

HW2 – Heuristic Evaluation

Note: I'm basing my evaluation mainly on Tog's Principle

1. Introduction page needed (Learnability)

- An introduction/landing page is needed to introduce the user to the interface. I'm at lost as to what this application is for, and what are its features. It took me a while, and a lot of random clicks before I understand it.
- Severity: Major

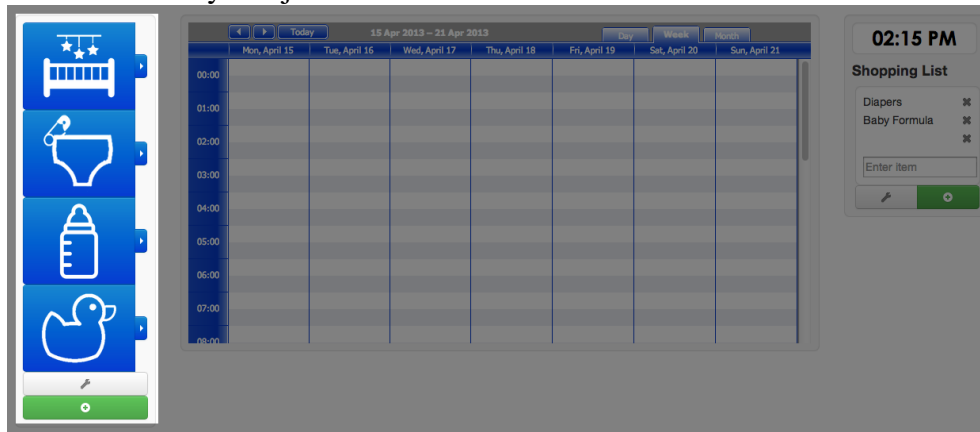


Figure 1 (Comment#2&3) Icons on the left hand side map well to the real world.

2. The icons on left map well to the real world items (Metaphors)
 - I know exactly what I will be putting on the calendar. It's also nice and big, so it's very easy to click.
 - Severity: Good
3. The icon in #2 doesn't do anything when clicked (Anticipation)
 - Those icons provide feedback when hover, but upon clicking it doesn't do anything yet. The add item panel (figure 2, below), doesn't differentiate between these icons. User has to manually say in the description, what the duty is about.
 - Severity: Major
4. Screen estate not fully utilized (Visible Navigation)
 - The calendar is not displaying the entire time span, requiring a scroll, but it also doesn't expand all the way down to display a larger portion of the calendar
 - Severity: minor

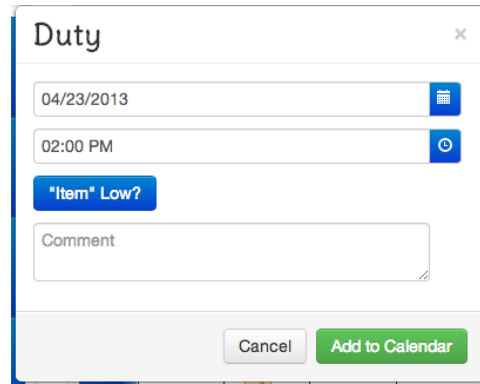


Figure 2 (Comment#5) There was no feedback when “Add to Calendar” button was clicked

5. Feedback when add item to calendar

- There was no feedback when I click add item from the panel on the side. The calendar also doesn't show the time at which I'm adding new task, so I clicked several time, resulting in many duplicate tasks at the same time of the day
- Severity: major

6. Warning before deleting an item (Protect user's work/Efficiency)

- (Safety) This is a good feature to have, to protect against accidental delete.
- (Efficiency) on the other hand, if we need to delete multiple tasks at once, this can reduce efficiency.
 - i. Suggestion: An undo feature might be better for this. If you don't want to create a dedicated undo button, a pop-up message like in gmail would work extremely well.
- Severity: good (Safety)/minor (Efficiency)



Figure 3 (Comment# 7) Clicking on the middle item (left) results in a popup that covers the item on the left completely (right)

7. Feedback on clicking the item already on the calendar (Track State)

- Additional buttons show up when an item on the calendar is clicked. However, this popup's layout is so similar to the actual item that they will look alike in a squint test. The popup also replaces the item on the left, making it look as if the other item has been deleted. Luckily, this misunderstanding can be resolved by clicking at random location, which closes the popup, and restore the hidden item.
- Suggestion: put the popup else where (on top, for example), make it look different, by using different color.
- Severity: minor



Figure 4 (Comment#8) Clicking the pencil logo (left) on the popup only allows for change of name (right).

8. The edit button on the popup only edits the name of the item (Anticipation)

- The pencil button suggests editing action to the item. However, upon clicking it, the interface only allows the edit of the name. If you want to edit, you have to actually go on to the panel button (the one above the pencil), to get the full detail and make the edit
- Suggestion: redo the popup, show all the detail and allow editing by just clicking each entry on the detail panel.
- Severity: major

9. Calendar defaults at 0000HR, Apr 15, 2013 (Efficiency/Anticipation)

- The calendar defaults at midnight, which seems to be a rather random choice of time. It also starts on Apr, 15, which will be a big problem if the current date is several months after Apr 15, 2013.
- Suggestion: A more interesting choice might be the current time and date.
- Severity: Major

10. Calendar using 24 hours format (External Consistency)

- The calendar is using 24 hours format, which, also to my surprise, is difficult to grasp for people in America. This might be good for anywhere else in the world.
- Suggestion: change to am/pm format
- Severity: minor

11. Switching from weekly format to daily format (Defaults)

- The calendar always defaults to Monday of the week (Except on the current week, which it will go to current day instead). It would be very cumbersome to have to navigate to Friday, if I'm coming from the weekly view.
- Suggestion: Most calendar app like iCal allows a "focus" on a particular day when you're in the monthly/yearly. Although, the day that has focus is not lightly highlighted, the app seems to secretly remembers and jumps to that day, or that week, when you switch to daily/weekly format.
- Severity: Major

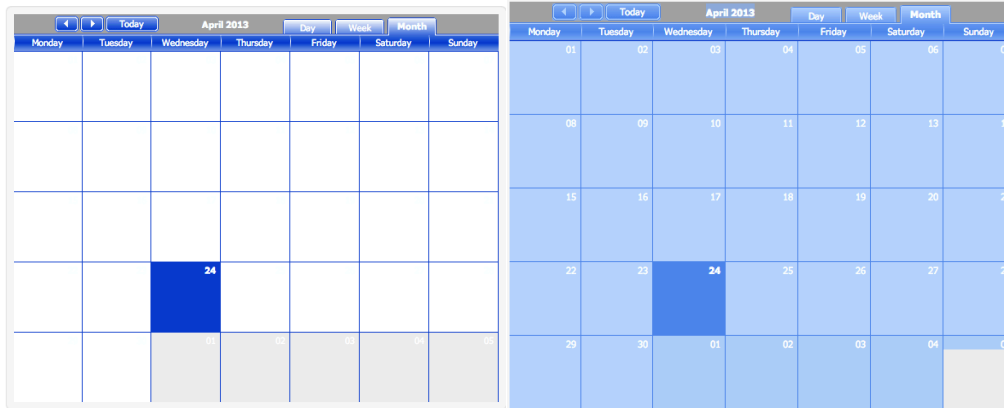


Figure 5 (Comment #12) The date on the calendar is show when drag-highlighted (right)

12. Date number on the Monthly view is the same color as its background! (Readability)

- You can't see the date unless you drag-highlight the whole calendar! Major usability issue that can be fix in a few lines of code 😊
- Severity: catastrophic

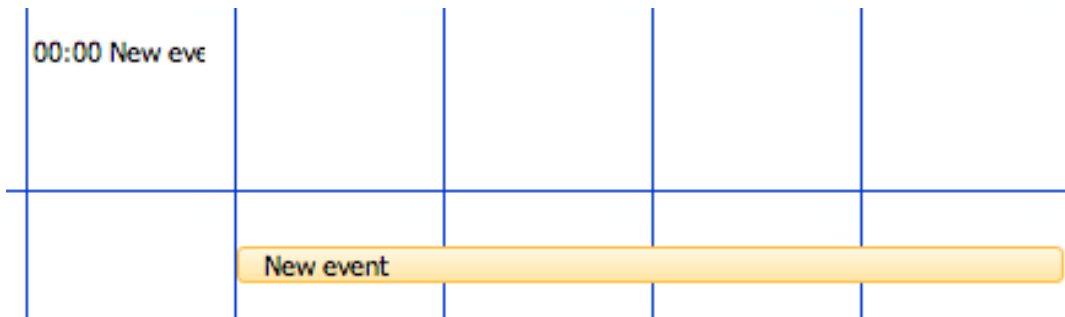


Figure 6 (comment# 13) Multiday event is highlighted, whereas one day event is a simple plain text

13. Multiday event, and in a day event are displayed differently (Consistency)

- The way that the multi-day item is display is good. It has a lot of contrast. This isn't the case for single-day item, suggesting that multi-day item is more important, which is not necessarily the case.
- Suggestion: give all items the same highlight, or add an additional flag for user to say that this item is important.
- Severity: minor

14. Add duty page does not allow user to enter end time (Consistency and Standard)

- This is understandable, as the user might not know how long those duties will last. However, from the calendar's point of view, there is no distinction between those duties, and the events that are created by dragging on the calendar. My mental model of this is that there are two kinds of things: duty and event. This probably explain different layout explained in #13.
- Suggestion: give "duty" a different highlight. Use an icon that allows it to be distinguished for the "event" on the calendar.
- Severity: minor, almost major.

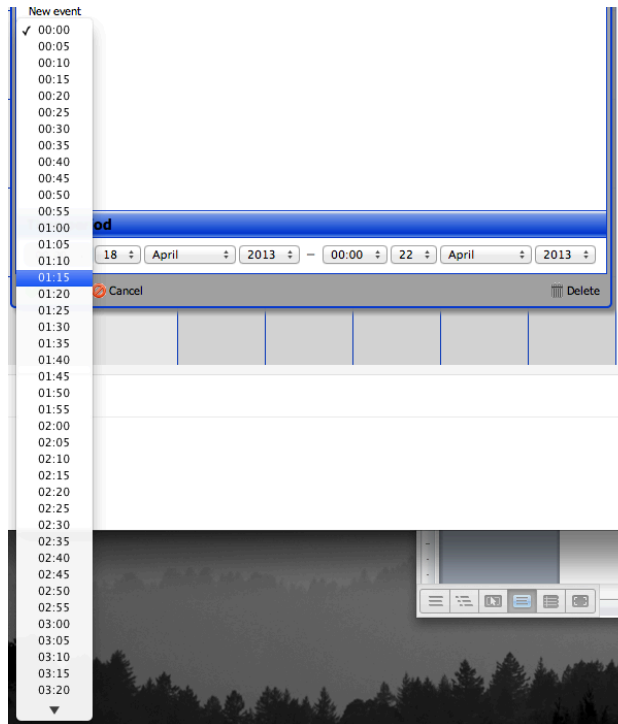


Figure 7 (Comment # 15) The time selector becomes a very long list in the span of only 3 hours.

15. The hour and minute in the time setter should be separated (Fitt's Law)

- The current implementation shows time every 5 minutes. It will be very hard to scroll all the way to get to the time that the user wants.
- Suggestion: break the time up, or allow user to type in the time they want.
- Severity: minor