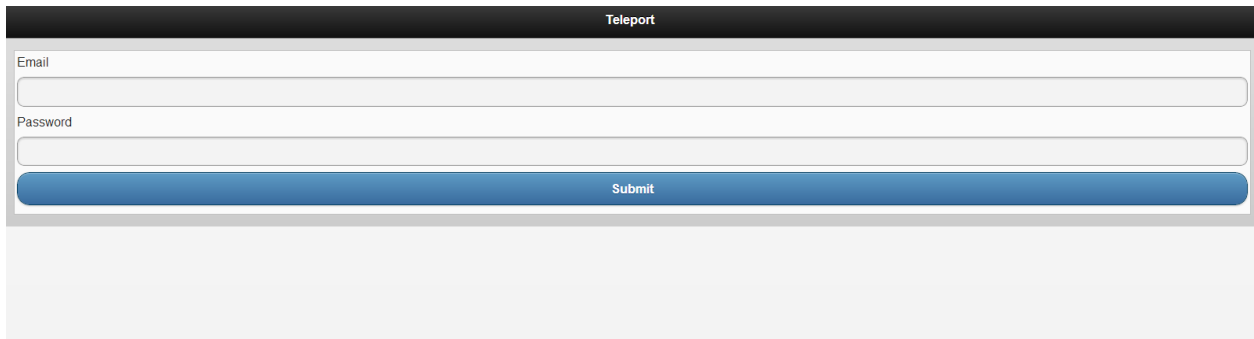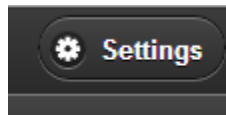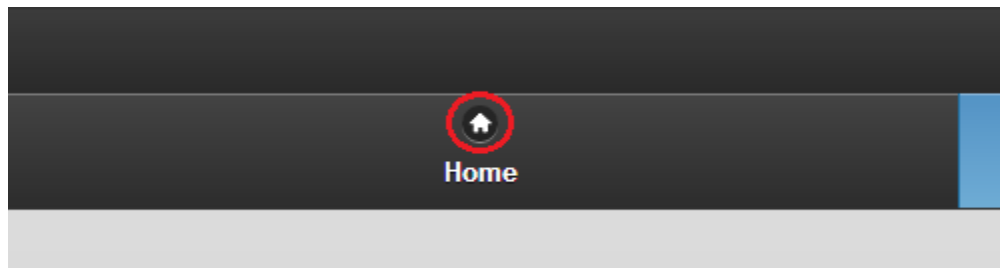# *Heuristic Evaluation: Teleport*

1. **Positive Feature:** The layout of the login screen is very clean and simple. It is very clear to the user what he/she needs to enter in order to login (albeit the login is wider than usual).
   Type: Aesthetic & minimalist design

2. **Problem:** When a user first navigates to the webpage of Teleport, the cursor is not focused on the "e-mail" by default. A user must navigate to the input box and click the box to create mouse focus.
   Type: Flexibility & efficiency, Defaults
   Severity: Minor
   Recommendation: Focus the cursor in the e-mail input box by default

3. **Problem:** This is a very cosmetic fix but on the login screen the border around the "e-mail, password, and submit" functions are not even on the left and right.
   Type: Aesthetic & minimalist design
   Severity: Cosmetic
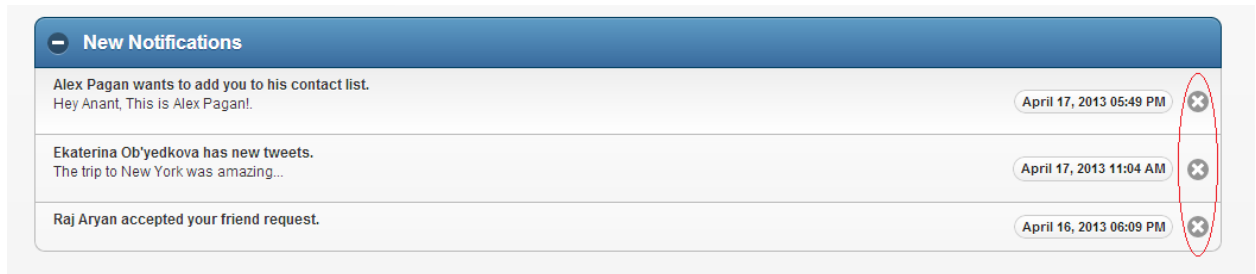   **Recommendation:** Make the padding around the box an even length or get rid of it entirely

4. **Problem:** When I click on the "settings" button in the top right hand corner of the screen I expect something to happen but there is no box or menu that appears.
   Type: Feedback
   Severity: Catastrophic
   Recommendation: Add functionality to the "Settings" button

5. **Positive Feature:** The "home" is externally consistent with other icons that indicate to the user that clicking that "tab" or "icon" results in navigation to the default page.
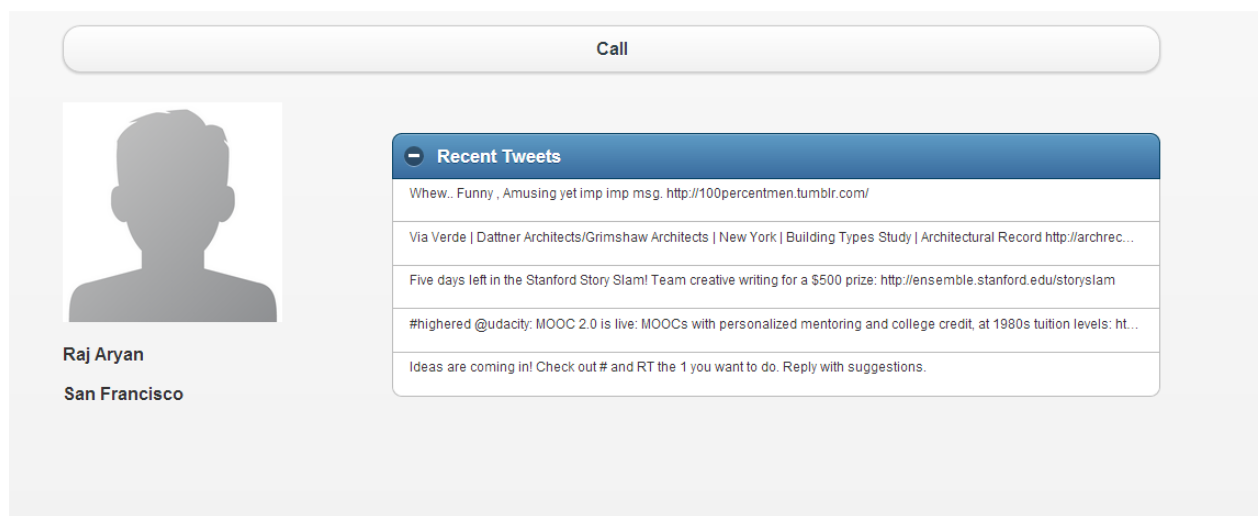   **Type:** Efficiency, Learnability, Consistency

6. **Problem:** On the "Home" screen there is a "New Notifications" section. Whenever I click the "x" to get rid of a new notification, I would expect the notification to disappear but nothing happens.
Type: Feedback, Visibility of system status
Severity: Major
Recommendation: Delete the notification or get rid of the "x" icon

7. **Problem:** When the mouse is hovered over any of the items under the "New Notifications" menu on the Home screen, I am given feedback in the form of the cursor turning into a "hand". In most applications the appearance of a "hand" signals to the user that the item is clickable. In this case nothing happens upon a click. It was impossible to take a screenshot of this.
Type: Feedback, Visibility of system status
Severity: Major
Recommendation: Make the action consistent with the desired behavior

8. **Problem:** On the "Home" screen when a user clicks on any of the "recent" contacts the user is always brought to the same page.
Type: Feedback, Consistency & Standards
Severity: Major
Recommendation: Make the action consistent with what should happen for the user

Recent Contacts

Alex Pagan	April 17, 2013 06:09 PM
Ekaterina Ob'yedkova	April 17, 2013 11:45 AM
Raj Aryan	April 15, 2013 06:57 PM
Sarah Lehmann	April 14, 2013 11:29 AM

Call

Raj Aryan

San Francisco

Recent Tweets

Whew.. Funny , Amusing yet imp imp msg. http://100percentmen.tumblr.com/

Via Verde | Dattner Architects/Grimshaw Architects | New York | Building Types Study | Architectural Record http://archrec...

Five days left in the Stanford Story Slam! Team creative writing for a $500 prize: http://ensemble.stanford.edu/storyslam

#highered @udacity: MOOC 2.0 is live: MOOCs with personalized mentoring and college credit, at 1980s tuition levels: ht...

Ideas are coming in! Check out # and RT the 1 you want to do. Reply with suggestions.

9. **Problem:** On the "Home" screen under the "Recent Contacts" menu there are several icons on the right side of each item. There are arrows that point to the right, left, and a triangle sign with an exclamation point. As a user I was wondering what these icons did so I clicked on them and they all took me to the same page so it was impossible to learn their purpose.
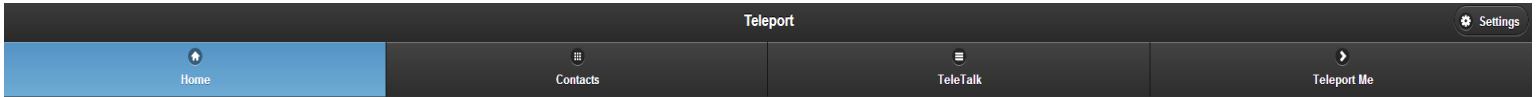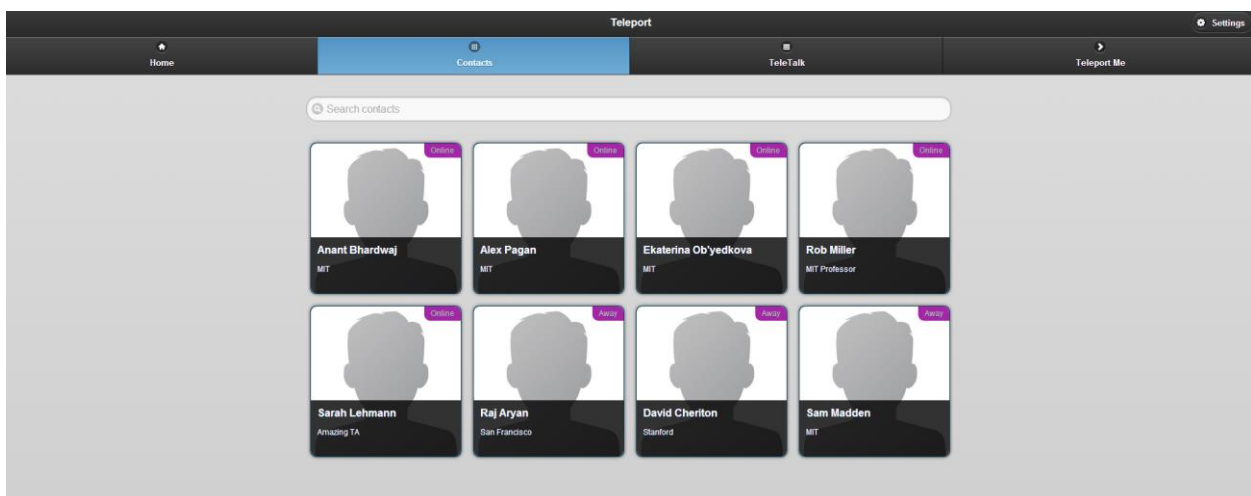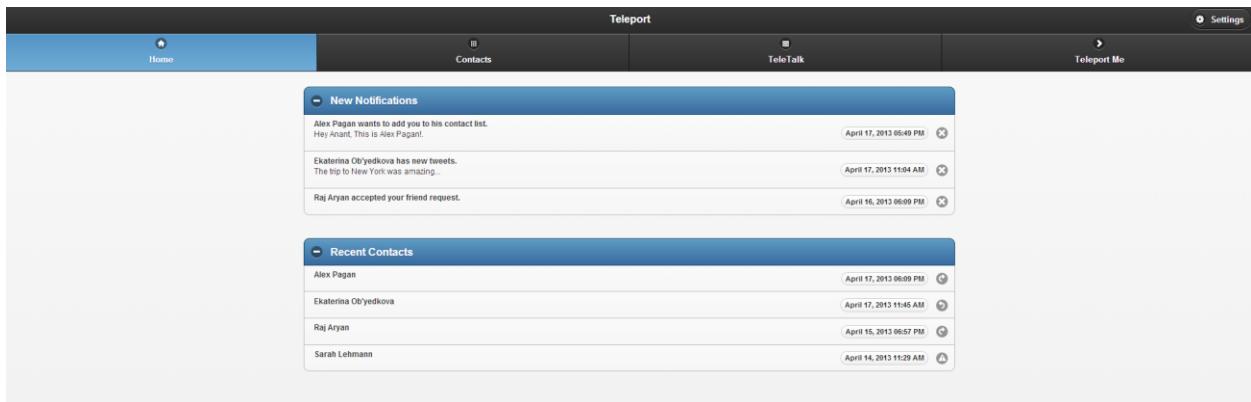**Type:** Learnability/Explorable interfaces, Feedback
Severity: Major
Recommendation: Make the action consistent with what should happen for the user

Recent Contacts

Alex Pagan	April 17, 2013 06:09 PM
Ekaterina Ob'yedkova	April 17, 2013 11:45 AM
Raj Aryan	April 15, 2013 06:57 PM
Sarah Lehmann	April 14, 2013 11:29 AM

10. **Positive Feature:** The toolbar is black by default by the current selected pane's corresponding toolbar choice is a blue color. The black and blue colors go very well together and are easy on the eyes.
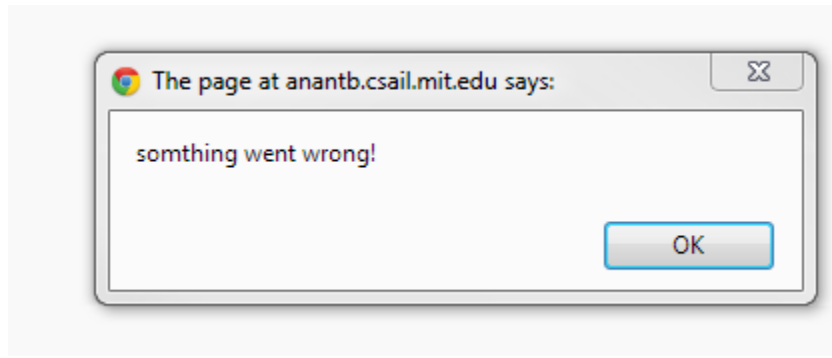**Type:** Feedback, Aesthetic

11. **Problem:** The background color of each of the panes seems to be a default gray color except for the "Contacts" window. The "Contacts" is a little darker than the rest.
Type: Consistency, Aesthetic
Severity: Minor

12. **Problem:** When I click the "Teleport Me" screen I sometimes receive a popup that notifies me there is an error. As a first time user I am not sure what went wrong or what the correct behavior should be.
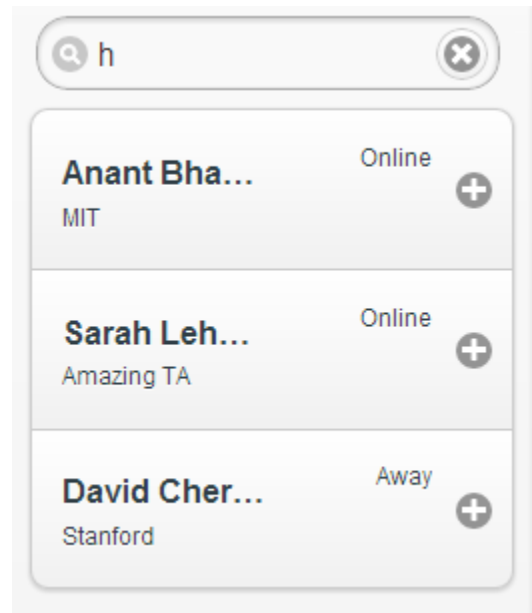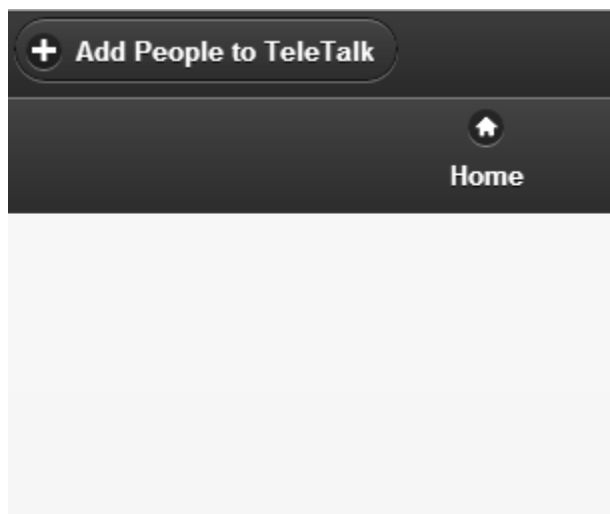**Type:** Error reporting, diagnosis, recovery, Help & documentation
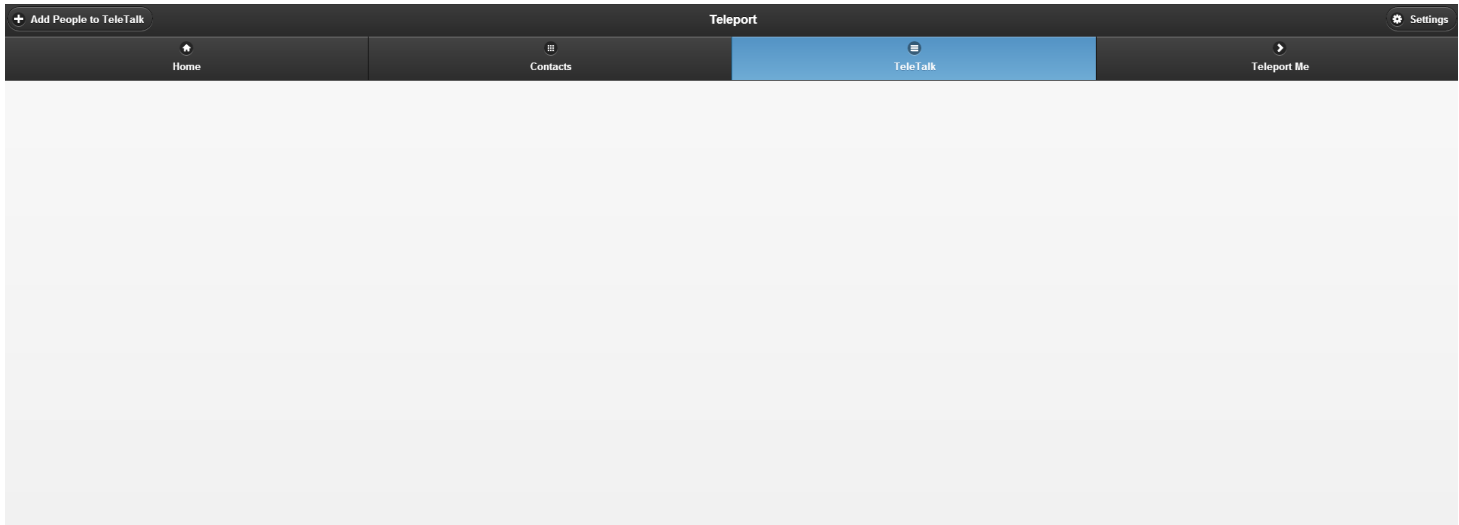
Severity: Major

13. **Problem:** On the "TeleTalk" pane I can click "Add People to TeleTalk" on the top left hand corner of the screen. When I click that button the search bar pops out and I can begin entering text. I tried pressing "Esc" with the expectation of the text disappearing. Instead, the search screen disappears. On a windows computer I am used to pressing "Esc" to get rid of my search text.
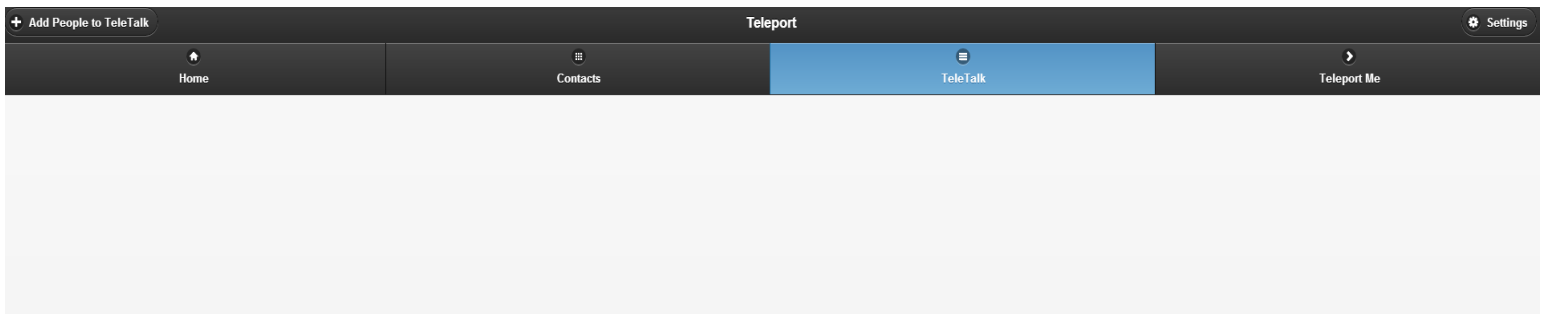**Type:** Consistency & standards, Flexibility & efficiency
Severity: Minor

14. **Problem:** When I clicked "TeleTalk" for the first time I was faced with a popup box that asked me to "allow" Teleport to use my webcam. I accepted and my image popped up on the "TeleTalk" pane. On the same pane was the video of another user who was presumably also doing a heuristic evaluation. I had no indication that there would be a video of someone else on the screen. I also had no clue who the person was because there was no name under their video. The second time around I denied access to the video and now there is no video that appears.
Type: Safety, Consistency & standards
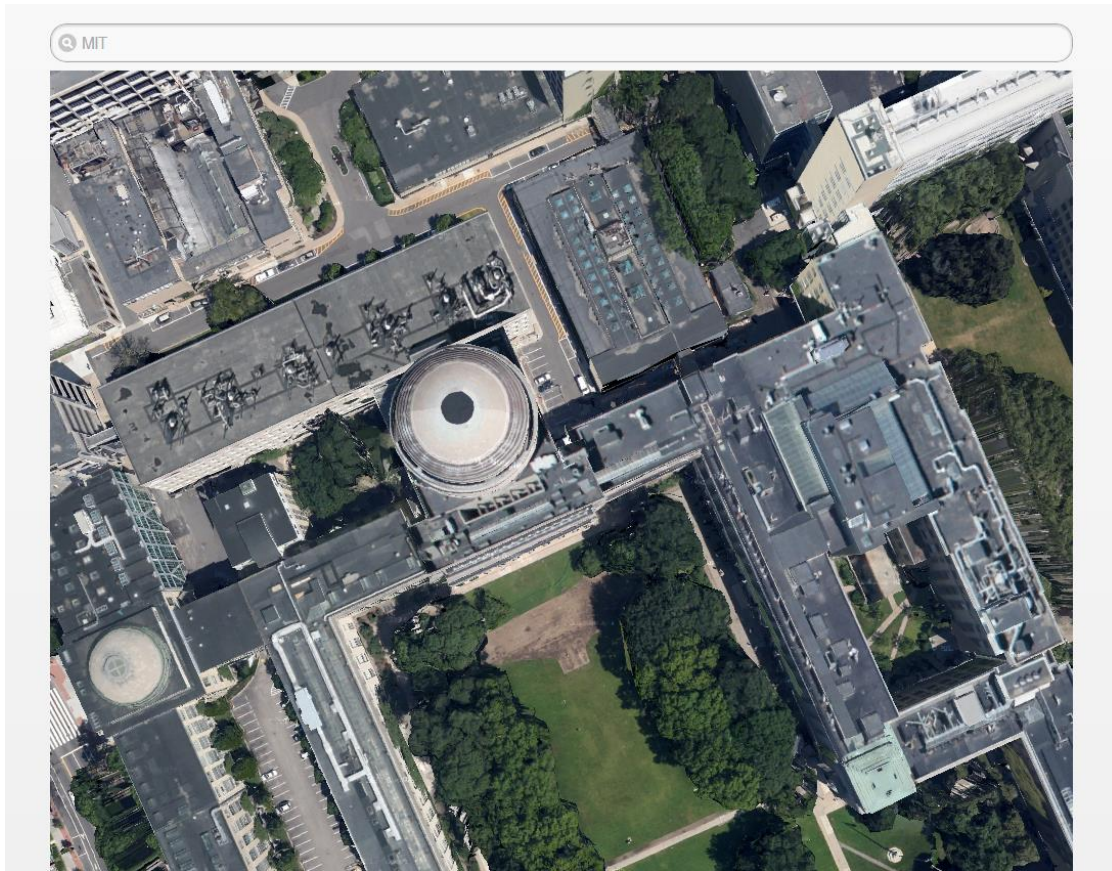**Severity:** Catastrophic
Recommendation: Warn the user what he/she is getting himself into. Let the user know who he/she will be videochatting with, etc.
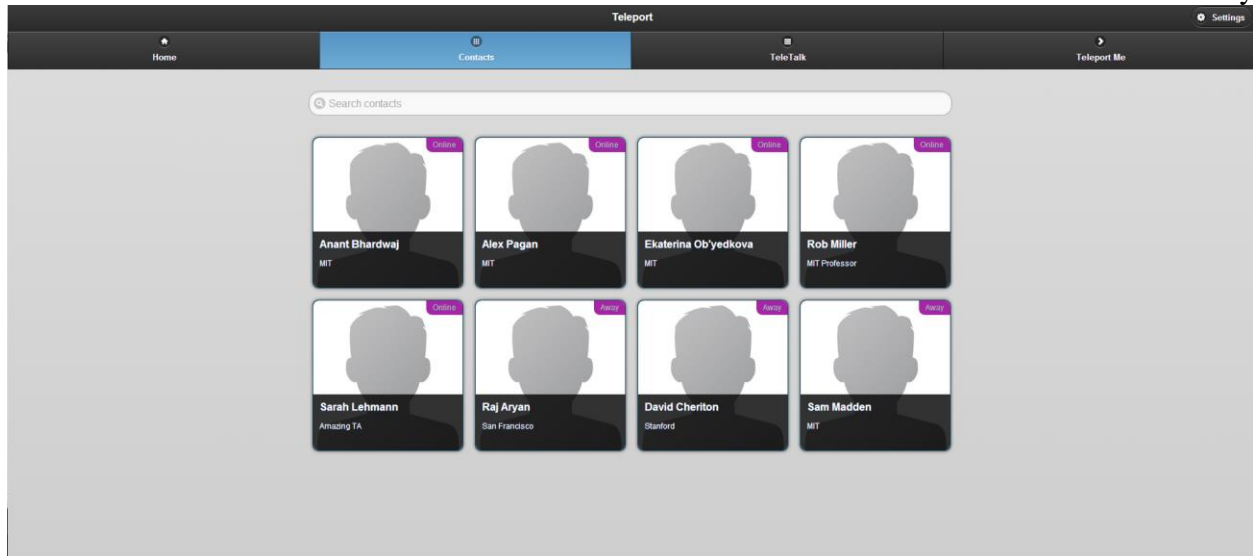

15. **Problem:** When I click on the "Teleport Me" button a page pops up with a map. I was unable to move the map or search for anything in the search bar. I am having trouble understanding what the purpose of this tab is.
Type: Feedback, Learnability
Severity: Catastrophic

16. **Problem:** When I explored the interface I noticed that there are several people in the "Contacts" pane. Each contact appears as if he/she should have a picture but simply may not have uploaded it yet. I do not see any indication of who I am and cannot find a location to upload a photo of myself.
Type: User control & freedom, Learnability
Severity: Major

17. **Positive Feature:** On the login screen a user cannot enter anything without a _@___.com or another entry that is of the form of an e-mail. An error tooltip appears that informs that user to enter a valid e-mail address.
Type: Feedback, Error prevention