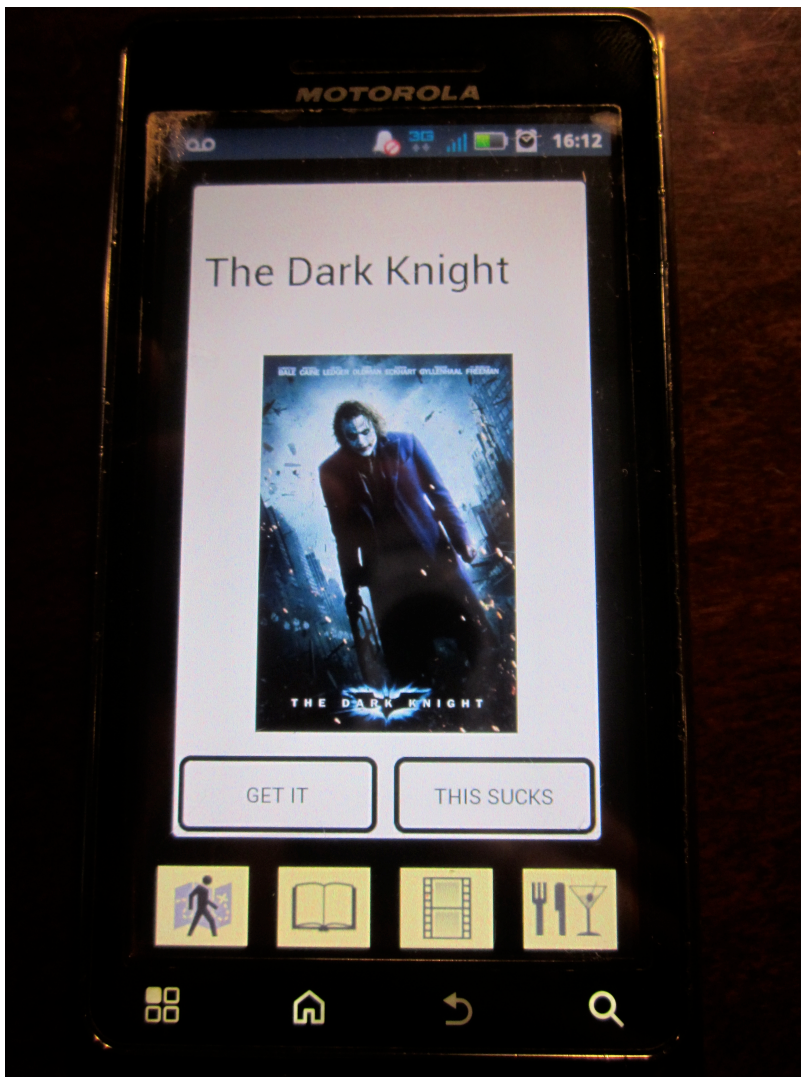
Figure 8

Figure 9

Figure 10