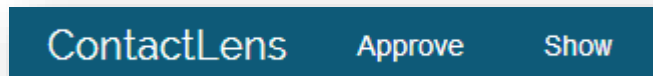


Otitochi Mbagwu
6.813 User Interface Design
Heuristic Evaluation: ContactLens
Collaborators: None

Homepage

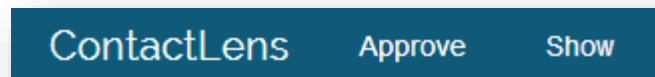
1. Approve button [Major]



It isn't clear who I will be approving by clicking this button. I feel the user can take it as approving the first listed person, or the last clicked person, or maybe the person who is currently selected. But in reality it takes you to another page in which you perform the actual approval. One solution might be to change the label of the button.

- Bad information scent, hurts learnability

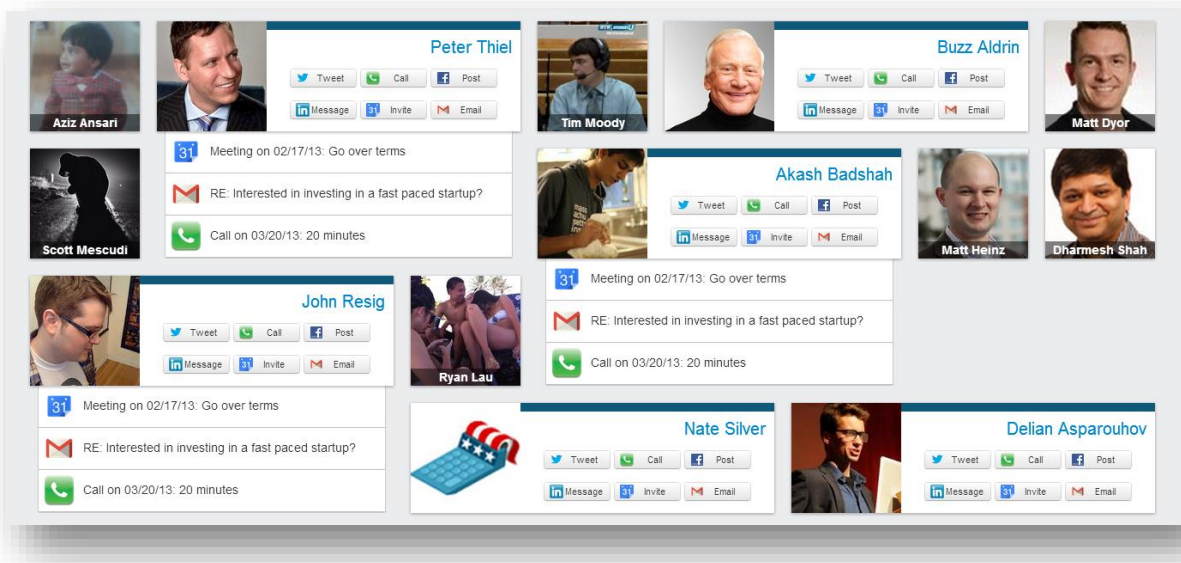
2. Show button [Major]



Again, it isn't clear who or what I am showing if I click this button.

- Bad information scent, hurts learnability

3. Contact organization [Severe]



The contacts on the home screen seem to be placed without any order. The user should be able to sort them in some manner to find specific contacts easily.

- Loss of efficiency

4. Expand/collapse of contact details [Minor]

There should be a button that expands/collapses all contacts at once, if a user wants to show as much contacts on the screen as possible, it will be very inefficient if he/she must click/double-click each expanded contact.

- Loss of efficiency via lack of aggregation

5. Search [Severe]

There appears to be no way to search through the contacts through other criteria, such as name. And considering the user cannot sort the contacts alphabetically searching for a specific contact may take an unneeded amount of time.

- Loss of efficiency

6. Animations [Good]

Smooth animations showing the rearrangement of contacts in the page.

- Would be disorienting if animations were absent
- Happens instantly after expand/collapse, good feedback

Approve page

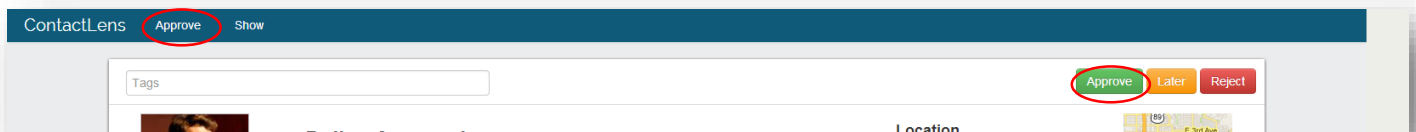
7. Tags input box [Major]



Was not aware this was a box for *adding* tags, it seemed like a box for searching through tags. The grayed out non-focus text should probably display something along the lines of “add tags”. It might also be helpful to add a ‘+’ button next to the search bar.

- Bad information scent, hurts learnability

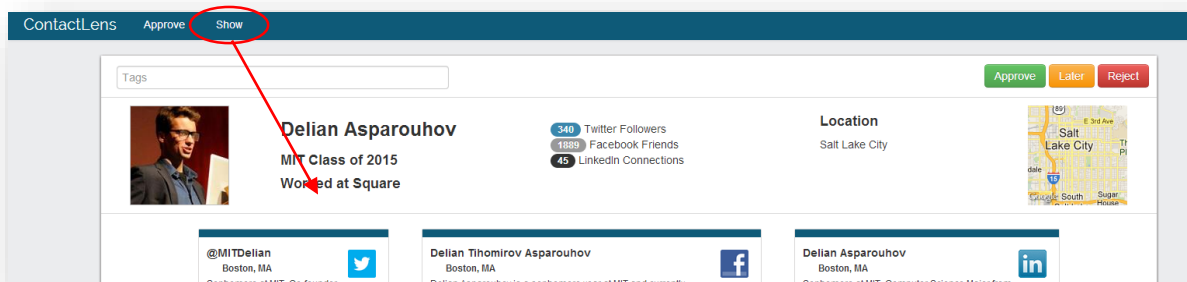
8. Approve button(s) [Major]



There are two buttons on the page labeled approve. The topmost one will reload the contact page, while the bottommost button will actually perform the approval.

- Bad information scent, reducing learnability
- Can cause description errors, reducing safety

9. Show button [Cosmetic]



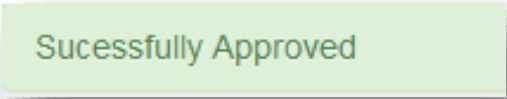
Perhaps instead of keeping the show button in the navigation bar, it could be placed in the location shown, since that is likely closer to where the user’s focus will be.

10. Animations [Good]

Sliding animation transitions after an approve/late/reject action.

- Good perceptual fusion

11. Approve/Later/Reject Feedback [Good]



Sucessfully Approved

Confirmation messages displayed prominently (with color coding!).

- Good feedback, instant, is in perceptual spotlight

12. Approve/Later/Reject Undo [Major]



Sucessfully Approved

Confirmation feedback messages do not direct the user to method of undoing their approval/rejection. One possible location to add an undo button is presented above.

- Compromises recovery from mistakes

Show page

13. Calendar [Severe]












Sun	Mon	Tue	Wed	Thu	Fri	Sat
31	Apr 1	2	3	4	5	6
7	8	9 10pm bus	10	11	12	13
14	15 2pm busy 6pm busy	16 12pm bus 4:30pm bl	17 6pm busy	18 1:30pm bl	19 5pm busy	20
21	22 4:30pm bl	23	24 4pm busy	25	26	27
28	29	30	May 1	2	3	4

Events shown in time zone: Eastern Time

Google Calendar

- Too small, cannot read out events
- Bad layout, readability

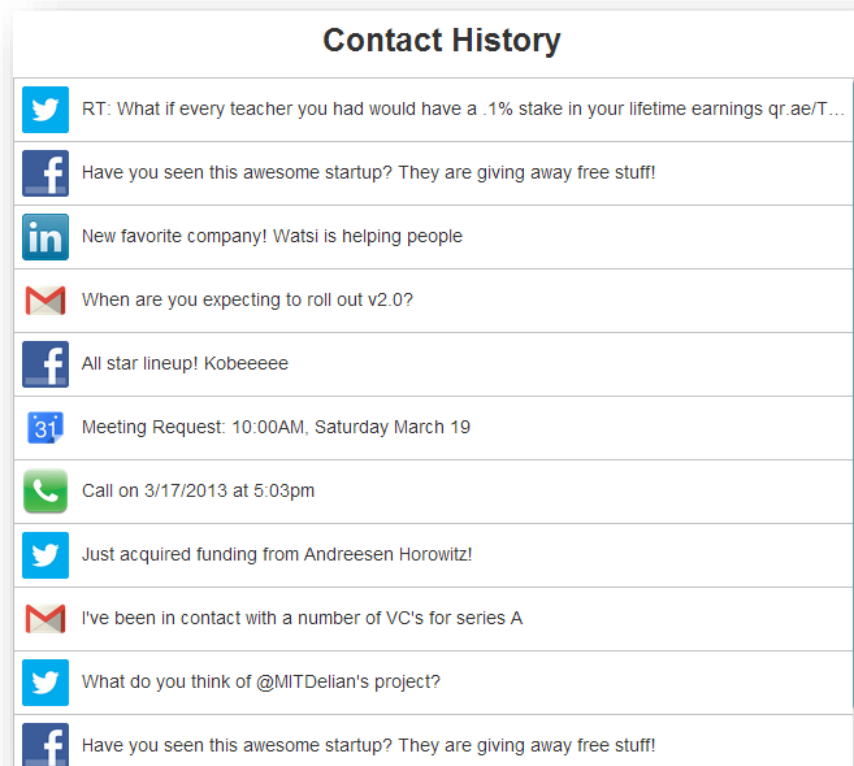
14. Contact History [Major]

Contact History	
	RT: What if every teacher you had would have a .1% stake in your lifetime earnings qr.ae/T...
	Have you seen this awesome startup? They are giving away free stuff!
	New favorite company! Watsi is helping people
	When are you expecting to roll out v2.0?
	All star lineup! Kobeeeee
	Meeting Request: 10:00AM, Saturday March 19
	Call on 3/17/2013 at 5:03pm
	Just acquired funding from Andreesen Horowitz!
	I've been in contact with a number of VC's for series A
	What do you think of @MITDelian's project?
	Have you seen this awesome startup? They are giving away free stuff!

Cannot filter by networking medium, i.e. Twitter, Facebook, Call, etc.

- Loss of efficiency

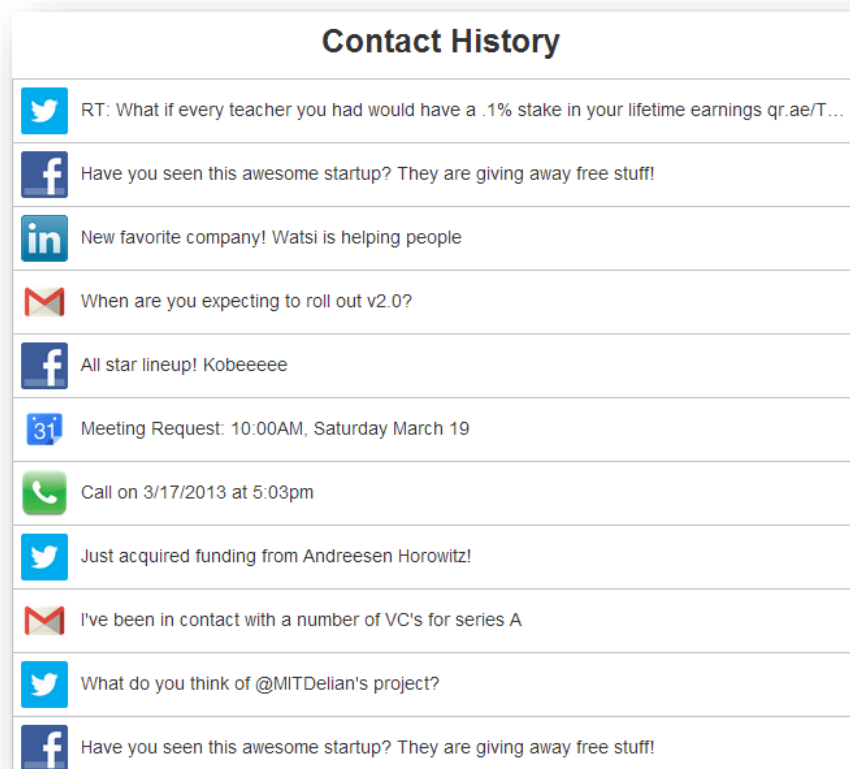
15. Contact History [Major]



Not apparent how the list of messages is organized.

- Bad visual cues, no feedback

16. Contact History [Major]



Cannot sort list by metrics such as most recent, this week, most popular, etc.

- Makes searching through history inefficient

17. Approval/Later/Reject Buttons [Minor]



Would it be a problem if the approve, reject, and later buttons were also on the show page? The show and approve pages could be combined into one 'profile page' and the user could swap between viewing background information and contact history using a button and could submit their approval from either of them.

- This increases simplicity and efficiency