

Heuristic Evaluation for “Suggestible”

A note—I have an HTC Wildfire Android. It runs on Android 2.3.4 and has a 3.2 inch display. I couldn’t figure out how to take screenshots on my phone. Because I am not providing you with any screenshots, if you have any questions about what I am describing, feel free to email me at kleinab@mit.edu and I can meet up with your group after class some day.

Main content (large picture, words at top)

1. **Good:** Swiping is efficient and consistent with how many mobile applications with pictures work (Flexibility and efficiency; Consistency and standards)
2. **Minor:** When you are at one end of the list of items, and you try swiping such that you would go past the end of the list, there is no feedback. Swiping just turns off. (Error reporting)
Suggestion: allow user to swipe to the right, but just don’t show any picture. Then snap back to position. Alternatively, allow the list of items to loop, so when you are at the beginning of the list you can get to the end more efficiently.
3. **Minor:** Once all pictures are gone (i.e. user clicked “This sucks” for every picture), just displays a blank screen rather than giving feedback that there are no more pictures.
Suggestion: display a helpful message.
4. **Good:** Great minimalistic design, not too much extraneous information displayed. (Minimalistic design)

“Get it” and “This sucks” buttons

1. **Cosmetic:** Buttons don’t look consistent with typical android buttons, so hard to tell you’re supposed to click them (Consistency and standards)
Suggestion: make them look raised, and when you press it give feedback, such as the center changing color
2. **Minor:** Can’t tell that clicking “This sucks” will get rid of the picture entirely (Help and documentation)
Suggestion: more descriptive button names
3. **Major:** Once you click “This sucks”, no way to undo and get picture back besides closing the application (Error recovery)

Filtering buttons

1. **Minor:** Difficult to tell that first icon signifies travel. Too much extraneous information on that button (the dashed line) and that is not the typical icon used for travel. (Minimalist design; Match the real world)
Suggestion: use an airplane
2. **Good:** Other three icons (book, movie, and food) are consistent with icons in other interfaces (Consistency and standards; Match the real world)

3. **Cosmetic:** Not enough contrast between the color of the details of the icon, and the background color of the icons when highlighted (Visibility of system status; Aesthetic design)
Suggestion: change the background color from gray to something else
4. **Cosmetic:** These buttons don't look consistent with typical android buttons so not clear whether they are clickable (Consistency and standards)
Suggestion: make buttons rounded and raised

Checklist filters

1. **Cosmetic:** Not obvious way to find this page. Found it by accident when I clicked the settings button found on all androids, because I was looking for a help menu. Wasn't expecting to link to this page—generally clicking on the settings button pulls up a menu. (Consistency and standards; Help and documentation)
Suggestion: when you click on the main Android settings button (one of those 4 buttons at the bottom), create a menu with one of the options to this page.
2. **Cosmetic:** Not clear that the page is scrollable (Visibility; Consistency and standards)
Suggestion: place a scrollbar on the side that is permanently visible. Or even better, make the text of the bottom item in the list cut off so it's clear that you have to scroll down to finish reading.
3. **Catastrophic:** Not clear what the checkboxes and the "I like these again!" button are doing. Unclear why when you check something off and click "I like these again!" the item is removed from the list. No detectable feedback here. (Help and documentation)
Some explanation at the top of the list would be useful. Or showing better what is happening once you click "I like these again!"
4. **Major:** No detectable way to undo. Once you remove an item from the list (for example, "Action"), unclear how to get it back. (Error recovery)
Suggestion: once something is removed, add temporary undo button.
5. **Major:** Changes to the checklist do not save when you return to the main screen and then reenter the checklist. User would have to re-check off everything again. (Efficiency)

Item details (after tapping "Get it"):

1. **Cosmetic:** Inconsistent design between different types of items—book and movie reviews look different from restaurant views. (Consistency)
2. **Minor:** Book and movie reviews are cluttered. Difficult to pick out important information like author and genre. Labels for author, director, genre, etc. are indistinguishable from content. Title is never listed. (Efficiency; Minimalistic Design)

Overall:

1. **Cosmetic:** No icon on the main Android menu, so difficult to immediately spot Suggestible. (Consistency and standards)

2. **Cosmetic:** Can't turn phone sideways for larger view (User control and freedom)

Other bugs I found:

1. **Catastrophic:** Writing missing from above picture—perhaps my screen size is too small.