

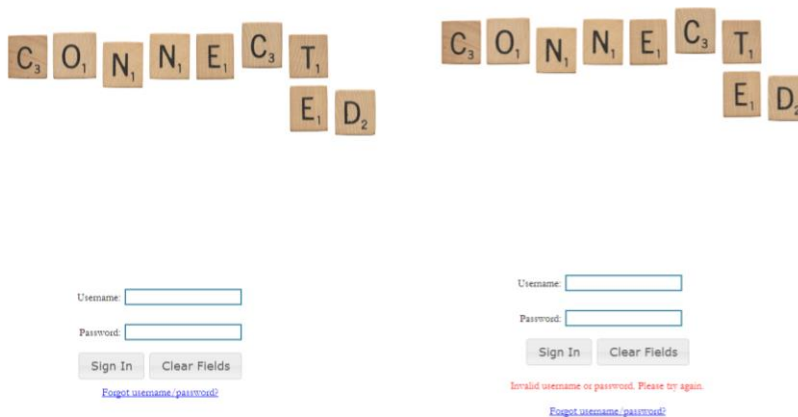
ConnectEd Heuristic Evaluation

Tested on: Chrome

Collaborators: I looked at some of the already posted heuristic evaluations for this project to get an idea for the formatting of this report. I specifically avoided reading provided feedback, though.

Item 1

Description: Clicking “sign in” without entering any info causes a “Invalid username or password. Please try again.” message to appear, which shifts the location of the form itself about 10 pixels to the right. The form probably shouldn’t move.



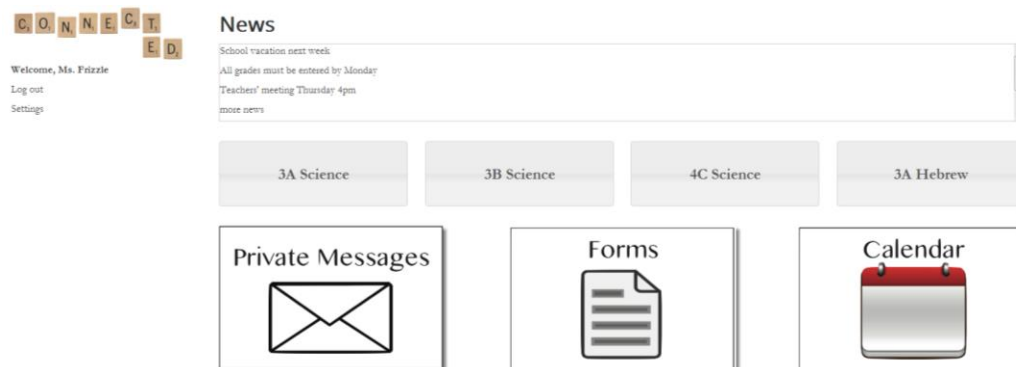
Usability Heuristic: Anticipation.

Severity: Cosmetic

Possible Solution: Fix the sign on form in place, so that the message doesn’t cause it to move.

Item 2

Description: Fonts are inconsistent through the site. Just on the landing page, the left bar has different font than the “News” header or the buttons. The buttons in the landing page (e.g. “3A Science”) also have a different font from the buttons in the sign-in page.



Usability Heuristic: Consistency

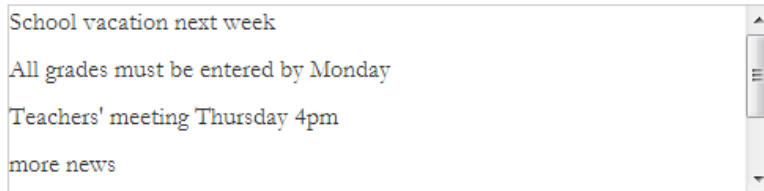
Severity: Cosmetic

Possible Solution: Pick one font and stick to it. It is probably okay to use different fonts to serve different purposes, but it should be somewhat clear to the user why the fonts are different.

Item 3

Description: News box looks like it can be edited/interacted with. The text box is very similar to input form text boxes in visual style.

News



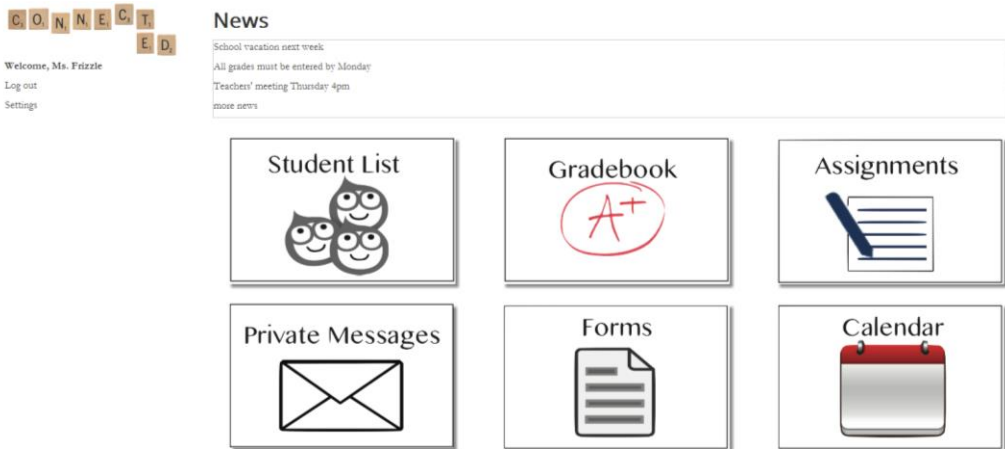
Usability Heuristic: External Consistency

Severity: Cosmetic

Possible Solution: Change the way the form looks to make it a bit more obvious that it's not an element you can interact with.

Item 4

Description: Clicking on a class takes you to the class menu, but there is no indication of which class you're currently viewing.



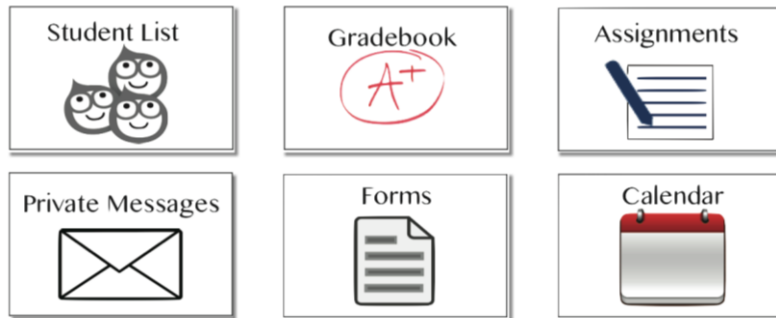
Usability Heuristic: Feedback

Severity: Major

Possible Solution: Include the class name somewhere on the page, simply to indicate the options for which class you're currently viewing.

Item 5

Description: It's unclear (at a glance, at least) whether the bottom line of navigation buttons (PMs, Forms, Calendar) correspond to the particular class or are general, site-wide navigation buttons.



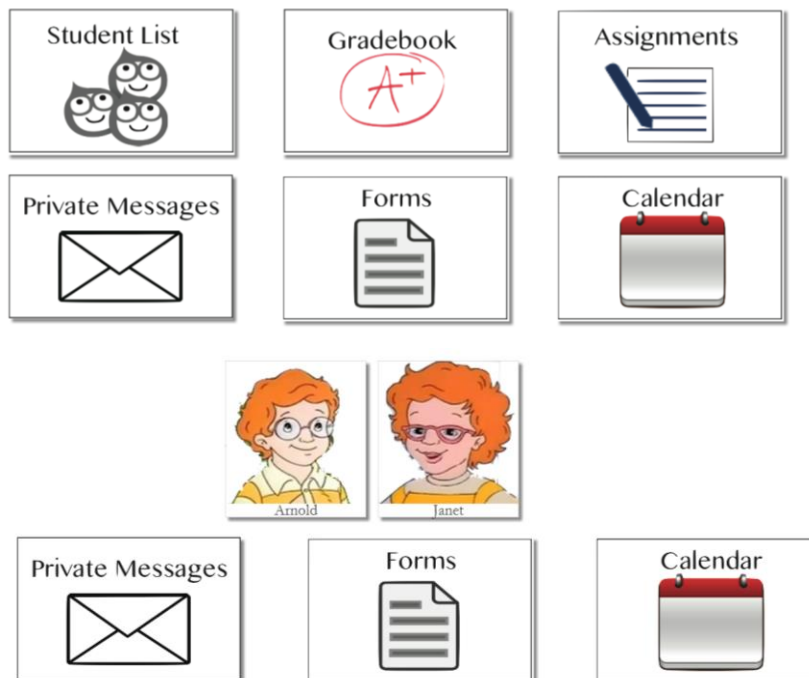
Usability Heuristic: Learnability (grouping)

Severity: Major

Possible Solution: If the navigation buttons do correspond to a particular class, then they are basically fine where they are. However, if these are site-wide navigation, then it should be clear that these are distinctly separate from the first row of buttons, which strictly correspond to the particular class currently being navigated.

Item 6

Description: Good visual metaphors directly identify what each button does, and makes it very clear at a glance (without even having to read the text) which button to press to navigate the site.

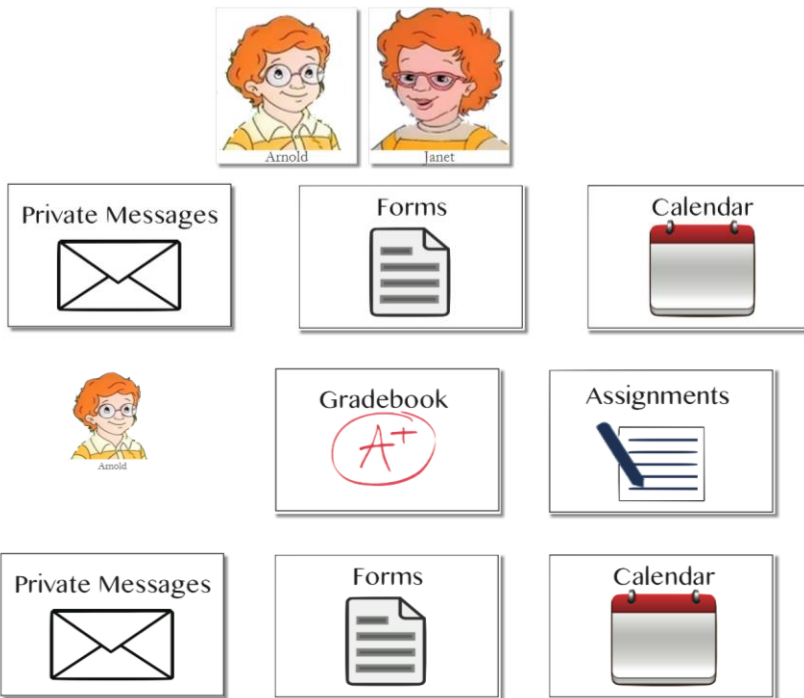


Usability Heuristic: Learnability

Severity: Good

Item 7

Description: Item positioning/alignment changes between screens. In particular, the “Private Messages” button.



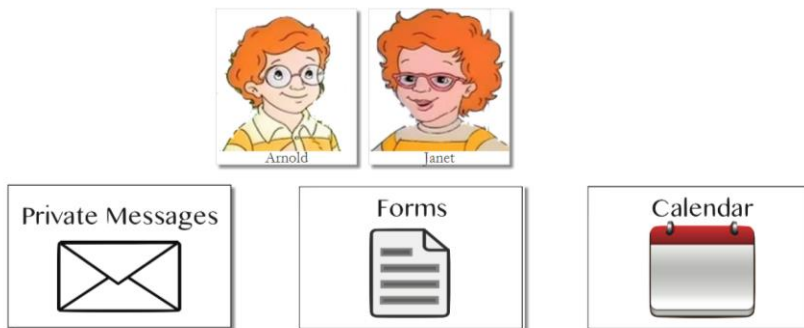
Usability Heuristic: Consistency

Severity: Cosmetic

Possible Solution: At the risk of this sounding too obvious, make sure that items are aligned consistently across pages.

Item 8

Description: If a parent has only a single child, the page should default to showing only gradebook/assignments screen, rather than having to go through the “pick a child” interface (and avoid the extra click). Admittedly, this may already be in the works, and wasn’t able to be tested/shown from the limited test cases provided.



Usability Heuristic: Efficiency

Severity: Minor

Item 9

Description: “Clear Fields” button in login form is largely unnecessary. When was the last time you used a “clear fields” button for a two field form? It may save a marginal amount of time, but it’s so unlikely to be used that it’s unnecessary.

A login form with two input fields: 'Username' and 'Password'. Below the fields are two buttons: 'Sign In' and 'Clear Fields'. A link 'Forgot username/password?' is located below the 'Clear Fields' button.

Usability Heuristic: Efficiency/Simplicity

Severity: Minor

Item 10

Description: It’s made clear to the user who is currently logged in. Given that this may be used in an environment where teachers share computers and such, this is good feedback.



Usability Heuristic: Feedback

Severity: Good

Item 11

Description: It’s not obvious on the forms page that the sort-by text is clickable. Admittedly, one would understand that that text is there for a reason, but it doesn’t stick out as an element that can be interacted with.

A table titled 'Current Forms' with a 'Create new form' button. The table has three columns: 'Form', 'Class', and 'Date'. Each column has a 'sort by' link. The table contains several rows of form data.

Form	Class	Date
ice skating trip	3A Hebrew	March 19, 2013
pizza day	4A Science	February 1, 2013
pizza day	3B Science	October 17, 2012
Science Museum trip	4A Science	December 7, 2012
pizza day	3A Science	February 11, 2013
pizza day	3A Hebrew	November 21, 2013
SkyZone	3A Hebrew	April 9, 2013
Science Museum trip	3A Science	January 24, 2013
Science Museum trip	3B Science	November 21, 2013

Usability Heuristic: Learnability

Severity: Minor

Possible Solution: When you click on the text, an icon pops up showing the sorting direction. Perhaps adding the icon next to the field by which the form is initially sorted by would make it obvious that these elements can be interacted with. It would also help to add some hover effect to the text to indicate that it can be clicked/interacted with.

Item 12

Description: You have to click “preview” in order to bring up a text editor, presumably where one actually enters the content of the form being sent out. This isn’t particularly intuitive. For one, this isn’t what “preview” would imply. I assumed when I clicked “preview” that it would show me a preview of some pre-filled form or such, rather than bring up an editor to fill in the form.

Create Form

The screenshot shows a 'Create Form' dialog box with the following fields and options:

- Form Type:** Performance Record (dropdown menu)
- Activity/Event:** TEST THING (text input)
- Class:**
 - 4A Hebrew
 - 3A Science
 - 3B Science
- Date:** Saturday, 27 April 2013 (text input)

Buttons: Preview, Send, Cancel

Below the dialog box is a text editor window with a toolbar containing icons for bold, italic, underline, strikethrough, bulleted list, numbered list, indent, outdent, and a style dropdown menu set to 'Normal'.

Usability Heuristic: Learnability

Severity: Catastrophic

Possible Solution: Have the editor be already open and ready (perhaps with a pre-filled in template, optionally which automatically updates as the event data is filled in the upper input fields).

Item 13

Description: When the form preview field is open, it is below the preview/send/cancel buttons. One then has to navigate from top to bottom, and then back up, in order to submit the form. It’s much more natural to navigate a page/form from top to bottom in one go.

Create Form

This screenshot is identical to the one for Item 12, showing the 'Create Form' dialog box and the text editor window. The layout is the same, with the dialog box above the text editor.

Usability Heuristic: External consistency

Severity: Minor

Possible Solution: Move the buttons to be below the preview form editor.

Item 14

Description: Form preview editor uses a totally different color scheme from the rest of the site.

Create Form

Form Type: Performance Record

Activity/Event: TEST THING

Class: 4A Hebrew
 3A Science
 3B Science

Date: Saturday, 27 April 2013

Preview Send Cancel

Usability Heuristic: Internal consistency

Severity: Cosmetic

Possible Solution: Change the color from blue to grey.

Item 15

Description: Approved/denied seems to be particularly specific to field-trip type forms. Schools usually send various types of forms... from field trips to simple memos that require confirmation that they have been read. The teachers should have some degree of freedom when determining what types of responses (or response options) they would like from parents.

Ice Skating Trip

[back to all forms](#)

[View Form](#) [Resend to all pending](#)

Name	Form Status
Arnold	✓
Liz	✗
Dorothy Ann	✓
Carlos	? Resend Form
Phoebe	✓
Wanda	? Resend Form
Ralphie	✗
Tim	✗
Keesha	✓
Janet	✓

Approved
 Denied
 Pending

Usability Heuristic: User control and freedom

Severity: Major

Possible Solution: Provide some interface in the create form editor to specify/customize the types of responses expected from parents.