

HW2 Heuristic Evaluation

Evaluation by Alex Lesman of CheckIn computer prototype

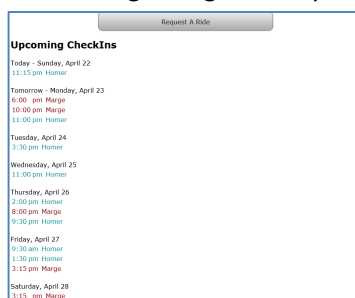
Overview

Generally the user interface was pretty simple and easy to figure out. I had some trouble getting a good understanding of the user model. In my mind a “check-in request” is an atomic item the requires a direct response. When a child “checks-in” they don’t just generally “check-in” but they check in to one specific request. This seemed clear from the parent side of the UI but was not clear from the child side of the UI. I also wasn’t sure what happened with missed check-ins, which were not anywhere in the UI. The ride requests did not have a corollary in the parent UI, perhaps they push a text message to the parent or something? But that wasn’t completely clear.

In general, the implementation packs a solid amount of functionality into a neat and simple interface (from both the parent and child sides). Besides some trouble I had getting a good idea of the model for everything, the UI was pretty slick. I feel I did a good bit of nit-picking but in general it all looks good. I like the CheckIn logo/font and everything has a nice minimalist aesthetic.

Child Page

- **Good** The user is greeted by name on the home page. (Feedback)
- **Csmtc** Welcome, ChildName is not aligned with Check-in on the horizontal rule (graphic design)
- **Minor** Page is significantly imbalanced due to upcoming check-ins page (graphic design)



- **Severe** Do check-ins get sent to specific people or just broadcast to both parents? The send check-in page does not show who the check-in is sent to. (learnability, safety)

Who are you with?

What are you doing?

Other?

When will you be back?

- **Minor** Can you have more than 2 “parents” ie mom, dad, grandpa... (user freedom)

- **Major** Can't submit a check-in by clicking on a check-in on the upcoming check-ins list. (shortcuts, efficiency)
- **Major** Can't see previously submitted check-ins, or previously missed check-ins. (feedback)
- **Severe** What qualifies as check-ing in? Does it have to be within 15 minutes, 30 minutes? If there are two check-ins for different people at the same time can I check-in for both? (learnability, user model)
- **Minor** Front page could use more contrast, and the spacing between time and parent name is too small. Would suggest bolding the dates, putting the am/pm tag up against the time (no space) and put a tab before parent name. (graphic design)

Today - Sunday, April 22

Tomorrow - Monday, April 23

Tuesday, April 24

8:15 am Marge

11:15 pm Homer

Wednesday, April 25

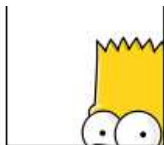
8:15 am Marge

Parent Page

- **Good** The user is greeted by name on the home page. (Feedback)
- **Csmtc** Welcome, marge is not aligned with Check-in on the horizontal rule (graphic design)

Welcome, Marge!

- **Minor** On "request check-in" page the title reads "Edit Check-In" which is confusing feedback (feedback)
- **Major** On "request check-in" it is unclear which child this is referring to, just having that users icon isn't necessarily enough to quickly figure out which child is which. (recognition vs recall, safety)
- **Minor** On the "request check-in" page selecting "Now" does not disable the Repeat check-box, however choosing repeat does disable the now option. Getting back to now requires unchecking Repeat and then selecting now. (consistency, efficiency)



Time: ☒ Now ☐ Later :

Date: ☐ -OR- Repeat ☐

- **Minor** On “request check-in” page there is only one field for “other”. A parent may want to request more than one “other” thing. (User freedom)
- **Major** On “request check-in” page the pre-set options are fixed, and by default only one is selected. Check-ing all 5 boxes is time consuming and typing in the other field is slow. Perhaps add an auto-complete in the other field to most recently used additional questions. (defaults, efficiency)
- **Csmtc** On “edit check-in schedule” the New and Cancel buttons are not aligned (graphic design)

The screenshot shows a user interface for editing a check-in schedule. At the top, there are two buttons: "New" and "Delete Selected". Below these are four rows of check-in times, each with a checkbox and a right-pointing arrow button:

- ☐ 10:45 PM - Today
- ☐ 4:00 PM - M T W R F
- ☐ 10:00 PM - F Sa
- ☐ 1:00 PM - April 30, 2012

At the bottom, there is a "Cancel" button.

- **Severe** Not sure how to leave the “edit check-in schedule” page. The only way to leave is to hit cancel, not sure if that cancels all of the changes I have made, or just finished editing. Should have two buttons -> Apply and Cancel or whatever. (Learnability, Safety)

This screenshot is similar to the previous one, showing the same list of check-in times with checkboxes and right-pointing arrow buttons. However, the "New" button is not visible, and the "Cancel" button is at the bottom.

- **Major** On the home page is there a way to view missed check-ins? (shortcuts, efficiency)
- **Minor** When hitting the “+” add child tab/button you first see it appear as though it were a tab switch, and then a new page opens, which is a little weird for a tab+ button. It would be cool if it actually opened an add-child tab and you could add a new child in the tab. (graphic design, consistency).

The screenshot shows a home page with a tab bar at the top containing three items: "Bart", "Lisa", and a "+" button. Below the tab bar, there are two buttons: "Re" (partially visible) and "Edit".