

Charitable Connections Heuristic Evaluation

1. **Buttons on main page are not distinct** (Graphic Design)

Severity Rating: Minor

The location and colors of the buttons on the main page does not visually distinct the buttons from the logo and the rest of the page. Performing the squint test produces the logo, rather than clear and distinct buttons, which are the only navigation controls on the page.



Figure 1: Homepage. This shows the colors similarity of the buttons and the logo.

2. **Unknown User State** (Visibility of System Status, Error Prevention).

Severity Rating: Major

It is unknown what user is logged-on on any of the screens. If the system supports multiple users, or is intended to support multiple users, there should be a visible cue on the main page, telling the user who is logged-on, in part because of privacy issues.

3. **Stub affordances for events/messages on "My Events" page** (Consistency & Standards, Match the Real World).

Severity Rating: Catastrophic

Events/messages and such on the “My Events” page are all links, with the affordances of being links/buttons, however, when pressed nothing happens.



Figure 2: Events show up as links, but when clicked only tooltips show up.

Recommendation: Either make the links go somewhere, or remove the ability to press/the affordances to make it a link, such as the cursor switching to a hand.

4. **Messages as tooltips** (Consistency & Standards, Match the Real World, Error Prevention, Graphic Design).

Severity Rating: Catastrophic

Messages (sent from other parties) are displayed as tooltips, which is inconsistent with the way other websites display messages. Moreover, once the mouse is moved past the name of the party, the message disappears. There is no way to copy the content, and the color scheme of the tooltip with the background, will make it hard to read long messages.

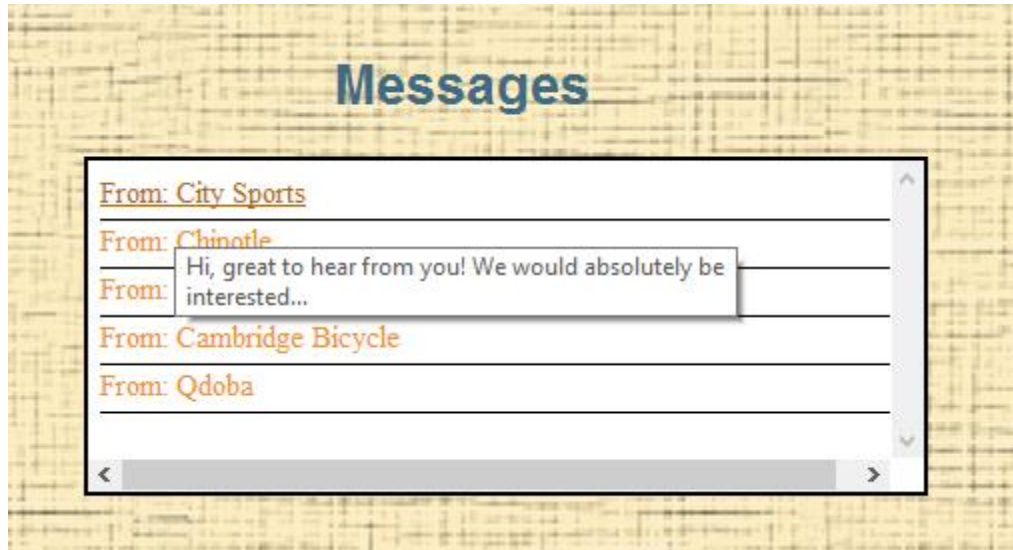


Figure 3: Messages show up as tooltips.

Recommendation: Make a dedicated window/modal to display messages, or remove this feature completely.

5. **Unnecessary Scrollbars** (Aesthetic & Minimalist Design).

Severity Rating: Cosmetic

Some of the window panes in the "My Events" page have unnecessary scroll bars, both horizontal and vertical. While the vertical scroll bar is disabled for ones that do not need it, the horizontal scroll bar is enabled for all window panes without actual capacity to display new information. Same goes for window panes in the create event page, such as picking a charity.



Figure 4: Vertical Scrollbar not needed, and Horizontal Scrollbar enabled for no reason.

Recommendation: make scroll bars visible contingent on their necessity.

6. **No navigation tools in “My Events” page (User Control).**

Severity Rating: Minor

There are no navigation controls on the “My Events” page to either return to the home page or to create a new event, both of which could be beneficial.

Recommendation: Button or link to home page or create an event page.

7. **Order of boxes on the create event page (Match the Real World).**

Severity Rating: Minor

The order of the fields/boxes is inconsistent with the real world. As with all websites, selection is made on the left side, and results are displayed on the right side. More over the title “Find businesses by choosing event details” is not clear, as what are “details”?

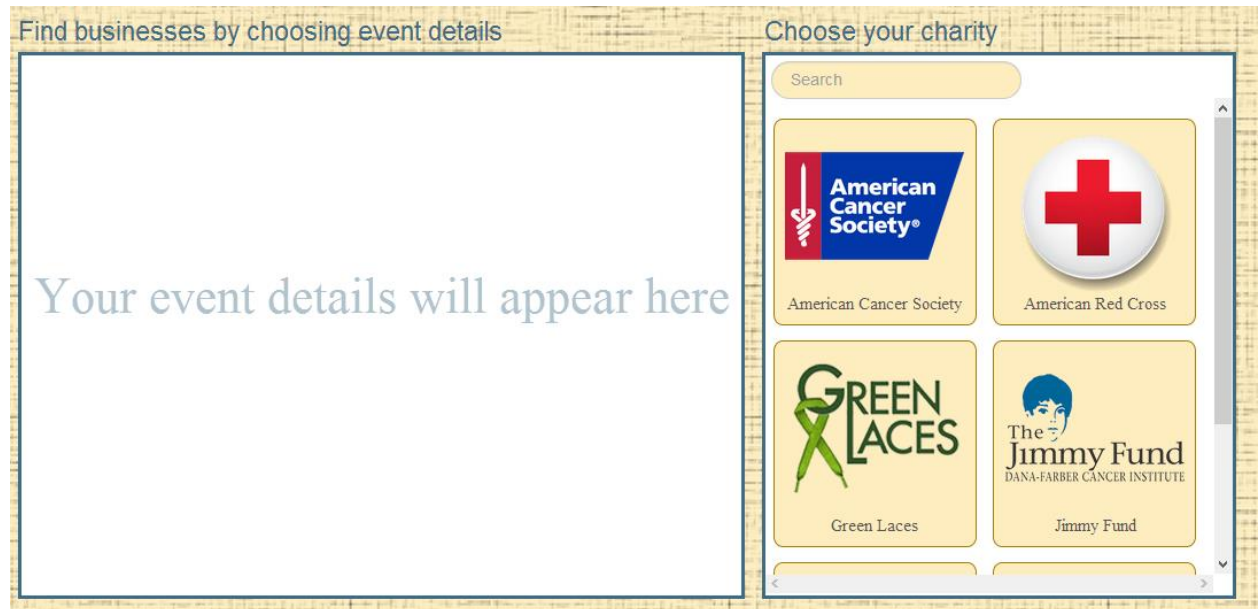


Figure 5: Event details on left side, while choices on right side.

8. **User can get business recommendations without selecting a single “detail” (Error Prevention).**

Severity Rating: Major

Finish button is enabled and leads to business recommendations even if nothing was entered.

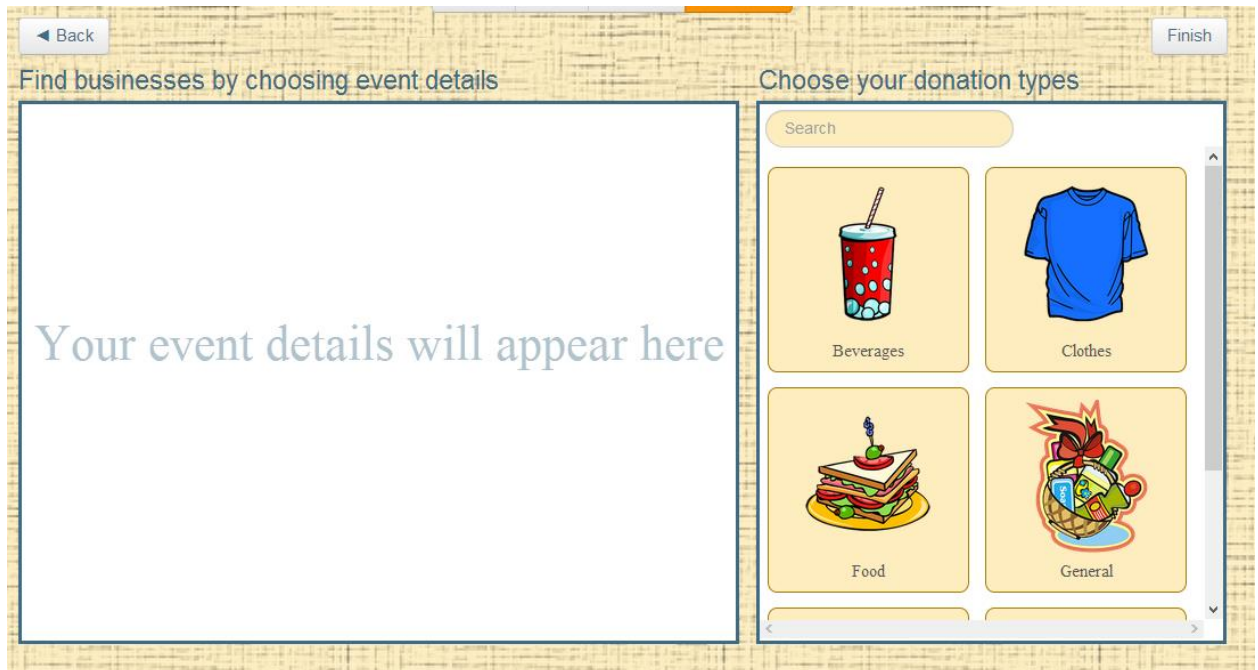


Figure 6: Finish button enabled while no details have been entered.

Recommendation: disabled finish button, and ask user to fill necessary fields.

9. if "logistics" (date) is entered, view of event details does not change (Consistency & Standards)

Severity Rating: Catastrophic

While on the rest of the pages, the view of the main box (event details) changes when a detail is chosen, this is not the case when a date is picked. Moreover, even if other details are picked.

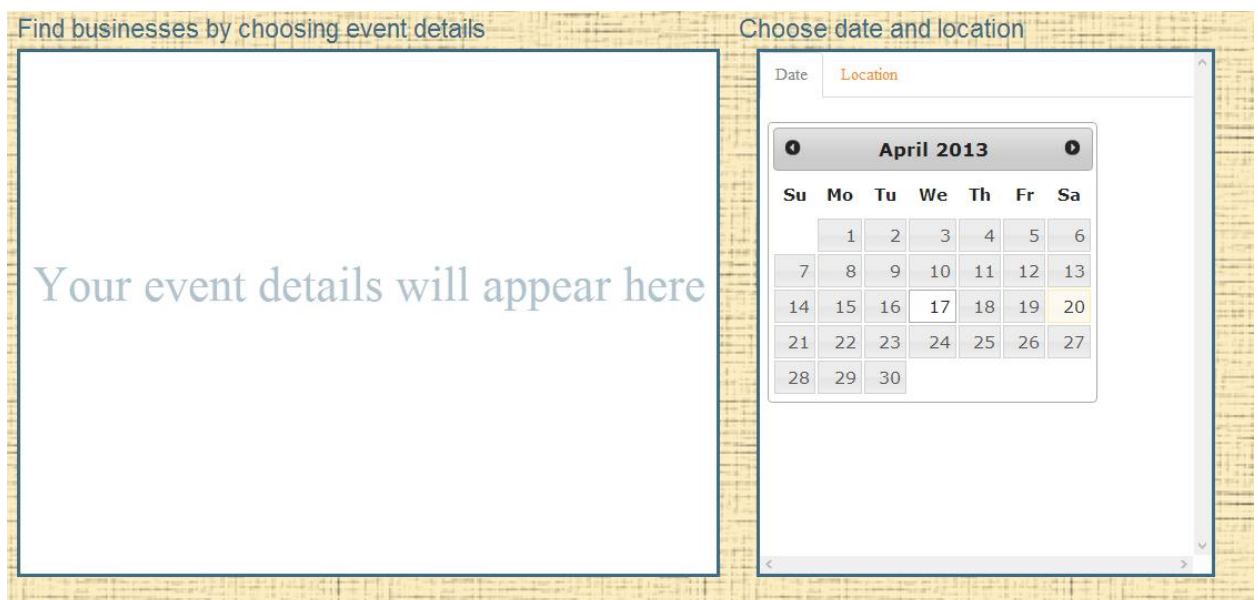


Figure 7: Enter date page

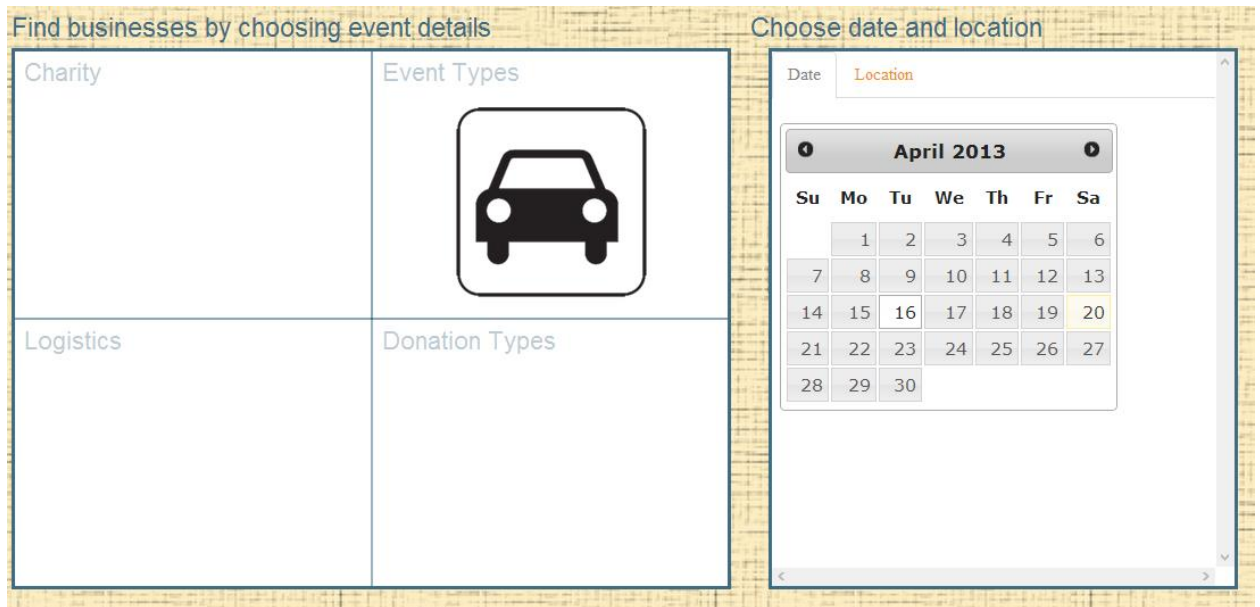


Figure 8: Enter date page with event types already entered

10. **Location tab in logistics is hidden, and does not have a real functionality** (Consistency & Standards, Aesthetic & Minimalist Design).

Severity Rating: Major

The location tab on the event creation page is not visible using the squint test. Moreover, the functionality is not very clear. Unlike other event details, logistics contains two different fields: date and location. While location is probably the most important, at least for business recommendations, it is not very clear and distinct, and given much attention.

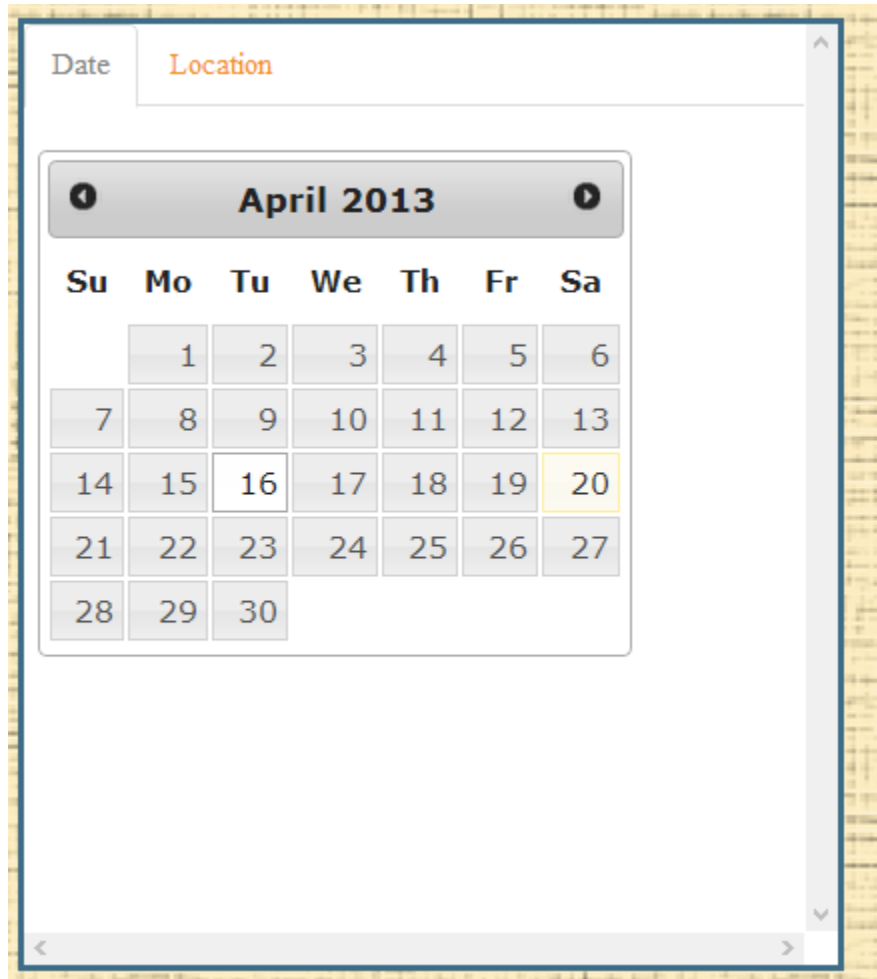


Figure 9: Location tab in pane

Recommendation: split the logistics box into two parts, or split the event details box into 5, to include date and location instead of logistics.

11. **Text is not aligned with window pane** (Graphic design, Consistency).

Severity Rating: Cosmetic

The text "Choose date and location" is not properly aligned with the window pane containing the map and calendar, unlike the rest of the text fields above that window pane.

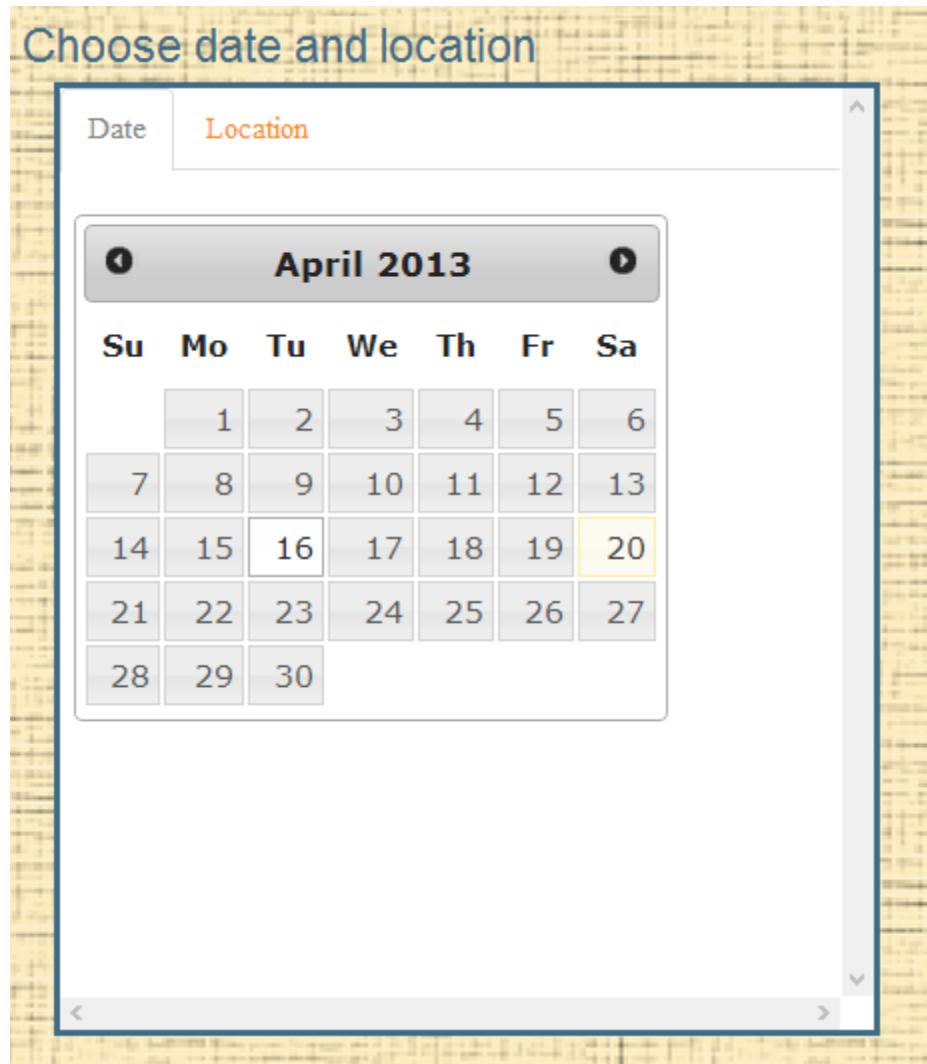


Figure 10: Label not aligned with window pane

Recommendation: do not resize the window pane.

12. **Window pane displaying business information resizes for different businesses** (Consistency, Aesthetic & Minimalist Design).

Severity Rating: Cosmetic

Trader Joe's, Cambridge Bicycle, City Sports and McDonald's information pane differs in size than the rest of the businesses. The change in the window pane size shifts the icons of the business downward or upward. This confuses the user if anything else changed that he should notice.

Recommendation: information pane should be one size.

13. **Arrows to scroll businesses mesh too well with the background, and are not visible at first glance** (Graphic Design).

Severity Rating: Minor

The visibility of the arrows to scroll the businesses in the business recommendations page is not noticeable at first glance because of the color scheme of the page and the arrows. Moreover, they are not visible in the squint test.

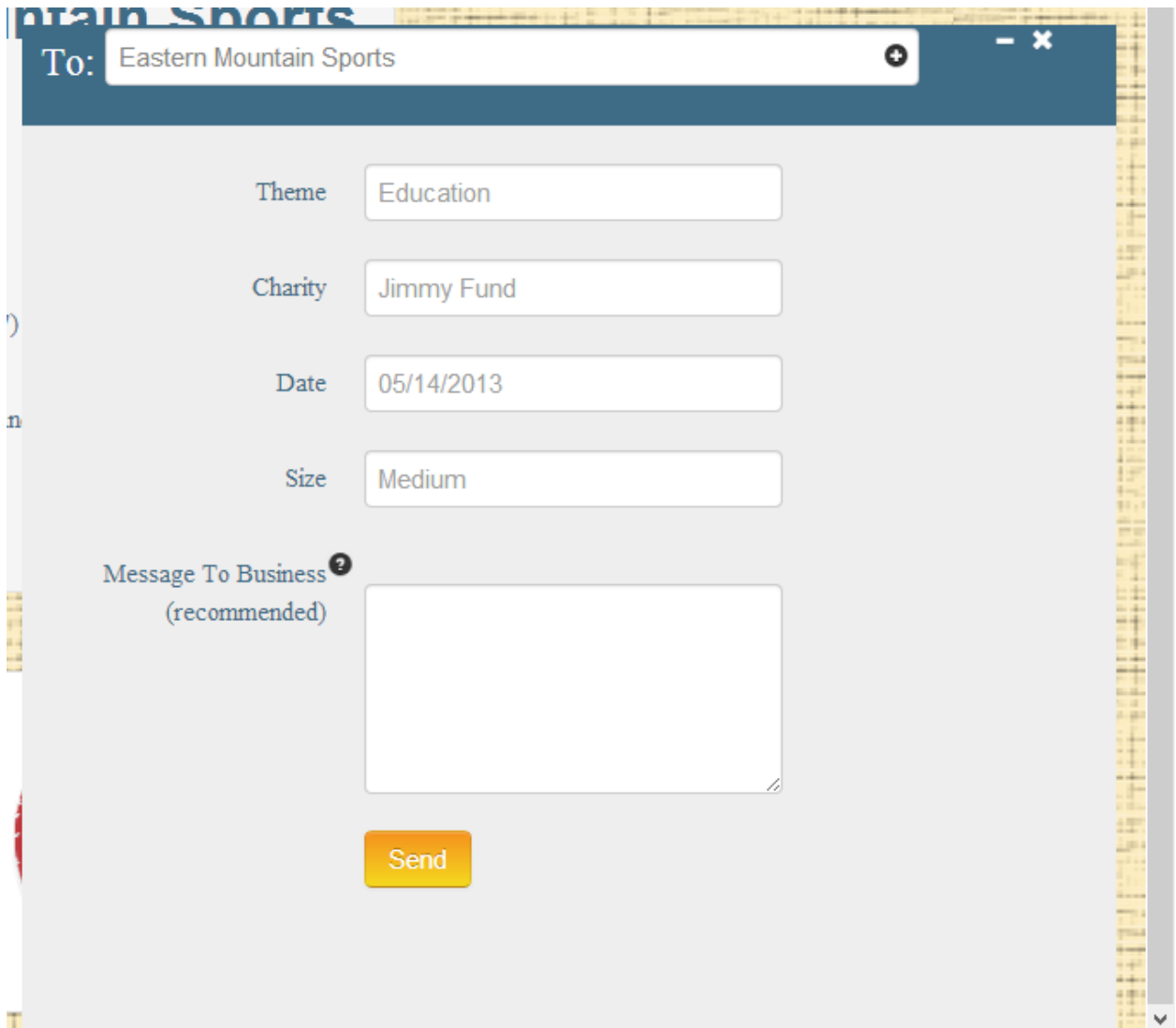


Figure 11: Businesses scroll arrows are not visible

14. **Labels are clickable in the message form** (Consistency, Match the Real World).

Severity Rating: Minor

There are affordances that exhibit the labels in the message form as clickable. First, this is inconsistent with other message forms found on other website. Moreover, the clickable area reaches well beyond the label text, confusing the user what is clickable in the area.



The image shows a web-based message form. At the top, there is a dark blue header bar with the text "Eastern Mountain Sports" in the "To:" field. Below the header, there are four input fields: "Theme" with the value "Education", "Charity" with the value "Jimmy Fund", "Date" with the value "05/14/2013", and "Size" with the value "Medium". Below these fields is a larger text area labeled "Message To Business (recommended)" with a question mark icon. At the bottom of the form is a yellow "Send" button.

Figure 12: Message Form

15. User can alter text of "to" field in the message (Error Prevention).

Severity Rating: Cosmetic

The user can change the "to" field by typing a different name. Businesses can be added by pressing their names, which is great, and efficient, however, will the message reach the destination if the user manually types the name or alters the name? If not, then the user should not be allowed to modify the name.



The image shows a close-up of the "To:" field in the message form. The text "The Charitable Connections" is entered in the input field. The field has a dark blue background and a white border. There is a plus sign icon on the right side of the field and a minus sign icon on the left side.

Figure 13: Modified "To" Field