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Heuristic Evaluation – ContactLens

No collaborators.

Problem 1: Listing of people has no implicit ordering; in fact it appears to be random, as page refresh will switch data. Scanning for a specific person becomes hard for the user. Moreover, it becomes hard to discern contacts when pictures are similar.

Heuristic: Efficiency, Learnability, and Consistency.

Severity: Major.

Problem 2: Clicking on a user has indeterminate behavior. Sometimes the surrounding contacts move to the right, sometimes the move down to a new row. It is not clear which contacts will move where; further, it seems to not even follow a learnable pattern.

Heuristic: Learnability.

Severity: Major.

Problem 3: Clicking on a person who is at the end of a row will move the contact to a new row, sometimes even off page. This might then require the user to move the mouse back across the page or even scroll down to find the information on the contact they were looking for.

Heuristic: Efficiency.

Severity: Major.

Problem 4: Accidentally clicking on the wrong person requires two additional clicks to return to the previous state. While this is happening, surrounding contacts are being moved, distracting the user's attention and focus.

Heuristic: Safety.

Severity: Minor.

Problem 5: Two clicks are needed for a user to go from a picture to a detailed view. It seems as if this feature would be used frequently to get quick updates on a client and the interface does not

Heuristic: Efficiency – multiple clicks.

Severity: Minor.

Problem 6: Cursor change on hover over an image is a very good use of recognition versus recall. A user can quickly remember what the mouse click will do because they've seen the action before and the cursor indicates behavior.

Heuristic: Learnability – recall vs. recognition.

Severity: Good.

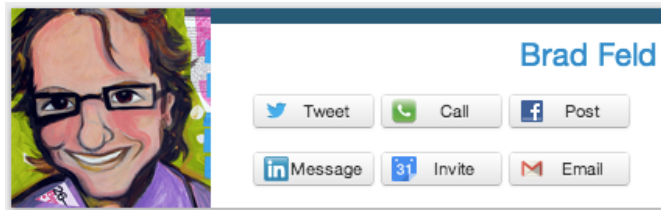


Figure 1: Contact information

Problem 7: The contact information appearing in the figure above gives the affordance for allowing the user to take action; email may open an email client (mailto:...) or a dialog to write a message. This instead links to the show page with the action taken NOT in focus, rather it is always the calendar and an extra click to then write an email is needed.

Heuristic: Learnability – external consistency, match the real world.

Severity: Major.

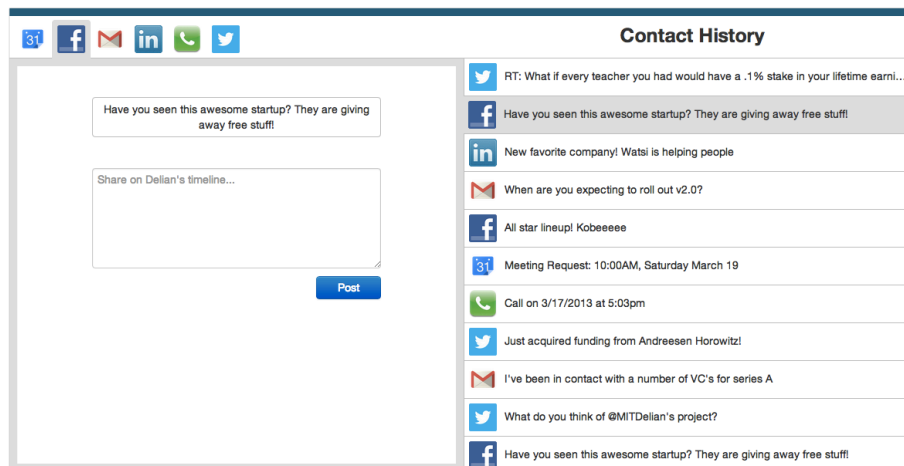


Figure 2: Action items for specific contact

Problem 8: Icons allow for quick recognition of behavior for a given tab as see in figure 2 above. It's clear after seeing a single tab that other tabs would have similar functionality for the specified platform. For example, after seeing the ability to send a Facebook message, it's easy for the user to know that the LinkedIn tab would have similar functionality.

Heuristic: Learnability – external consistency, match the real world.

Severity: Good.

Problem 9: It is not apparent what ordering the history items take on. It's most likely that the top is newest but there is nothing indicating this.

Heuristic: Learnability

Severity: Minor



Figure 3: Contact approval

Problem 10: Clicking `approve` without a tag or with a seemingly unrecognized tag creates an error that is not clear to the user; this is seen in figure 3 above.

Heuristic: Learnability – help and documentation.

Severity: Major.

Problem 11: Clicking `later` or `reject` on the approval page has a lasting effect that cannot be undone. It might be the case that a mistake was made rejecting a user when the intention was to approve. This mistake cannot be undone and there is no way to later find the contact to create a new request.

Heuristic: Safety.

Severity: Major/Catastrophic.

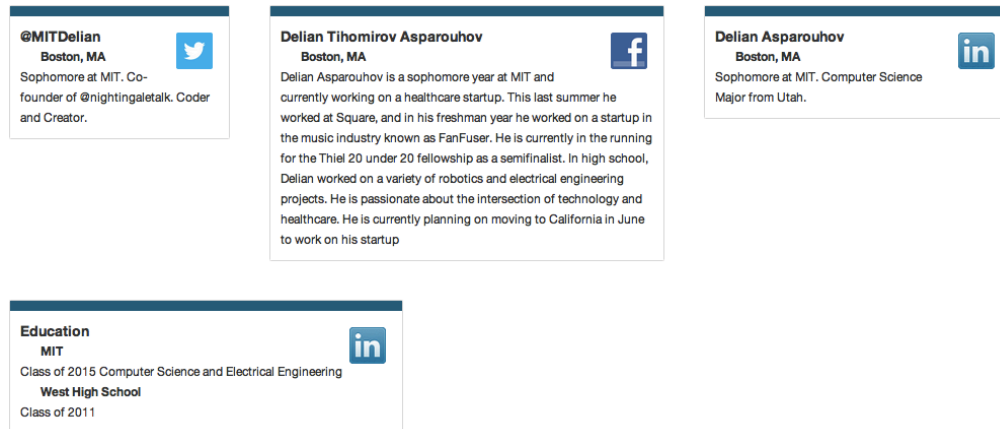


Figure 4: Contact information

Problem 12: The contact information on the approve page, as seen in figure 4, is not laid out in any consistent manner. Each box of text is a very different size height and width.

Heuristic: Aesthetics and minimalist design, consistency.

Severity: Cosmetic/Minor.

Problem 13: On the contact index page (home page), typing to search by tag and then moving the mouse pointer down to the intended tag will cause the dropdown to disappear. Try this by typing `i` then scrolling down from the textbox to `Advisor`. This might be a bug where the hover event of the picture has higher priority than that of the dropdown.

Heuristic: Efficiency, safety – error prevention.

Severity: Major.

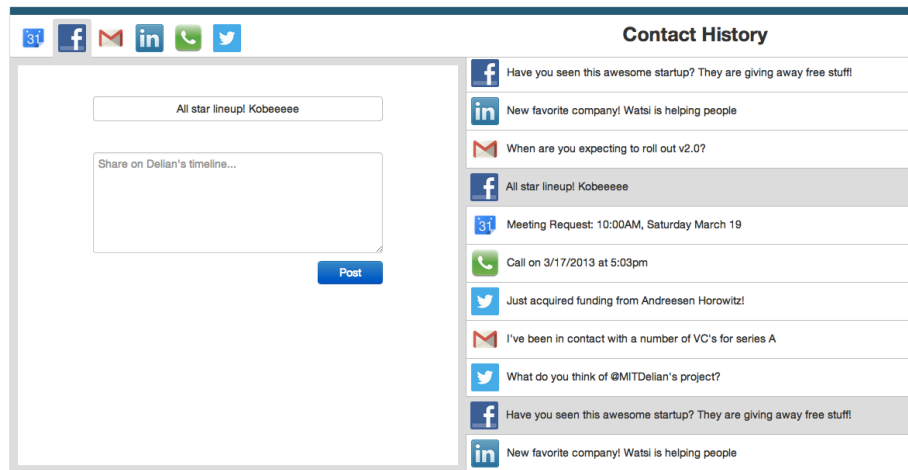


Figure 5: Action items for a contact showing indistinguishable selection

Problem 14: The contact history has identical coloring for both selected and focused item creating an indistinguishable selected item, especially when the item selected and focused are of the same type.

Heuristic: Consistency and standards, safety – visibility of system status.

Severity: Minor.

Problem 15: Tags on the show page of a person can be removed but not added back. The type ahead allows me to select the tag but when enter is clicked does not appear to save the tag.

Heuristic: Safety – visibility of system status.

Severity: Major.



Figure 6: Picture name disappears between views

Problem 16: The name, which can be used to click to receive more information, disappears from the single picture to the more detailed view. This affects a user as they may look to the picture for the name and it is not there. Further, if a user accidentally misses the name, it disappears causing them to move the mouse to the new name or click a couple more times to get back to the single picture state.

Heuristic: Learnability – consistency, efficiency, safety

Severity: Minor.



Problem 17: The × icon on the label is misaligned. This is not a big deal but slightly unappealing to the eye.

Heuristic: Consistency, alignment

Severity: Cosmetic.