

[6.831] HW2: Heuristic Evaluation

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Hitched

Overall

I really liked the strategy used here. It all felt very natural and made something that can be incredibly complicated seem fun, easy to do, and like an incremental, collaborative process (as opposed to a time consuming task that has to be done in one 'go'). Most of my concerns are probably due to the fact that it's an incomplete prototype. In conclusion, judging from what I saw, it seems like the final site will be very efficient and that some thinking took place before a design was chosen.

I will refer to Tog's First Principles in my comments below.

Good: Readability, Choose your wedding tasks form

When the user is presented with this screen 1 it is immediately apparent that there are many options to choose from. However, due to the nice contrast of the fonts with the background, the font size and style selection, and finally, the grouping of related items, the form is very easy to skim and explore.

The screenshot shows the 'Choose your wedding tasks' form on the Hitched website. The form is organized into several categories, each with a list of tasks and checkboxes:

- Guests**
 - Create guest list
 - Send save-the-dates
 - Hotel reservations
 - Finalize RSVPs
 - Seating Plan
- Gifts & Registry**
 - Registry
 - Thank-you notes
- Flowers & Decorations**
 - Reception decorations
 - Table arrangements
 - Ceremony decorations
 - Booking wedding florist
- Food & Drinks**
 - Catering
 - Wedding cake
- Bride**
 - Wedding dress
 - Accessories
 - Shoes
 - Nails
 - Hair
 - Bachelorette Party
- Ceremony**
 - Contact photographer
 - Ceremony officiant
 - Ceremony location
 - Ceremony readings & vows
 - Song list & music

Figure 1: Choose your wedding tasks form

Minor: Efficiency, Choose your wedding tasks form

Because there are so many options to check/uncheck in this form 1, I find myself looking for 'select all', 'select none', or 'select entire group' options. I then tried holding Shift, while clicking the first and last items in a set range to get numerous items checked simultaneously (possible in both Windows and Ubuntu), but this was not possible. It might be a good idea to look for ways to make the checking process as swift and painless as possible for the user.

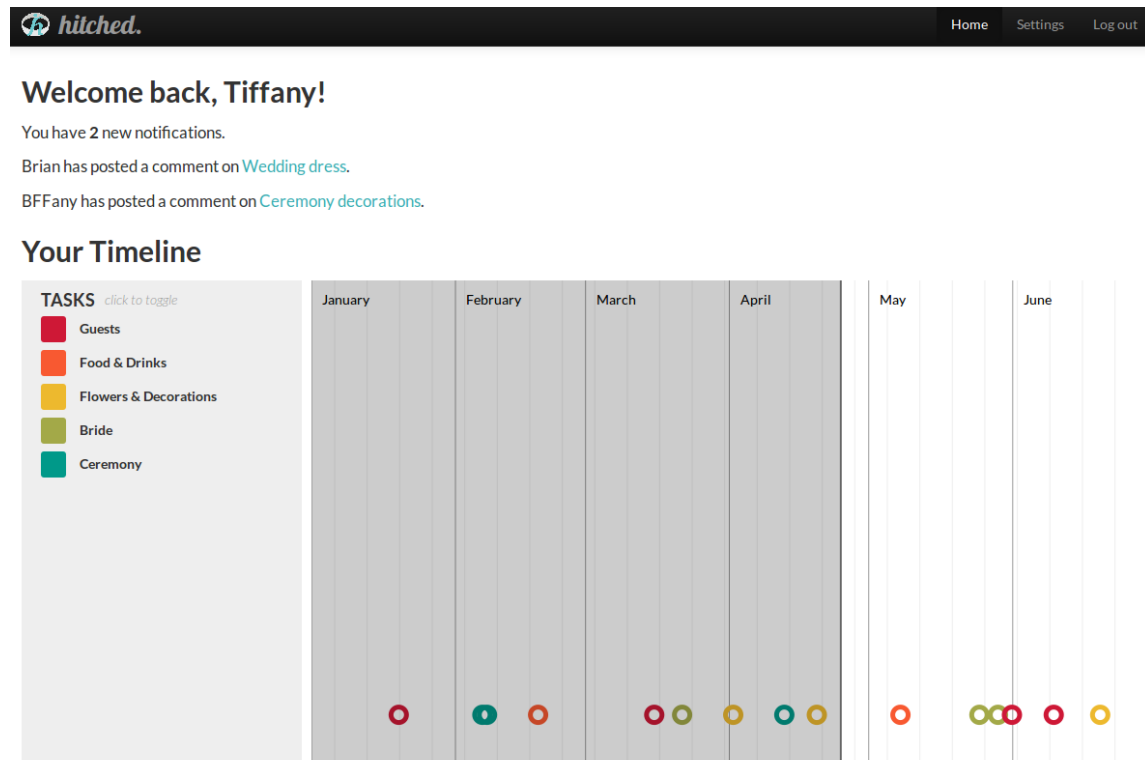


Figure 2: Timeline

Major: Explorable Interfaces, Choose your wedding tasks form/Timeline

After the user checks the tasks of interest and clicks 'DONE' a new screen with a timeline 2 is shown. I found no way to undo, go back, or modify the tasks I had selected in the previous screen. I clicked 'Home', but nothing happened. Using my browser's 'Back' button worked, but users generally try to avoid this, as it often deletes their progress.

Good: Metaphor, Timeline

The use of a calendar-like 2 interface is easy to understand right away. It was clear to me almost immediately that the darker region is the past and that tasks are ordered and sequenced.

Good: Learnability, Timeline

I experienced no learning curve when using the interface. I simply played around with the pointer

and was able to see (i) the task icons on the left side light up on mouse-over (ii) popup windows with information on mouse-over on icons on the right side of the timeline (iii) instructions that are small and subtle, don't take too much space but can be easily found when the user is looking (e.g., 'click to toggle', 'View Event >>').

Minor: Explorable Interfaces, Timeline

When the tasks icons (on the left) are click, i.e., 'toggled', the user can 'toggle' them off and it is clearly indicated (icon becomes hollow), however, it is not possible to click again in order to 'toggle' back on. I'm sure this is a minor bug in the code. I was able to get around this by going into an event and going back to the timeline screen.

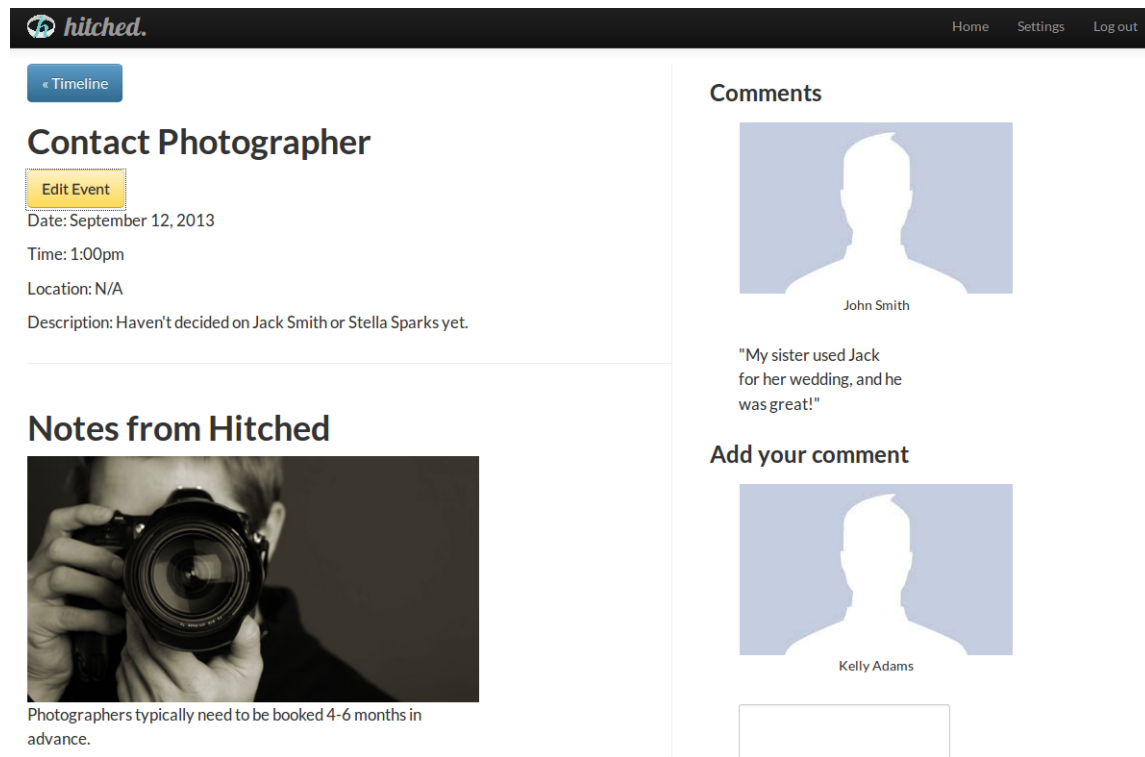


Figure 3: Event/Comments

Good: Learnability, Comments

The prototype is hardcoded to go to the Event/Comments screen for any event/comment 3 so I can easily imagine how using the site will feel like. The comments interface is very familiar, with a clear affordance (i.e., green 'submit' button, text field, etc.).

Major: Explorable Interfaces, Comments

Submitting a comment adds the text where one would expect it to appear. However, there does not seem to be a way for the user to edit or remove the message. I was expecting this functionality and would not like it if I accidentally post typos for many other users to see, or cannot remove

comments that are no longer relevant. A simple 'x', trashcan icon, and/or pencil/edit icon, would be a good way to indicate this is possible.

Good: Efficiency of the User, Event

The 'Notes from Hitched' message with a large image 3 seems very effective and useful. However, I think the text should go above the image and should perhaps be emphasized a bit more (e.g., bold letters).

Good: Explorable Interfaces, Event/Comments

It was very easy for me get accustomed to go 'into' events, playing around, and then using the blue '<< Timeline' button 3 to go back to the main Timeline screen 2. This seems like the main use mode; it feels natural and simple.

Suggestion: Track State, Timeline, Event/Comments

It might be worth looking into a having a bar with a 'summary' of the timeline and how's it changing remain in the screen at all time. Perhaps at the top or bottom.

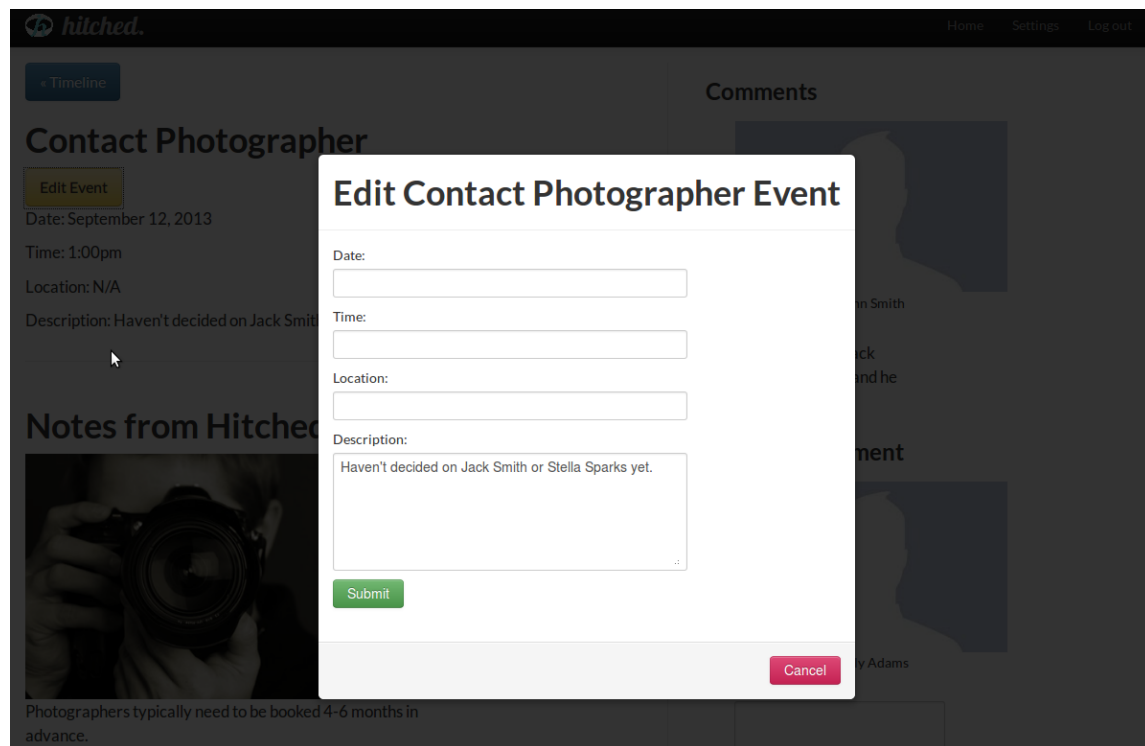


Figure 4: Edit Event

Major: Explorable Interfaces, Edit Event

When the user clicks on the 'Edit Event' button, a form pops up 4. However, all text fields are blank. It was unclear to me if it would simply replace all fields (e.g., if I left others I don't want to change blank). After the user commits a change, i.e., clicks 'Submit', the Event screen remains

unchanged 3.

Major: Consistency, Edit Event

I did not feel like editing an event would be safe given all the possible ways to specify time and date. For example, will it understand that I meant 5:00 PM if I type in '5pm' or '5'? Similarly, for the date, will it understand 'September 2', 'Sept 2', '9/2', and/or '9/2/13'. This can be easily solved by having dropdown suggesters or by having the input automatically convert itself to consistent form.

Good: Efficiency, Edit Event

Clicking the blacked out part of the screen 4 cancels all editing. This is very natural to users that have used modern sites with a similar feel.

Major: Defaults, Edit Event

I was expecting the Edit Event form to come pre-loaded with the current information. As a user, I would be worried about accidentally replacing all event information with blank fields. It is also easier to change one single field while keeping the rest intact.