6.813 Homework 2 Heuristic Evaluation of Teleport Project

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1 Usability: Positives

Overview The UI is very aesthetically pleasing and uses sharp contrasting colors to make labels and buttons very clear.

Specific Comments

1. Good: Homepage is organized very clearly into notifications and recent contacts (readability)

2. Good: Tabs to navigate between pages change color when you scroll over them so you know you can click them (feedback)

3. Good: Notifications and Recent Contacts bar has a - symbol on the left when all items are displayed which clearly tells you you can hide all the items in the lists and then a + symbol when all the items are hidden telling you you can expand all items (match the real world, track state)

4. Good: if you don't enter a valid email address format on the homepage it tells you you must enter an email address (feedback/simple error handling)

5. Good: search bar in the contacts list displays "search contacts" so you know the purpose (learnability)

6. Good: purple label of online vs. away on the contacts page is purple and very easy to spot (readability)

7. Good: The entire site uses the same simple color schemes which makes navigating between the tabs very aesthetically pleasing and easy (minimalist design, consistency)

8. Good: Icons above the tab labels on the home page represent what those tabs do: there is a home for the homepage, a list for the contacts tab indicating you will see a list, and an arrow above the Teleport tab indicating movement (real world metaphor)

2 Usability: Problems

1. Cosmetic: email/password fields on the login page (figure 1) take up the entire screen screen so the text "submit" on the submit button is in the middle of the screen and very far away from the "email" and "password" labels making it hard to read (readability)
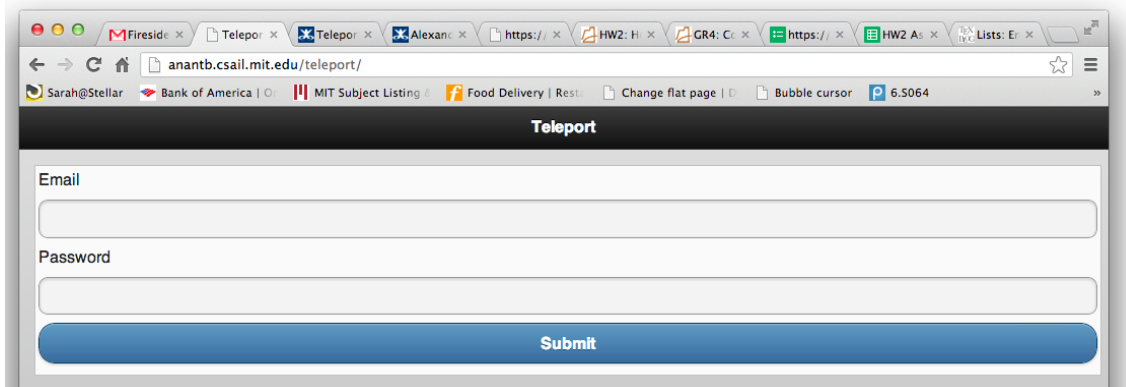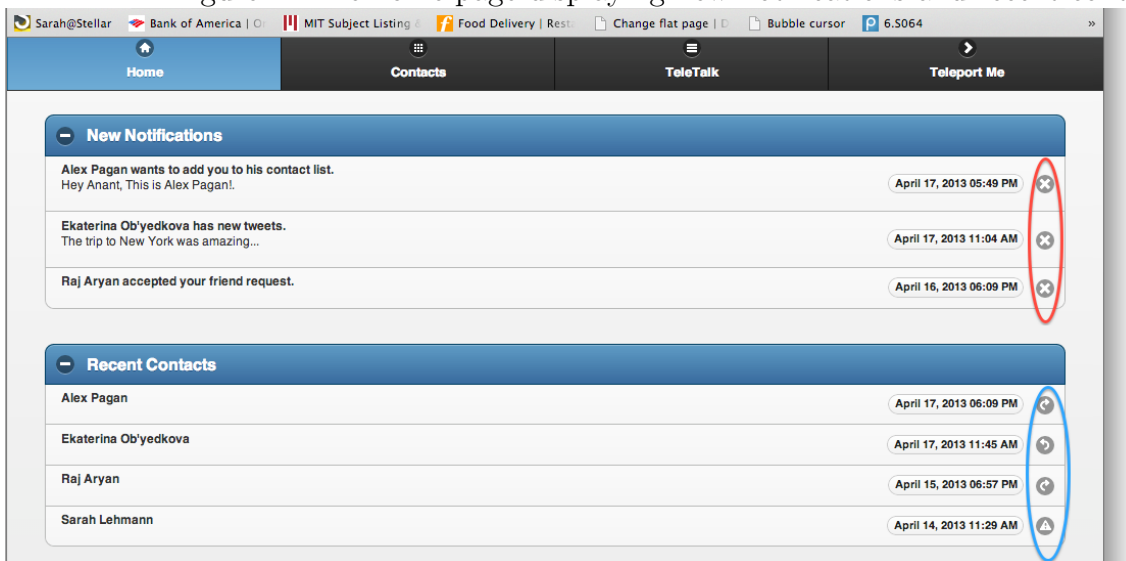
Figure 1: The login page

Figure 2: The home page displaying new notifications and recent contacts

2. Minor: X icons on homepage (circled in red figure 2) next to each new notification would suggest that the user can click those buttons to get rid of that notification, but clicking doesn't actually do anything (real world metaphor, consistency)

3. Minor: The icons on the homepage (circled in blue on figure 2) next to the dates of the "recent contacts" are confusing because they are all different for no apparent reason and clicking on them doesn't do anything so its unclear why they are there (simple, minimalist design)

4. Cosmetic: Scrolling over each individual contacts on the contacts page (figure 3) makes a blue outline appear around the contact indicating it is clickable; however this outline is so thing and light that it is very easy to miss if you aren't looking for it. It might be better to make it darker and thicker so the user knows he can select and click it. (feedback, learnability).

5. Minor: Clicking on an individual on the contact page(figure 3) in the list of contacts takes you to a different page which only features information about that user (figure 4) and might be unexpected. You might want to have instructions like "click on a contact to visit there page"

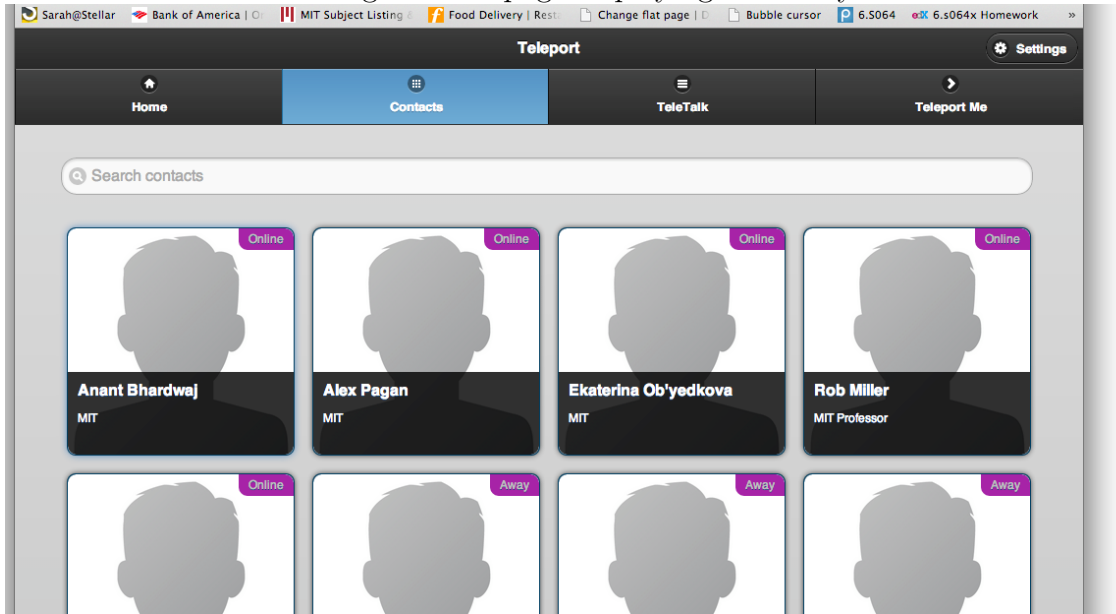Figure 3: A page displaying a list of your contacts

Figure 4: A contact page with a call button on top and information about the person below
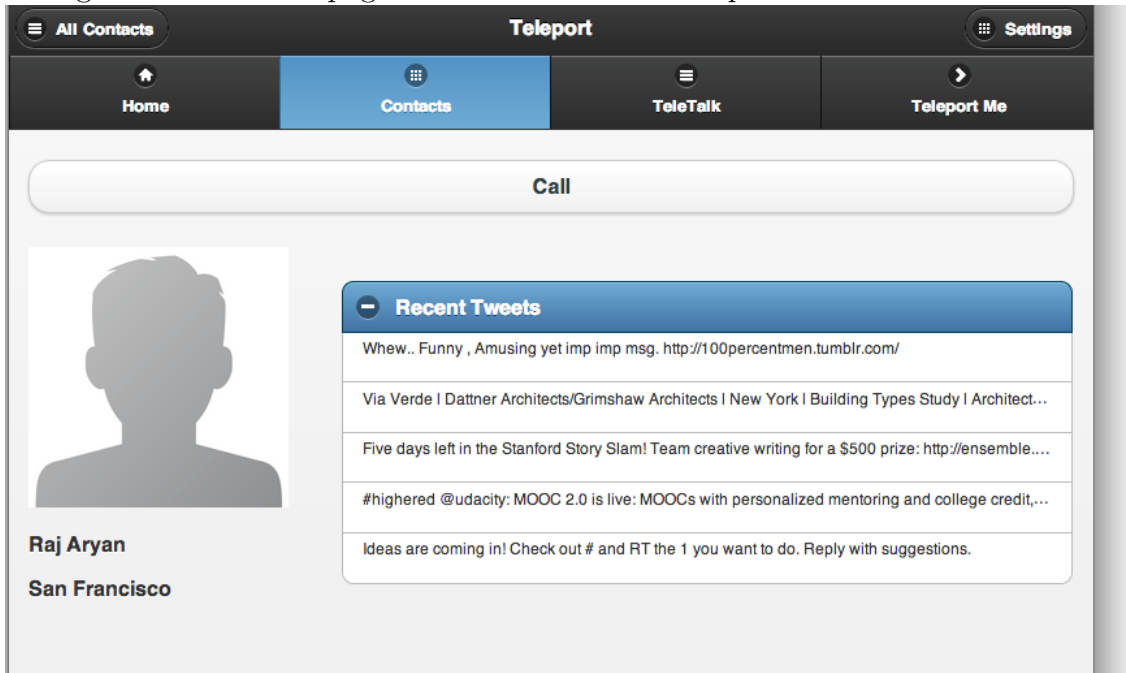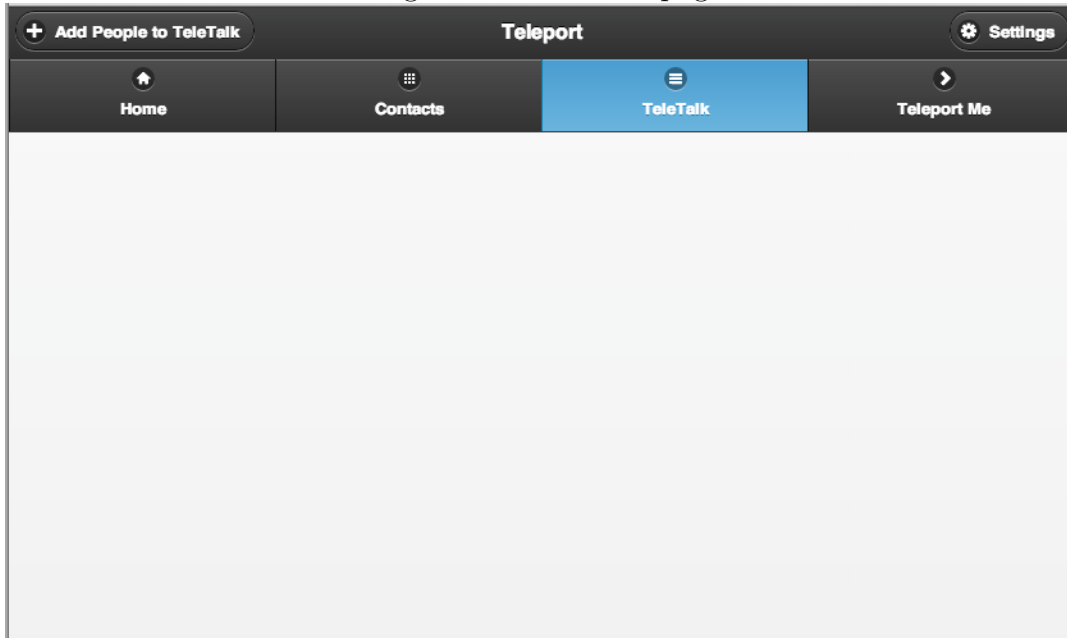
Figure 5: The blank page of the teletalk tab

6. Catestrophic: clicking the call button on a contact (in figure 4) just takes you to the teleTalk page (figure 5) with no warning and there is no feedback there about what happened (feedback, anticipation, put user in control)

7. Major: There is just a blank screen after i click to navigate to the teletalk tab (shown in figure 5) so I'm not sure if there is an error or what I"m supposed to do there (feedback and learnability, simple error handling)

8. Minor: The "add people to teletalk "button is way in the top left of the Teletalk page (figure 5) and is therefore hard to notice and use (Visible navigation)

9. Major: Sometimes clicking the "Teleport me" tab just brings up an alert saying "something went wrong". A more descriptive error saying specifically what happened vs. what was supposed to happen might be better. error message (Simple error handling)

10. Major: The teleport me tab (figure 6) sometimes takes users to a map and sometimes tells them there is a problem but it is unclear when something will work or why it works sometimes and doesn't other times (simple error handling)

11. Minor: The fact that you can click the map on the teleport tab (figure 6) and zoom around using the keyboard isn't easily discoverable; you might benefit from having some instructions there (learnability, discoverability).

Figure 6: The Teleport Page