

Heuristic Evaluation of RocketScienceInk

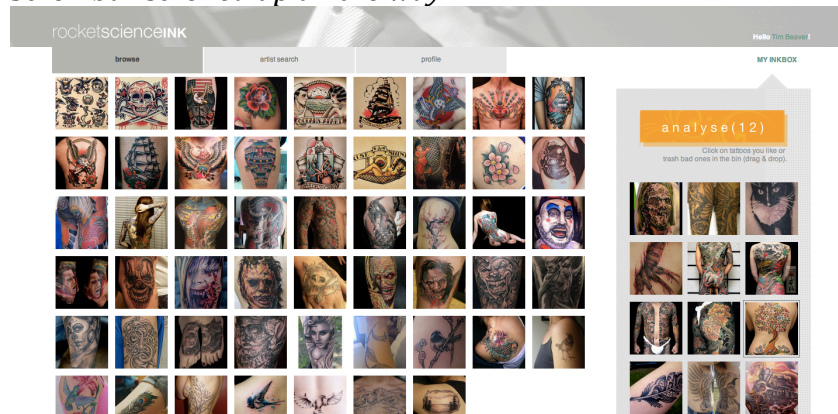
Note: Comments are ordered by decreasing level of severity.

1. Deleting tattoos (autonomy and human interface objects)

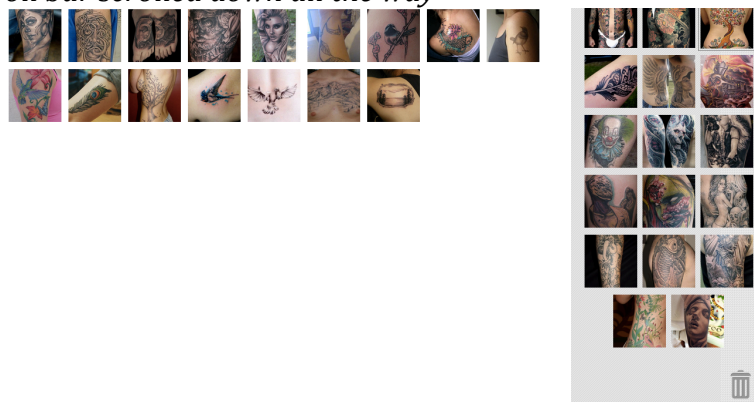
Severity: Major

If enough tattoos are added to the inkbox, the size of the inbox will grow to be longer than the window length. Then, if you scroll up to the top of the screen you will see a number of selected tattoos in the inkbox, but since the list is so long, the trashcan at the bottom of the inkbox will not be in view. With the current window resolution it will be impossible to drag and delete selected tattoos. The only way for the user to be able to delete a tattoo at the top of the inkbox in this case is by zooming out. One solution for this would be to have users right click on the tattoo images in order to select an option to delete them. Another solution may be to have the trash can move on the webpage so that it remains in the same physical location on the computer screen when the user scrolls; then the trash can will always be visible.

Scroll bar scrolled up all the way



Scroll bar scrolled down all the way



2. Saving inkbox selections (protect users' work)

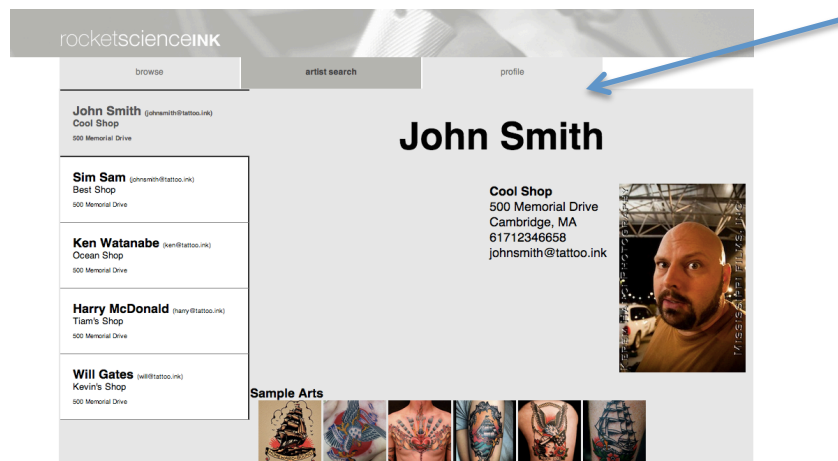
Severity: Major

If the user has selected tattoos that he is interested in on the browse page, but then navigates to the artist search page or the profile page and then returns to the browse page, the selected tattoos will have disappeared from the inkbox. The user may not remember the tattoos he selected, or it might take a significant amount of time to re-find those tattoos in the large list of possible tattoos.

3. Profile tab confusion (learnability)

Severity: Major

When the "artist search" tab is selected, the background color of the artist area is the same shade of gray as the "profile" tab. The artist area also touches the "profile" tab, so if the user is on an artist page, it may look like the "profile" tab is selected and that the user is on the profile page. This is especially confusing because the user is shown bios or "profiles" for artists on the pages.



4. Context for profile page and editing information (visibility and user control)

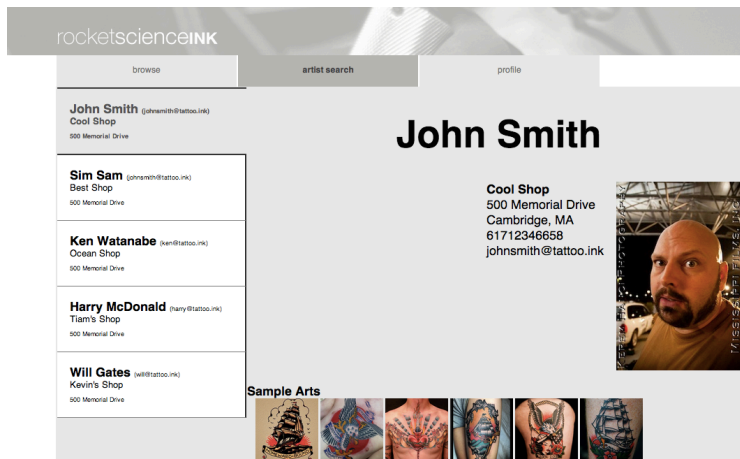
Severity: Major

Do artists see clients' profile pages? I'm confused because Tim L. Beaver's page includes the greeting "Hi! I'm Tim the Beaver from MIT. I'm looking for ideas for my first tattoo". I'm currently logged in as Tim L. Beaver, so it seems a little weird that this greeting would appear on my page. Also, you should allow the user to modify their profile information, but I imagine you already have plans to do this.

5. Spacing and layout of artist pages (aesthetic design)

Severity: Major

Right now there is a lot of empty space to the left of the artists' addresses. I think having pictures and text side by side may pose issues if you add more text. The current alignment of items is strange. The artist's name is centered, the address and artist picture are together right aligned, and the sample arts label and photos are left aligned.



6. Tattoo images are small (user control)

Severity: Major

It is difficult to see details of tattoos when they are that small. Perhaps when a user double clicks on a tattoo image an overlay could appear with a blown-up version of the image.

7. Logo highlights on hover (affordances and consistency)

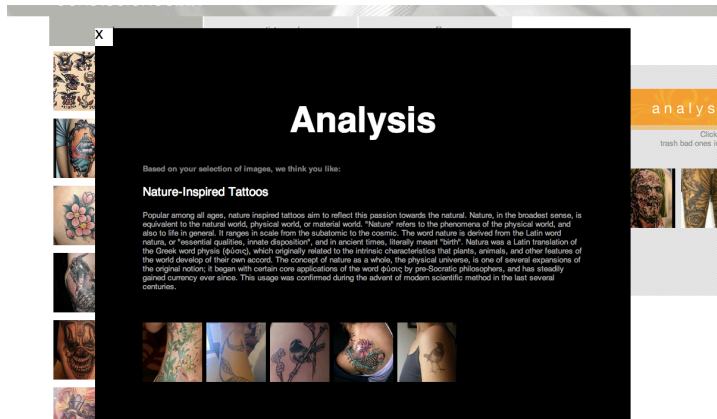
Severity: Minor

Hovering over the "rocketscienceink" logo changes it from white to orange. However, clicking on the link results in remaining on the same page and not being directed to a home page, as may be expected.

8. Closing the analysis window (consistency, efficiency, and Fitts' Law)

Severity: Minor

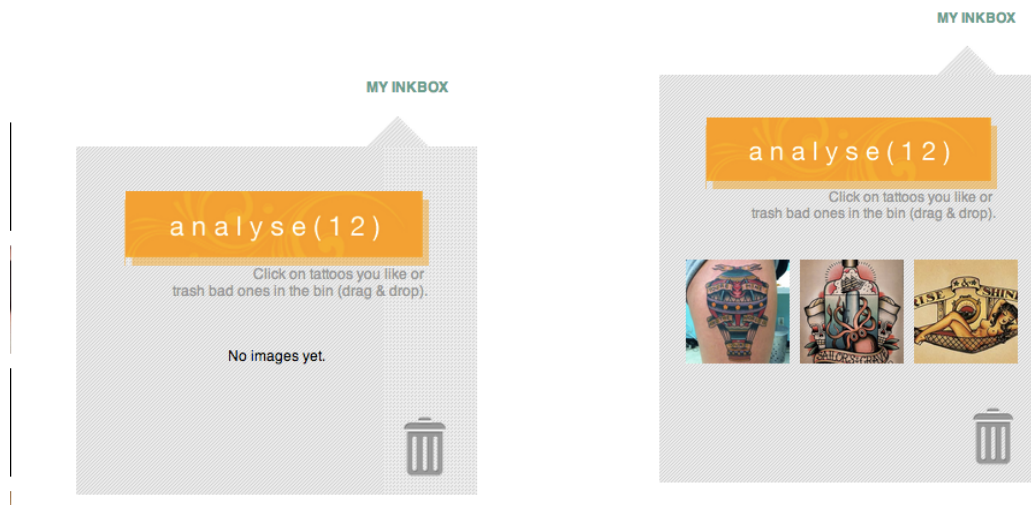
On the browse page, the window closing mechanism for the analysis overlay isn't consistent with that in other applications. The X square in the top left corner isn't actually a button and it doesn't give low-level feedback. Also, when the user clicks outside the overlay window it doesn't close the window. In other applications it is expected that the window would close. It may also be more efficient for the user to click outside the overlay window than to the click on the X. The user clicks on the "analyse" button to make the overlay appear, so the user's cursor is already outside of the overlay window; moving the cursor to the X to close the overlay window takes time and energy.



9. Number next to the analyse button (visibility of system status)

Severity: Minor

What does the (12) next to analyse on the browse page mean? Is it the number of images that it is basing the analysis on? Currently the number remains at 12 regardless of the number of tattoos in the inkbox.

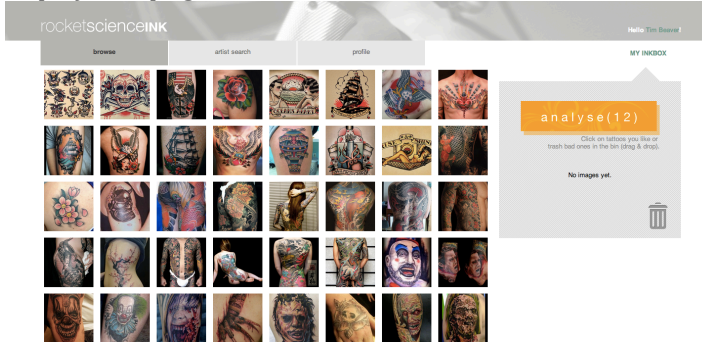


10. Viewing inbox after scrolling (user control and freedom)

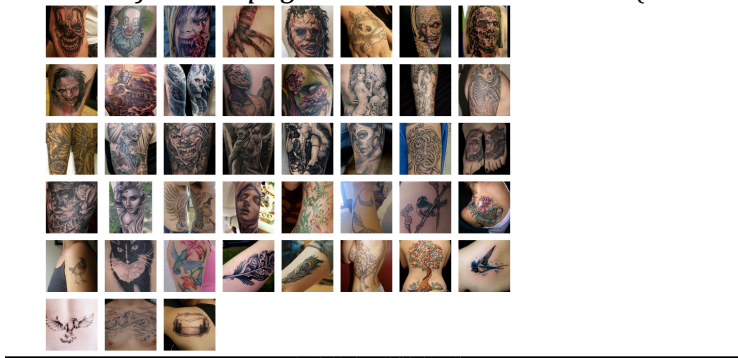
Severity: Minor

When you scroll down on the browse page, the inbox remains at the top of the webpage and is no longer visible or is less visible. It might be nice for the user to be able to see the inbox when they scroll down the screen so they can get feedback and see the inbox populate with tattoos as they click on tattoos in the grid.

Top of webpage



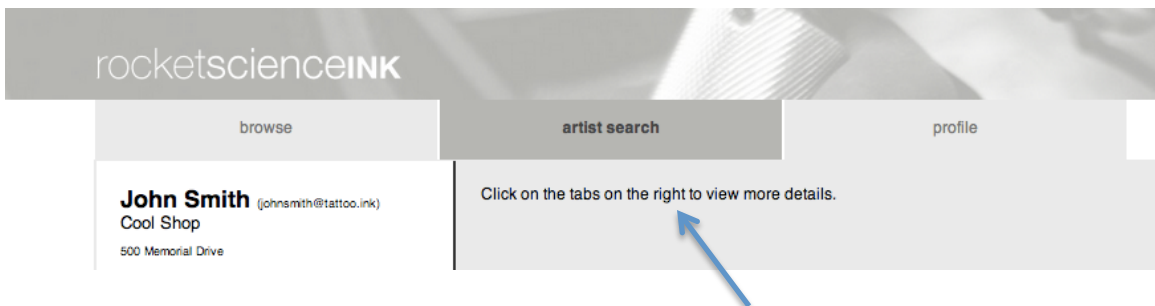
Window after webpage has been scrolled down (note inbox is not visible)



11. Artist search incorrect text

Severity: Minor

When the user first clicks on the "artist search" tab, the center area currently says "Click on the tabs on the right to view more details". I think this is supposed to say "left" instead of "right".



12. Contrast of text versus images (readability)

Severity: Cosmetic

Although having the background be a picture of a tattoo artist at work is clever and interesting, this may lead to some contrast issues with overlaid text. One solution might be to make the text a color instead of white, though that might ruin the black and white effect. Perhaps try moving the white text to cover an area of the picture that is darker.



13. Cursor shapes upon hovering (internal consistency)

Severity: Cosmetic

When hovering over the "browse", "artist search", and "profile" tabs, the normal black cursor arrow changes to a finger pointer cursor. However, when hovering over specific artist tabs, the cursor remains a black arrow. You should consider having the cursor change to a finger pointer when it hovers over the artist tabs.

14. Tattoos in grid move upon hovering (aesthetic design)

Severity: Cosmetic

When I move my cursor over the grid of tattoos on the browse page, a border appears around the tattoo that my mouse is currently hovering over. Also, this tattoo and the ones to its right appear to shift downward and to the right by a pixel or two. I think the shifting occurs because of the added border. I'm not sure if this is intentional. In a way this shifting makes the user more aware of the tattoos he is hovering over and provides some stimulation, so this could be a positive. However, it is a little strange. Maybe you want to consider highlighting the tattoo the mouse is hovering over with a colored border as a different way of getting the user's attention.

15. “Drop down” inkbox (external consistency)

Severity: Cosmetic

The triangle attached to and above the gray analyse square makes it seem like the analyse area drops down from “MY INKBOX” and that there might be other items that drop down from “MY INKBOX”. Triangles like this appear on Facebook under notifications, messages, and settings when these features are open. However, “MY INKBOX” is actually a link and not a menu as might be expected.

