

HW2: Heuristic Evaluation

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4/22/12

1 Match the Real World: Vocabulary

Severity: Minor

“Contacts”, “Inbox”, “Settings” are words used in the real world.

“Identity” is a little unclear, though. In interfaces like Gmail, the term used is often “Profile,” “Account,” or just my name (“Kiran Bhattaram”).

Is the word from the security domain?



Figure 1: Identity Screen

2 Consistency and Standards: Icons

Severity: Good

The icons used were perfect, and are standard across many interfaces (gears for settings, speech bubbles for inbox, and heads for contacts). The fingerprint for identity was also on point. As seen in figure 2, conversations with multiple people have multiple people in the icon, and that conversations with verified people are green. This is excellent!

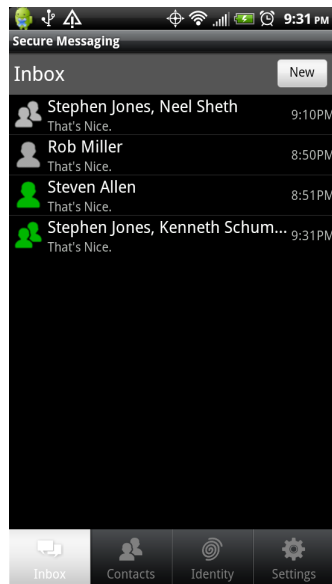


Figure 2: Standard Icon Usage

3 Visibility of System Status

Severity: Good

You used a tab-based menu, and highlighted the current tab. This is an excellent display of system status.

4 Aesthetic and Minimalist Design: Contrast Issues

Severity: Major

When a menu tab is highlighted, the white text on a light grey background is unreadable.



Figure 3: Highlighted Menu Contrast Issues

5 Aesthetic and Minimalist Design: Sleek Design

Severity: Good

The design is sleek and minimalistic, with good use of whitespace. Beautiful!

6 Colorblindness

Severity: Major

The colors you use to indicate contact verification are orange and green. This will affect users with Deuteranopia (red-green colorblindness).

Figures 4 and 5 shows what the interface looks like to someone affected by deuteranopia, as simulated by Color Oracle.

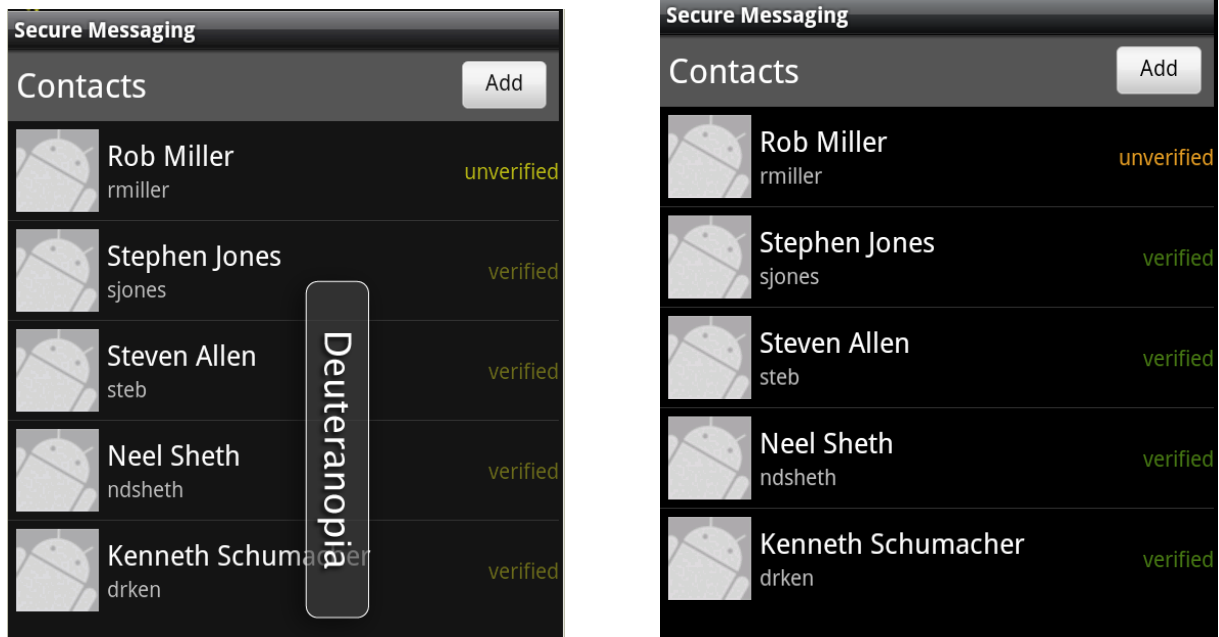


Figure 4: Colorblindness on Contacts Page

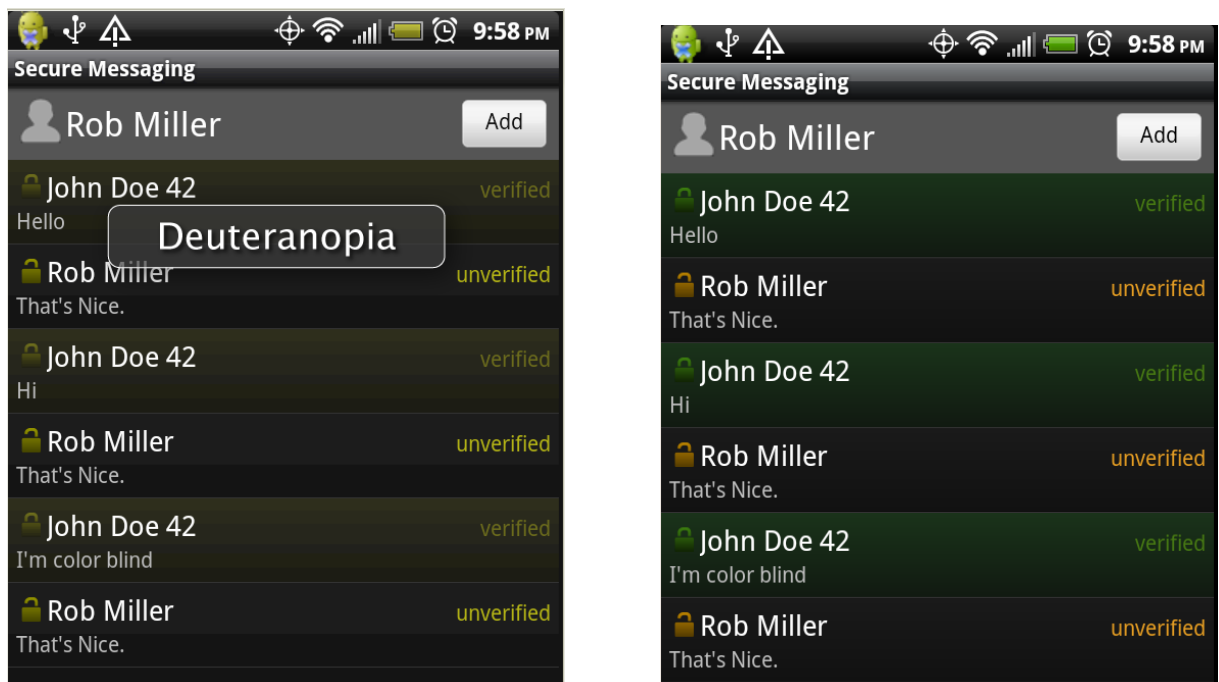


Figure 5: Colorblindness on Conversation Page

7 Efficiency: Starting Conversations

Severity: Minor

I'd expect to be able to start a conversation by clicking on a contact in the contacts list, as shown in Figure 6. A menu or contact details page would also be acceptable. It now takes 3 clicks to start a conversation with a specific contact (Inbox → New Conversation → Add).

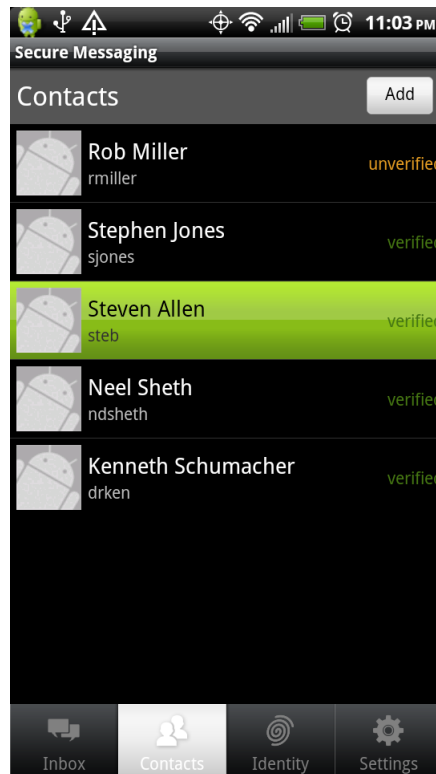


Figure 6: Clicking on a contact does nothing

8 Error Recovery: Removing Contacts

Severity: Minor

Once I've added a contact, I don't see any way to remove them. Clicking on a contact does nothing, holding my finger down on the contact (equivalent to right-clicking on mobile devices) does nothing, and hitting the android menu button does nothing.

9 Feedback: Adding Users to a Conversation

Severity: Catastrophic

There is no response from the interface after you add a contact to a conversation. I'd expect a flash notice informing me that "You've added Rob Miller!" or an update in the list of participants. However, adding a contact just takes me back to the conversation page.

Similarly, adding a contact who is already in the conversation results in no error messages. I'm not sure whether I've added a new participant, or the participant is already in the conversation, or an error occurred.

10 Visibility: Conversation Visibility to New Participants

Severity: Major

In Figure 7, I start in a conversation with no participants. I then add Neil, say something, then add Steven. How much of the conversation does each participant see?

Do all messages get forwarded to them? If so, it would be good to pop up a warning when adding a participant.

Do they only see messages sent after they join? If so, it would be useful to be able to see when a participant joined.

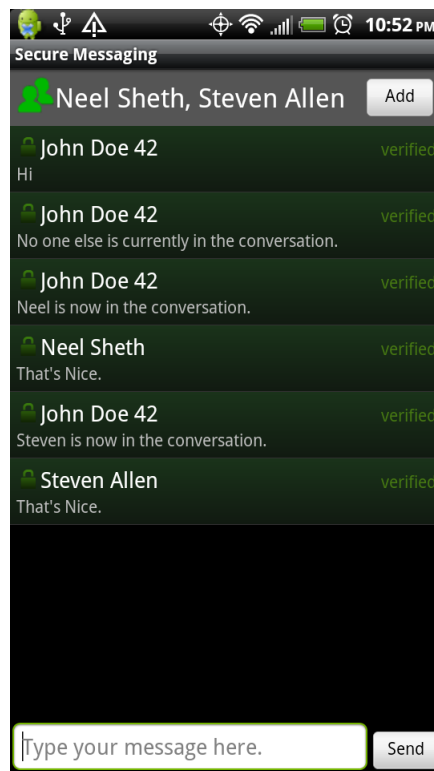


Figure 7: Adding Participants to Conversations

11 Feedback/Visibility: List of Users in a Conversation

Severity: Catastrophic

Group messages to more than 2 people only show the first 2 participants. There seems to be no way to see the entire list of participants. This is terrible; besides recall, I have no way of knowing who's part of a conversation.

In Figure 8, the first conversation involves Stephen Jones, Neel Sheth, Rob Miller, and Kenneth Schumacher. In the list, it only shows up under "Stephen Jones, Neel Sheth." In the conversation view, only "Stephen Jones, Neel Sheth" is displayed at the top, but Kenneth Schumacher has responded. Rob Miller is also in the conversation. I know this because the conversation icon is grey (unverified), and Rob Miller is the only unverified contact I have.

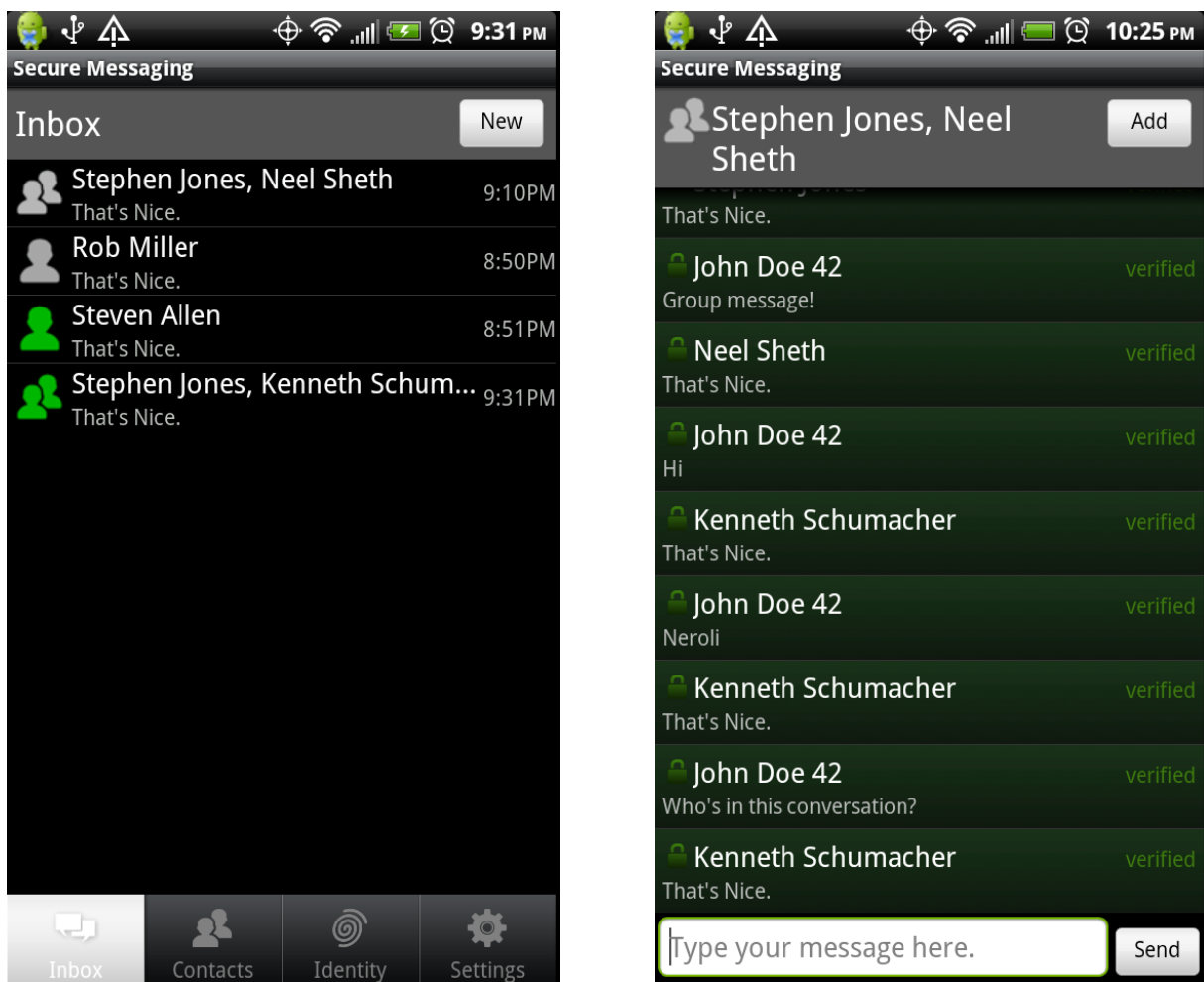


Figure 8: No Conversation Participant Visibility

Clicking on the conversation name, clicking and holding on the name, or hitting the Android menu button do nothing here.

12 Help and Documentation: What's an identity?

Severity: Minor

The identity page is kind of vague. It presents the user with a large QR code, a name, and 2 lines of hex.

A small sentence or flash message establishing the page's functionality would be appreciated. For example, "Use this page to share your secure information with other users," or "Your Secure Identification."



Figure 9: Identity Screen

13 Help and Documentation: What's "verified"?

Severity: Major

What does it mean for a user to be "verified" or "unverified"? Can I click on an unverified user to verify them? What's the verification process?

14 User Control and Freedom: Deleting Conversations

Severity: Cosmetic

It would be useful to be able to delete conversations. I can imagine the inbox getting unwieldy and long after using this application for a while.

15 Efficiency: Conversation View: Most Recent

Severity: Cosmetic

For long conversations, clicking on a conversation starts the view at the top of the conversation. Look at how Android implements messages: when you click on a long conversation, it starts the window at the bottom of the conversation. Implementing this, minimizing old

messages (like Gmail), or displaying messages recent first would help with viewing a long conversation.

That is, as seen in Figure 10, starting with the second screen instead of the first would help efficiency.

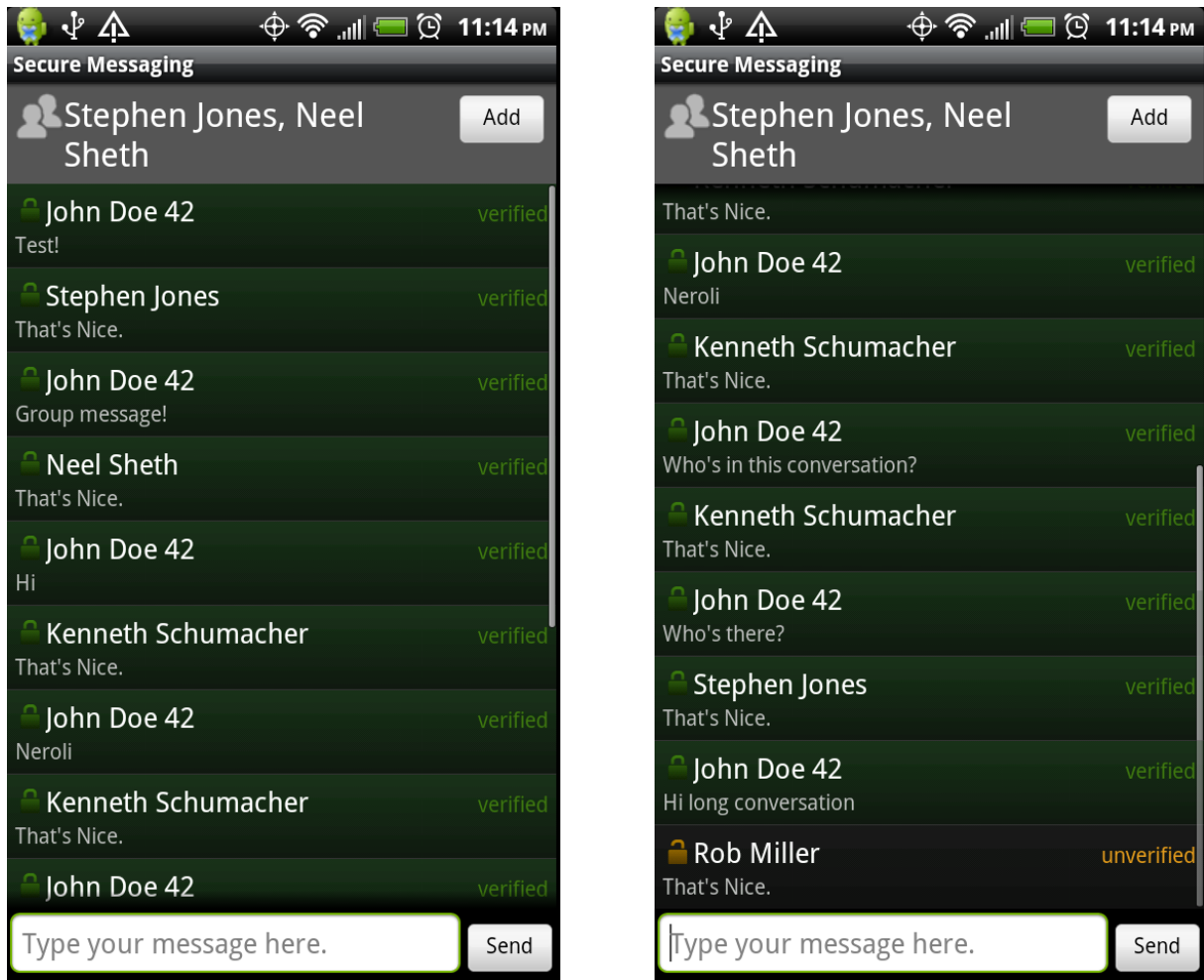


Figure 10: Long Conversation Pre-Scroll Options