

## HW 2: Heuristic Evaluation for TrueVote

<http://truevote.herokuapp.com/>

1. **Minor:** Progress bar under the “Ballot” title is confusing as to what progress it is showing. At first I thought it shows the progress within this one ballot, but it actually shows the progress for all the ballots needed to be done (Visibility of system status & Learnability).

Suggestion: Put the progress bar above the “Ballot x” title instead of below to show that it is for all the ballots. Could also indicate the total number of ballots to be completed such as “1/5”.

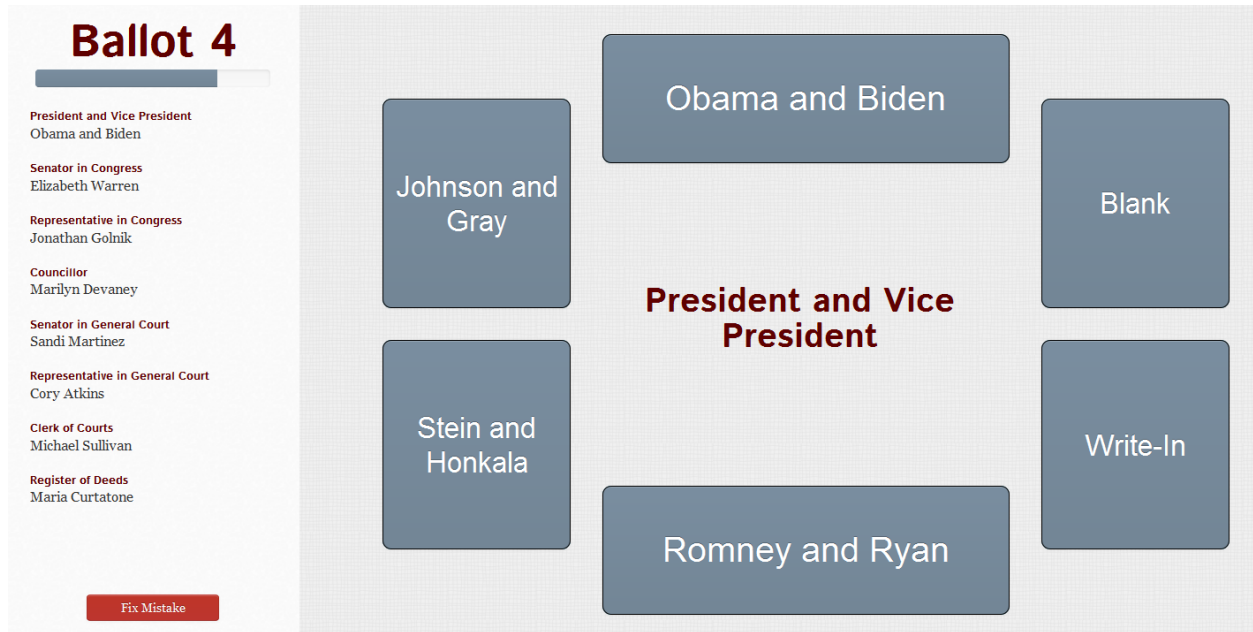


2. **Minor:** Related to the previous point, the progress within the current ballot is not obvious enough. Users need to look at the ballot on the left and search for unfilled areas, which are hard to see, to know how far they are (Efficiency & Visibility of system status).

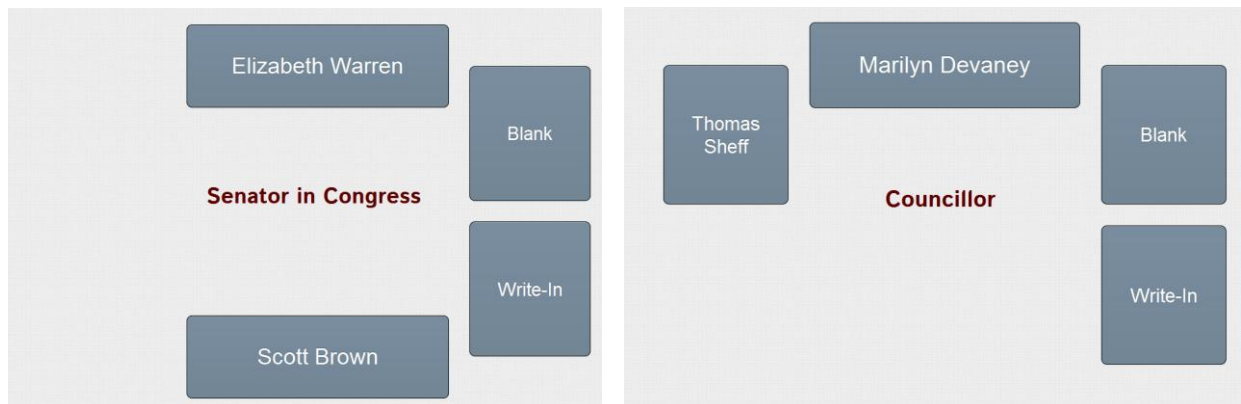
Suggestion: Highlight the current area being filled that matches the race being selected on the right.



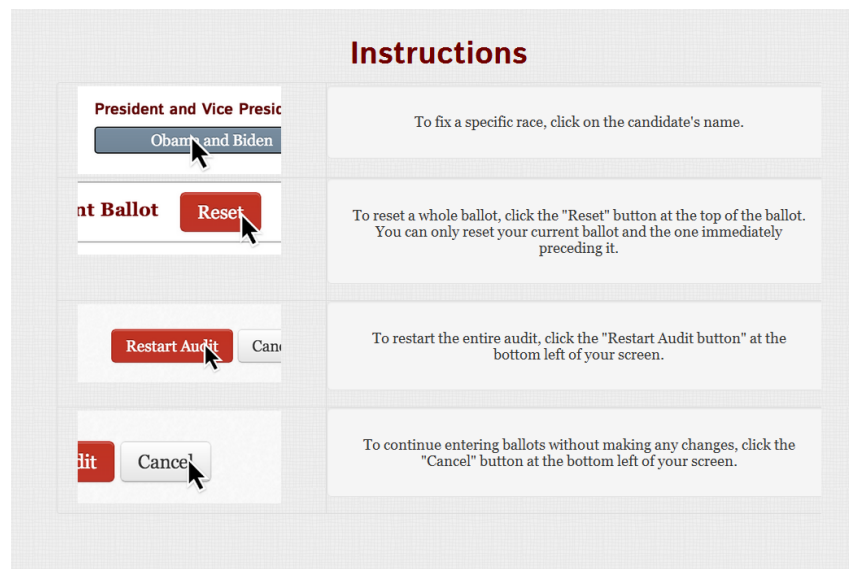
3. **Major:** When transitioning between ballots, information of the previous ballot is still shown on the left while selection for the next ballot has started on the right (Visibility of system status).



4. **Good:** The buttons for the candidates are large and not crowded together. They are very easy to see and fast to click (Efficiency & Error Prevention).
5. **Major:** The candidate buttons seem to appear at unpredictable locations. When there are two candidates, the buttons are placed at two different combinations of locations. Users might expect to find buttons at the same locations. For example, if there is only one candidate, the button is always at the top (Internal consistency & Efficiency).



6. **Cosmetic:** Since the “Blank” and “Write-In” buttons are two special buttons that are always present on the screen, it might be more obvious for users if the color for those two buttons is slightly different from the candidate buttons. Beginner users might have to spend more time looking at buttons, because they don’t know those two buttons are never changing (Learnability & Aesthetics & Efficiency).
7. **Good & Minor:** The instructions for resetting ballot are really clear with all the screenshots, but I think they appear to be too long to read through (take a large area on the screen). New users might be more tempted to just try clicking different buttons (Help & documentation).



8. **Minor:** The reset instruction is not consistent with the functionality of resetting a race. It says that users can fix a specific race, but users actually cannot fix just one specific race, because they must also re-enter everything following that race (Help & Consistency).

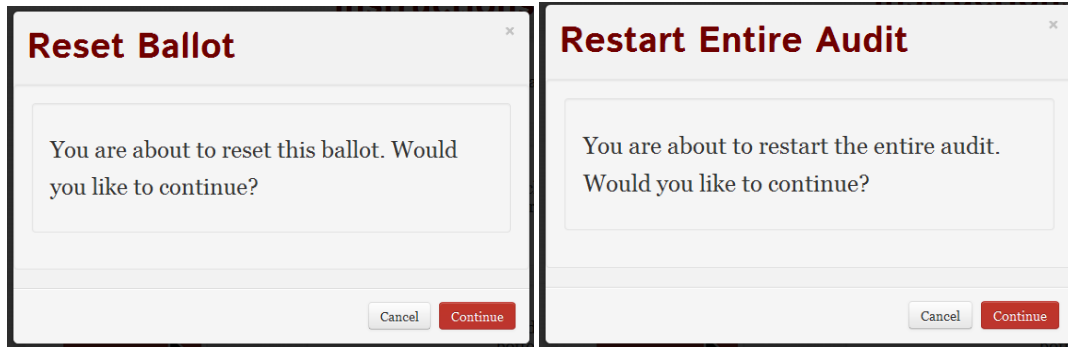
President and Vice Presic

Obama and Biden

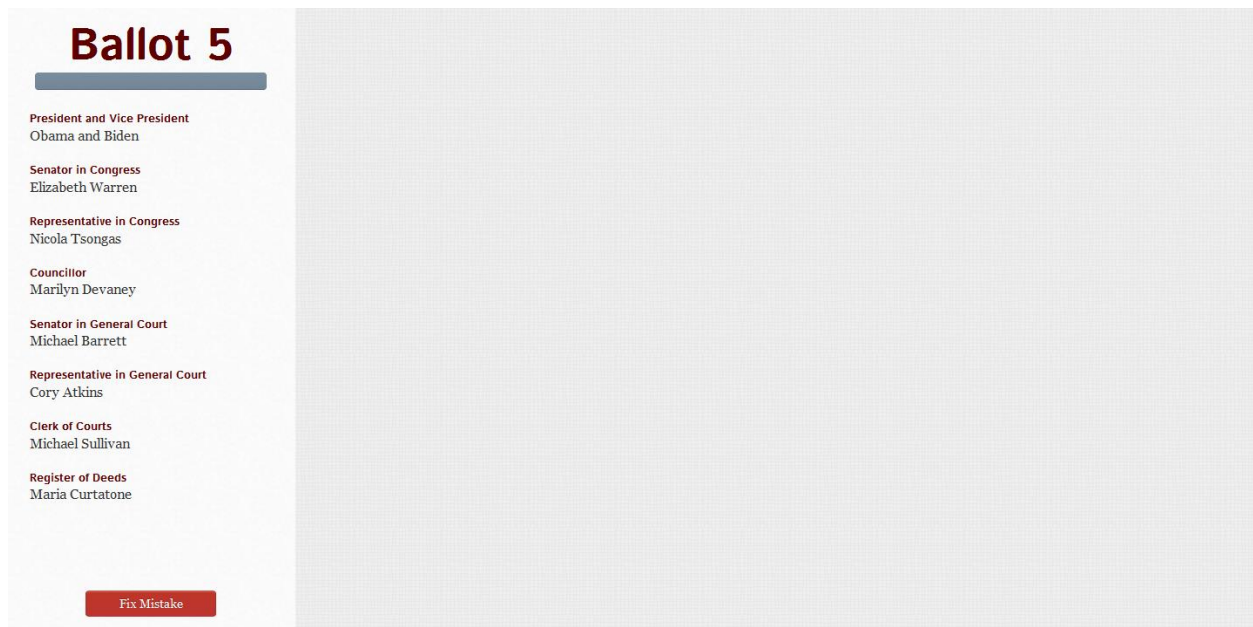
To fix a specific race, click on the candidate's name.

9. **Minor:** This is related to the point above. Users are not able to edit one specific race. It might become time consuming if the user makes an early mistake in the ballot (Efficiency & Flexibility).

10. **Good:** The warning boxes when someone is about to reset a ballot or the whole audit are very important for preventing user misclicks (Error Prevention).



11. **Catastrophic:** After a user finishes all the ballots and closes the popup using "x" on top right corner (since "cancel" doesn't do anything right now, but I assume it is supposed to do the same thing?), the user is taken back to the last ballot. There is no button that allow user to submit the audit again (User control & Freedom, Navigation).



12. **Good:** The reset and candidates buttons have really good color contrast with the background and the race labels. (Aesthetics).

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▼ **Current Ballot**

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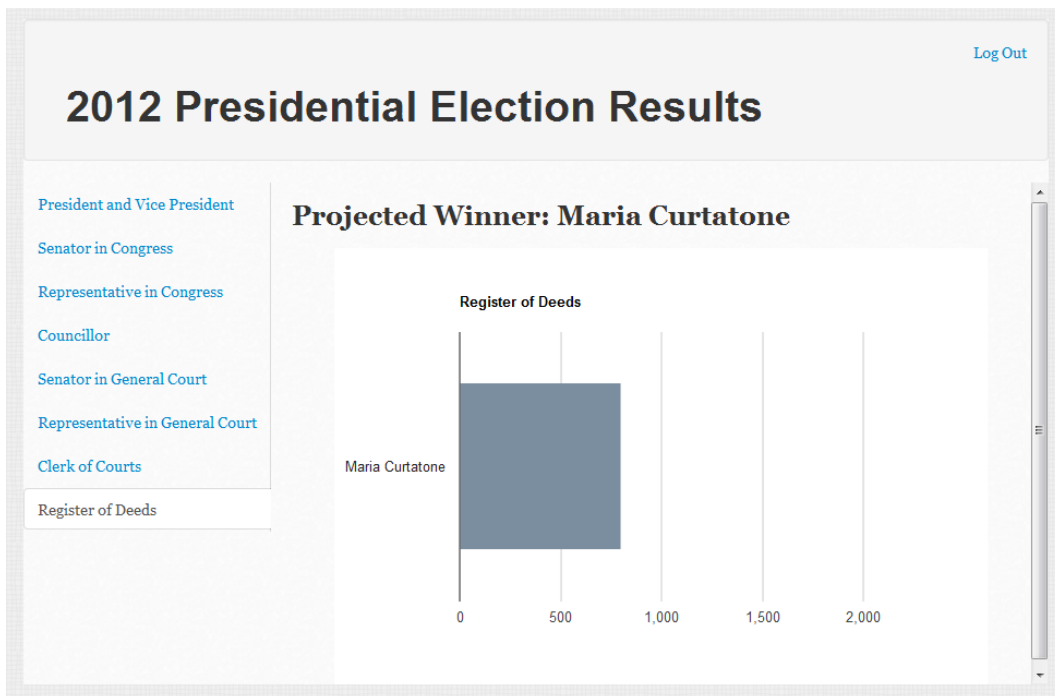
**President and Vice President**

**Senator in Congress**

**Representative in Congress**

**Councillor**

13. **Minor:** After the user submits the whole audit, the only option he/she has is to log out (which is not working). The user cannot start a new audit (User control & Freedom, Navigation).



14. **Cosmetic:** The title on the last page “Presidential Election Results” is misleading, since the graphs only show projected winners but not the actual results. Also it could more clear whether the projected winners are based on all votes around country or just the votes audited by the user (Documentation).

## 2012 Presidential Election Results

15. **Cosmetic:** An unnecessary scroll bar on the log-in page scrolls contents out of the page when everything could’ve fitted without scrolling (Aesthetics).

