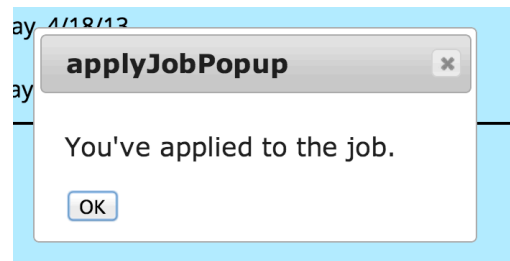Rebecca Taft
UI Design 6.831
4/23/13

HW2 – Heuristic Evaluation of SitterPlan

Collaboration: I did not collaborate with anyone on this assignment.

1. Major: **applyJobPopup should have a user-friendly name** (match the real world)

   In the babysitter main page, clicking "Apply" next to a job brings up a popup with the name "applyJobPopup".

   Recommendation: Change the name to something written in clear English.

2. Major: **No information about which jobs have been applied to** (recognition, not recall, visibility of system status)
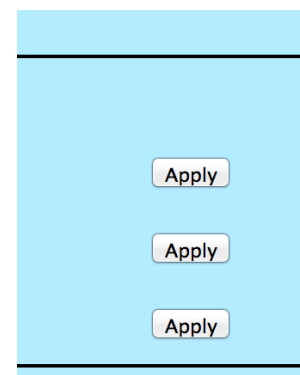
   In the babysitter main page, after applying for a job and closing the "applyJobPopup", there is no feedback on the screen saying the user applied to a particular job. This is a problem because if the user forgets which job she applied to, there is nothing on the screen to remind her.

   Recommendation: Add some kind of status indicator next to the jobs the user has already applied to.

3. Major: **Nothing prevents the user from applying to the same job twice** (error prevention)
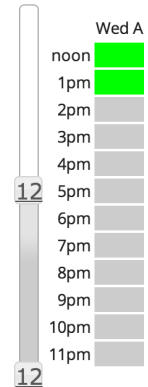
   Since there is no status indicator saying the user applied to a particular job, the user can apply to the same job multiple times.

   Recommendation: Make the "Apply" button inactive if the user has already applied for the job, or change the button to say "Modify Application".

4. Minor: **Slider for editing the schedule is unnecessary and unfamiliar**
   (external consistency, minimalist design)

   In both the babysitter screen and the parents' screen, there is a
   popup containing a schedule in which you can "paint" a calendar.
   Next to the calendar is a slider, which adjusts how much of a 24-
   hour period is visible on the screen. The problem with this slider is
   that there is no external consistency, and it seems to add
   unnecessary complexity. It could even be harmful since the user
   may paint part of the calendar, adjust the slider, and hide that input
   so it's no longer visible.

   Recommendation: Show the whole 24-hour period, or use a
   traditional scrollbar.

	Wed A
noon	
1pm	
2pm	
3pm	
4pm	
12	5pm
6pm	
7pm	
8pm	
9pm	
10pm	
11pm	
12	

5. Minor: **Not enough distinction between table headings and rows**
   (hierarchy, match the real world)

   In the babysitter page, there are boxes containing tabular
   data. The headings are too similar to the rest of the text in
   the table (same font, size and color), and are not easily
   distinguished from the rows.

   Recommendation: Establish a hierarchy by using more
   visual variables such as size, color, etc.

Family
Frank
Wu
Goldstein

6. Minor: **Unnecessary amount of whitespace between table columns**
   (efficiency, aesthetic & minimalist design)

   In the tables on the babysitter page, there is an unnecessary amount of
   whitespace between the columns, requiring me to scroll horizontally to see
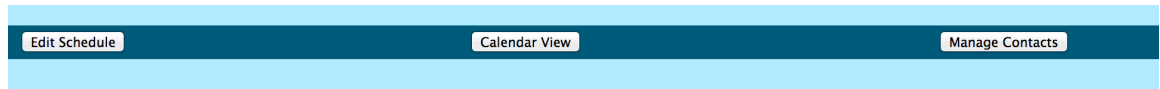   the whole table.

   Recommendation: Minimize the whitespace so that the columns are still
   distinct but not overly far apart. It may be worth using other tools to set the
   columns apart such as left-justifying the column data.

   My Jobs

Family	Date	Time	Notes
Frank	Monday, 4/15/13	7:00pm - 9:00pm	
Wu	Thursday, 4/18/13	6:00pm - 12:00am	
Goldstein	Saturday, 4/20/13	7:00pm - 11:00pm	

7. Minor: **Toolbar buttons are not aligned** (aesthetic & minimalist design, consistency & standards)

   In the babysitter screen, the buttons in the toolbar for Edit Schedule, Calendar View, and Manage Contacts are not aligned with anything. Likewise, in the parents' screen, the Create Job and Manage Contacts buttons are oddly far apart and not aligned with anything.
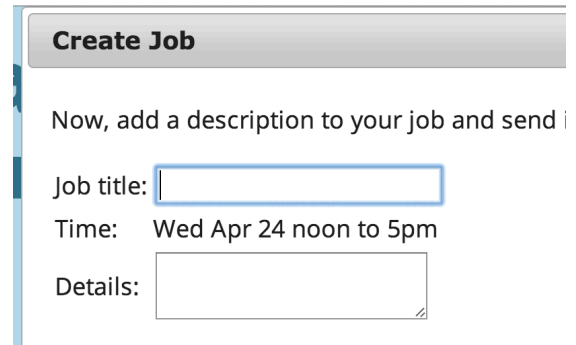
   Recommendation: Move the buttons closer to each other or align them with the table columns.

8. Cosmetic: **Text boxes are not aligned** (aesthetic & minimalist design, consistency & standards)

   In the parents' screen, in the Create Job popup, the text boxes for Job title and Details are not aligned with each other.

   Recommendation: Align the text boxes on the right and left, use whitespace more effectively to separate the Job title, Time, and Details.

9. Good: **Create Job interface is consistent with Edit Schedule interface** (internal consistency)

   The parents' interface for creating a job and the babysitters' interface for editing their schedule are consistent since they both show a table of gray boxes which can be "painted" green by holding and moving the mouse.

10. Good: **Manage Contacts interface is consistent for parents and babysitters** (internal consistency)

    Parents and babysitters see the same interface for managing their list of contacts.

11. Good: **Scheduling interface is reminiscent of doodle** (external consistency, match the real world)

The scheduling interface that babysitters and parents see in which they can "paint" the times that work for them is reminiscent of doodle. This allows for easy learnability since users may have already learned to use this feature in doodle.

	Wed Apr 24	Thu Apr 25	Fri Apr 26	Sat Apr 27	Sun Apr 28	Mon Apr 29	Tue Apr 30
noon							
1pm							
2pm							
3pm							
4pm							
5pm							
6pm							
7pm							
8pm							
9pm							
10pm							
11pm							

12. Major: **Difficult to read black text on dark blue and dark gray background** (error prevention, visibility)

In the Calendar view in the babysitters' screen, some of the boxes are very difficult to read because they show black text on a dark blue or dark gray background.

Recommendation: Change the foreground or background color to increase contrast and make the text more readable.

My Schedule

				April 2013			
	Sun	Mon	Tue	Wed	Thu	Fri	Sat
6:00pm						Evans	
7:00pm		Smith	Frank		Wu	Evans	Goldstein
8:00pm		Smith	Frank	Anderson	Wu	Evans	Goldstein
9:00pm		Smith		Anderson	Wu	Evans	Goldstein
10:00pm					Wu		Goldstein
11:00pm					Wu		Goldstein
11:00pm					Wu		

13. Major: **Unscheduled blocks are different colors, and it's not clear why** (help & documentation, visibility of system status)

In the Calendar view from the babysitter's screen, some of the unscheduled blocks of time are different colors. For example, on Wednesday, the unscheduled blocks are dark yellow, while the unscheduled blocks in the rest of the week are light yellow. It's unclear what this means. (See previous screenshot in item 12).

Recommendation: Add a legend or make all unscheduled blocks the same color.

14. Major: **Easy to apply to a job by mistake** (error prevention)

When clicking "Apply" next to a job in the babysitters' screen, there is no intermediate confirmation dialog, so it's easy to click the button and apply to a job by mistake. This is especially true since all the Apply buttons are right next to each other, so the user may intend to apply for one job and end up applying for another.

Recommendation: Add an intermediate step so that the user must confirm the action of applying to a particular job.

Available Jobs			
Family	Date	Time	
Smith	Monday, 4/15/13	7:00pm - 10:00pm	Apply
Anderson	Wednesday, 4/18/13	8:00pm - 10:00pm	Apply
Evans	Friday, 4/19/13	6:00pm - 9:00pm	Apply

15. Minor: **Possible to create an empty job posting** (error prevention)

From the parents' screen, it's possible to create a job without any timeslot, without a name, and without details. This may cause the user to think they successfully added their posting even though they missed all the required information.

Recommendation: The interface should prevent people from creating empty job postings by disabling the "Post Job" button if the required information is not present.

Watch Susie	Tue Apr 23 8pm to 10pm	2 Applicants
		No applicants yet

16. Major: **No way to delete a job after creating it** (user control & freedom)

    From the parents' screen, there is no way to delete a job after creating it.
    Peoples' schedules may change and it's likely they may no longer need
    someone for a particular timeslot.

    Recommendation: Add a way for users to delete jobs they have created.

17. Good: **Step-by-step process for creating a job is easy to learn** (help &
    documentation)

    The process for creating a job from the parents' screen is well-documented
    and easy to understand. The two-step process for first selecting the timeslot
    and then adding details is logical. It's also helpful that the selected timeslot is
    repeated on the second page as feedback for the user.