

## 6.813 HW2 – Heuristic Evaluation of SETENTS

This analysis is organized by website feature and ordered by severity.

### Home page

1. There should be mechanisms for moving and renaming files/folders. [severity: **major**]

Heuristic: User control, Flexibility, Error prevention/recovery

There doesn't seem to be any way for users to reorganize their folders and files, which is pretty terrible for error recovery. A common way to resolve this issue is to allow users to drag a file into/out of a folder.

2. Search bar text replacement is prone to errors. [severity: **major**]

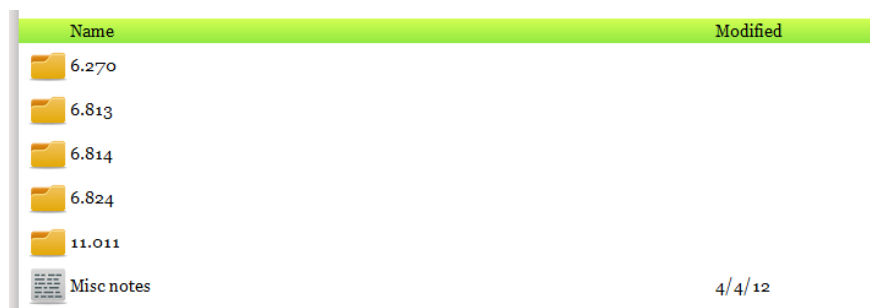
Heuristic: Error prevention, System status

It's hard to take a screenshot of this, but when you search, relevant results are displayed in a drop-down. When you mouseover these results, the text in the search bar changes. If you mouse back up to the search bar, the original search text reappears. However, if you want to search for "applesauce", begin to type "app", and accidentally move your mouse even the slightest bit, you may find yourself searching for "L01: Usabilitylesauce"!

3. Include a creation date on the home page navigation. [severity: minor]

Heuristic: Consistency with real world, System status

The home page shows a list of folders and modification dates. Since there is a lot of whitespace, you should also include a creation date, since that is what most users will want to look at and order by.



| Name       | Modified |
|------------|----------|
| 6.270      |          |
| 6.813      |          |
| 6.814      |          |
| 6.824      |          |
| 11.011     |          |
| Misc notes | 4/4/12   |

4. Should allow sorting of files by different categories. [severity: minor]

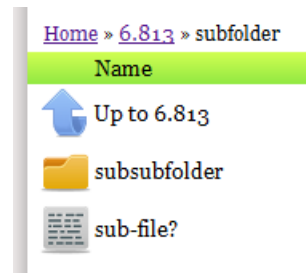
Heuristic: Consistency with real world, User control

[with #3] Users should be able to click on the header bars to order by name, modification date, or creation date if that is added.

5. Parent folder and breadcrumb navigation [good]

Heuristic: Visibility of system status, Recognition

It is really nice that you have both an “up to parent folder” button, which is consistent with many file systems, and a breadcrumb trail that shows the entire path of folders, so users can quickly jump back to an ancestor folder.



## Video/notes page

6. Video controls are either ambiguous or should be combined with each other. [severity: **major**]

Heuristic: Consistency with outside apps

The button for expanding the video actually shows the “full screen” icon instead. Users may expect to watch the video in full screen and be disappointed. Additionally, generally accepted layout is to have play/pause on one button, and record/stop on another. There is good reason for this – You will never need both play and pause at the same time, so combining them saves screen space. Combining them onto the same button allows users to quickly play and pause, instead of constantly moving their mouse side to side. (The same logic applies to record/stop.)



7. Dragging video slider has inconsistent results. [severity: **major**]

Heuristic: Internal consistency

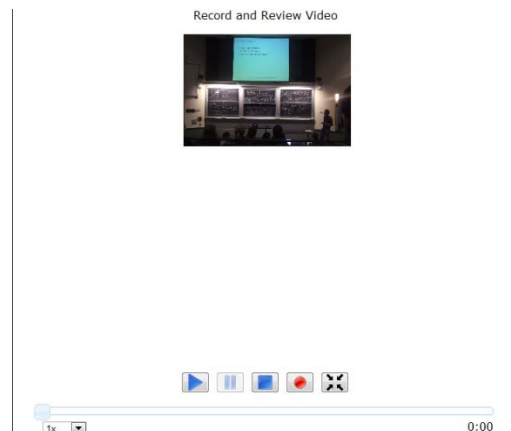
When the video is paused, dragging the slider causes the video to progress frame by frame until it reaches the point you have selected. However, this causes the illusion that the video is actually playing. Clicking the pause button doesn't have any effect, so users may get very confused. In addition, dragging the slider causes the document to scroll up and down, and green highlighting to appear.

When the video is playing, dragging the slider moves the slider, but does nothing to progress the video, so there is a discrepancy in state.

8. Enlarging video doesn't work. [severity: minor]

Heuristic: Consistency, Visibility of system status

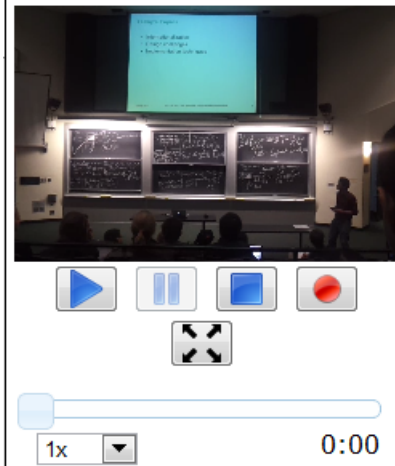
Enlarging the video should actually make the video size larger. Alternatively, the button should allow for fullscreen viewing.



9. Reducing video causes layout error. [severity: cosmetic]  
 Heuristic: Internal consistency

After you enlarge a video, clicking the button to reduce its size causes the enlarge/reduce button to jump down to the next line.

### Record and Review Video



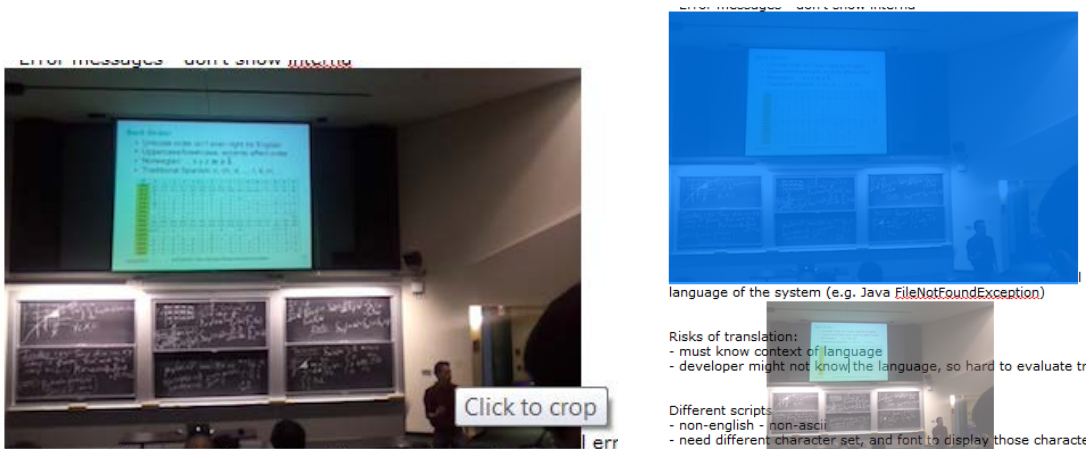
### Document

10. Cropping and moving aren't really compatible right now. [severity: **major**]

Heuristic: User control, Flexibility/efficiency, Consistency, Documentation

Clicking to crop is a bit unintuitive, and you should not rely on a tooltip to instruct users. Additionally, users will most likely want to move a screenshot in the document; however, there is no apparent mechanism for doing this. If you click and drag (image on the right), this actually allows users to move the image; however, the display/feedback for this is a shadow image that is not consistent with most displays of moving objects (for example, moving checkers in PS3).

Furthermore, after you move an image in this way, you can no longer click to crop.



11. Notes can be highlighted in two colors but the difference isn't clear. [severity: **major**]

Heuristic: Consistency, Visibility of status, Documentation

If you click on a line in the document, it is highlighted in green. However, if you click and drag to select a chunk of text, it is highlighted in the default browser/OS blue color. It is actually possible for both to occur at the same time, and even in the same line!

It is unclear how green highlighting works. It appears at first glance like the section is referring to a specific section in the video (see #7), but you see highlighting even when the video isn't playing. It's also unclear if green highlighting would appear if you edit notes post-class, or decide to add a significant introduction that shifts all the notes associated with a part of the video down, so that they no longer match up with the correct timeframe. To me, the green highlighting seems extraneous and distracting, but if it is somehow integral to SETENTS, you should include some explanation of what it is, why it's there, and how it works... and just make sure it's consistent with its intent.

- Error messages - don't show internal errors to the user - will be in language of the system (e.g. Java `FileNotFoundException`)

Risks of translation:  
- must know context of language  
- developer might not know the language, so hard to evaluate translations

Different scripts  
- non-english - non-ascii  
- need different character set, and font to display those character sets

12. More text formatting options are needed. [severity: minor]

Heuristic: User freedom

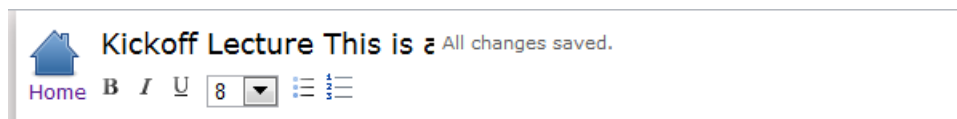
Users should be able to center or left/right-justify their text. Slightly less important, but something that should also be added, is the option to change fonts.

13. Add some margins and padding for aesthetics and alignment. [severity: cosmetic/minor]

Heuristic: Aesthetics

The cosmetic severity portion comes from the fact that on the video page, "Record and Review Video" is aligned at the very top of the page, and neither it nor the video itself is horizontally aligned with the document header or body. You should probably align "Record and Review Video" with the document title, and align the top of the video with the start of the document body.

The minor severity portion is found in the document header. There is so much whitespace on the right of the text and buttons, but this is not used at all. If there is a long title, it gets cut off when there is no apparent need to have a shorter text display. Overall, this entire header can and should be spaced out a lot more. The spacing between the bold, italics, and underline icons, and between the two bullet list formats, should remain as-is. Add more space after the Home icon, and add space around the text size dropdown. And again, make the text display a lot longer!



## General

14. There is a lot of unused space that could be utilized. [severity: minor]

Heuristic: Aesthetics, Consistency with outside standards

The home page has a width of 700px. The video page has a width of 840px. Basically all modern computers show a lot more screen space, so SETENTS could benefit from a wider layout (especially with documents). A good default width is 960px.

15. There is nice use of colors and feedback. [good]

Heuristic: Aesthetics, Visibility of status

I like the minimalistic use of color, the row highlighting on the home page, and the brief color change on row click that to reflect your selection. The “saving...” message on the notes page is also very useful.