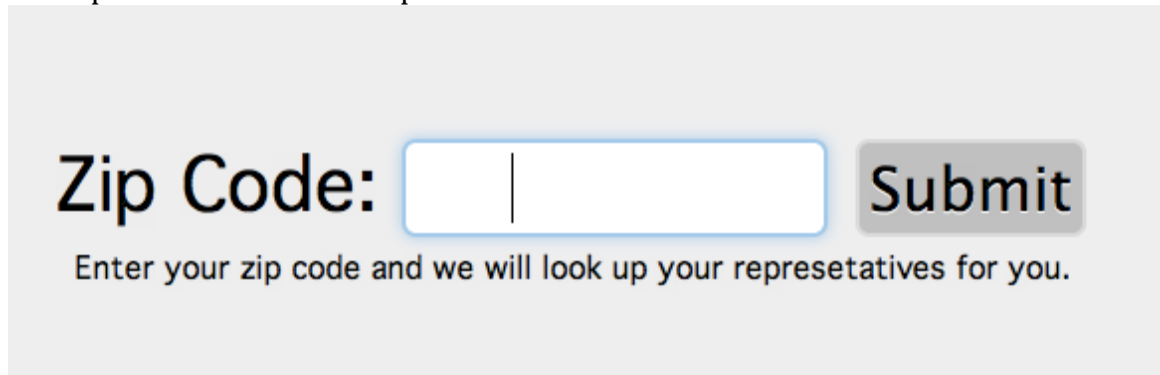
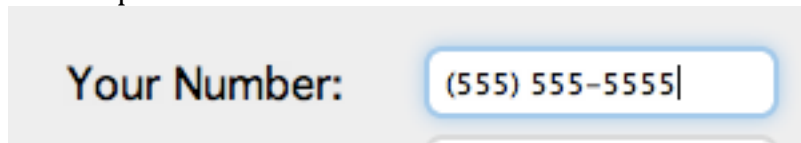


1. Zip code entry

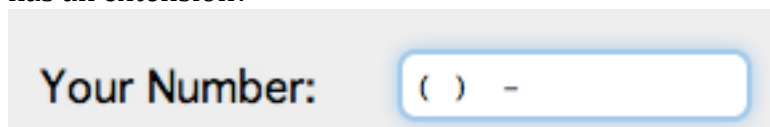
- The zip code field has whitespace in it when it is first selected.



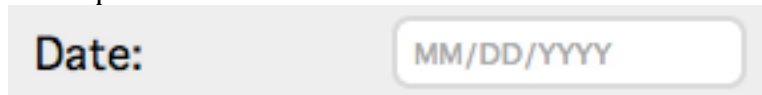
- Usability heuristic: flexibility and efficiency. The zip code field does not have a fragile default. The page does place the cursor at the beginning though, which helps.
 - Severity: minor
2. Phone number entry
- All phone number fields are formatted consistently and look like a written phone number.



- Usability heuristic: match the real worlds, consistency and standards, external and internal consistency.
 - Severity: good
3. Phone number entry
- Phone number fields only allow numbers to be typed and a phone number can only be 10 digits long. This is good because it prevents mistakes, but it also limits the user's flexibility. What if my number has an extension?



- Usability heuristics: error prevention, error reporting, user control & freedom
 - Severity: good and minor
4. Date formatting
- Description: Date fields have a fixed format.



- Usability heuristic: consistency and standards. Date formatting should respect locale settings.
- Severity: minor

5. Date field calendar

- Setting the date can be done by direct manipulation of a calendar widget.

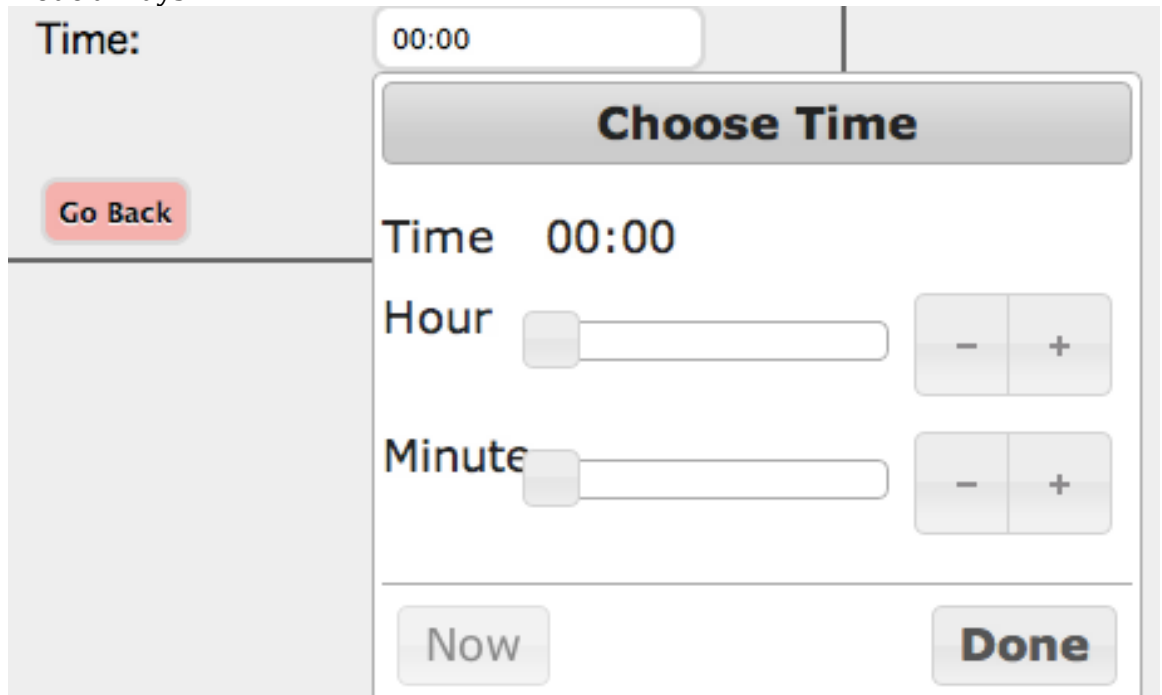
The image shows a user interface for a date field. On the left, there are labels for "Date:" and "Time:". The "Date:" field contains two slashes "//". Below the "Time:" label is a red "Go Back" button. To the right, a calendar widget is displayed for April 2012. The calendar has a header with "April 2012" and navigation arrows. The days of the week are labeled "Su", "Mo", "Tu", "We", "Th", "Fr", and "Sa". The dates are arranged in a grid. The date 22 is highlighted with a yellow border.

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

- Usability heuristic: recognition not recall, human interface objects
- Severity: good

6. Time widget

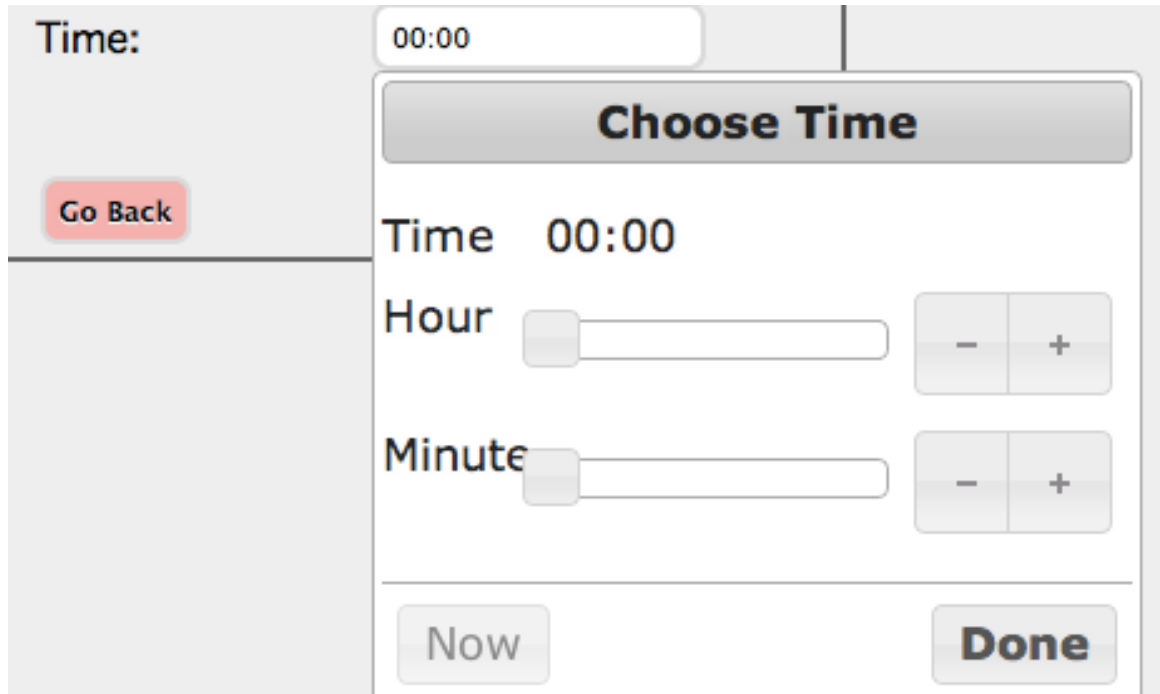
- Time display does not match user's locale. It is displayed in 24-hour mode always



- Usability heuristic: match the real world
- Severity: minor

7. Time widget

- Sliders do not provide a familiar, natural way to choose the time. This is less efficient than typing and not a metaphor of something like an alarm clock. The sliders also do not loop around like setting the time on a clock.



- Usability heuristic: affordances, efficiency
- Severity: major

8. Time widget

- The “set time to now” button does not look selectable because it is greyed out. Does this mean my time is set to now? Is the time actually a delay into the future?

The image shows a mobile application interface for setting a time. The main screen displays 'Time: 00:00' and a 'Go Back' button. A modal dialog titled 'Choose Time' is open, showing 'Time 00:00', 'Hour' and 'Minute' sliders, and buttons for '-' and '+'. At the bottom of the modal are 'Now' and 'Done' buttons.

- Usability heuristic: affordances, visibility of system status
- Severity: major

9. Scheduling a call errors

- If I attempt to schedule a call without filling out one of the fields, the schedule button silently fails. The schedule button always looks clickable.
- Usability heuristics: error reporting, affordances
- Severity: major

10. Scheduling multiple calls

- If I schedule multiple calls in the same session, the interface does not attempt to remember my number and auto-populate the phone number field
- Usability heuristics: flexibility and efficiency
- Severity: minor

11. Policymaker contact card

- Action buttons overlap contact info



- Usability heuristics: aesthetic & minimal design
- Severity: cosmetic

12. Policymaker contact card

- Use of whitespace separates descriptive information about a policymaker from the contact information



- Usability heuristics: aesthetic & minimal design
- Severity: good

13. Inconsistent use of browser history

- Clicking on “call now” from the results page pushes the call page onto the browser history. Once a call is made, that state is popped of the stack so the browser forward/back arrows look like this:

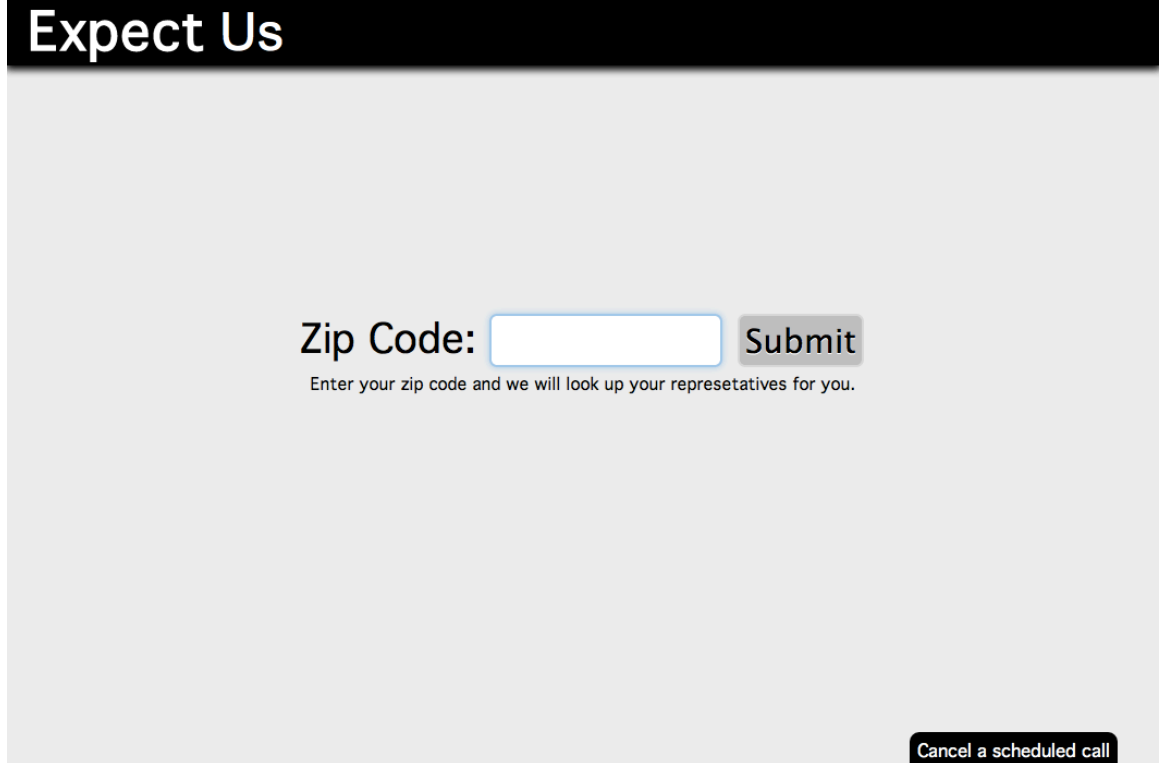


Going “back” at this point takes me back to the search page, which is where I was 4 page views ago.

- Usability heuristics: match the real world, consistency and standards, recognition not recall
- Severity: major

14. App self-description

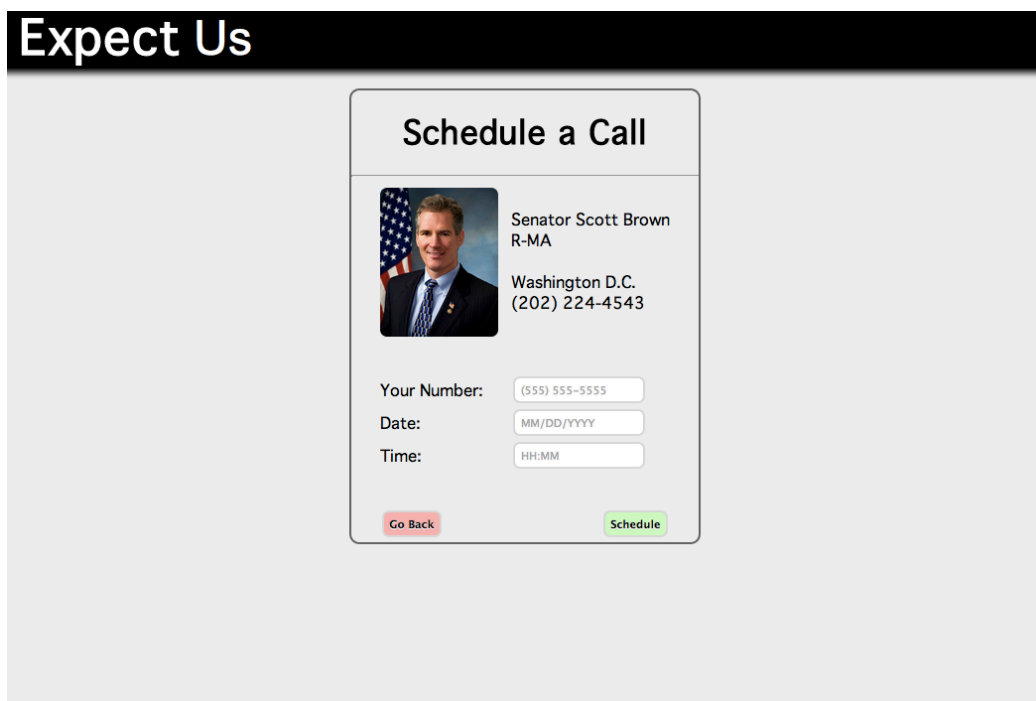
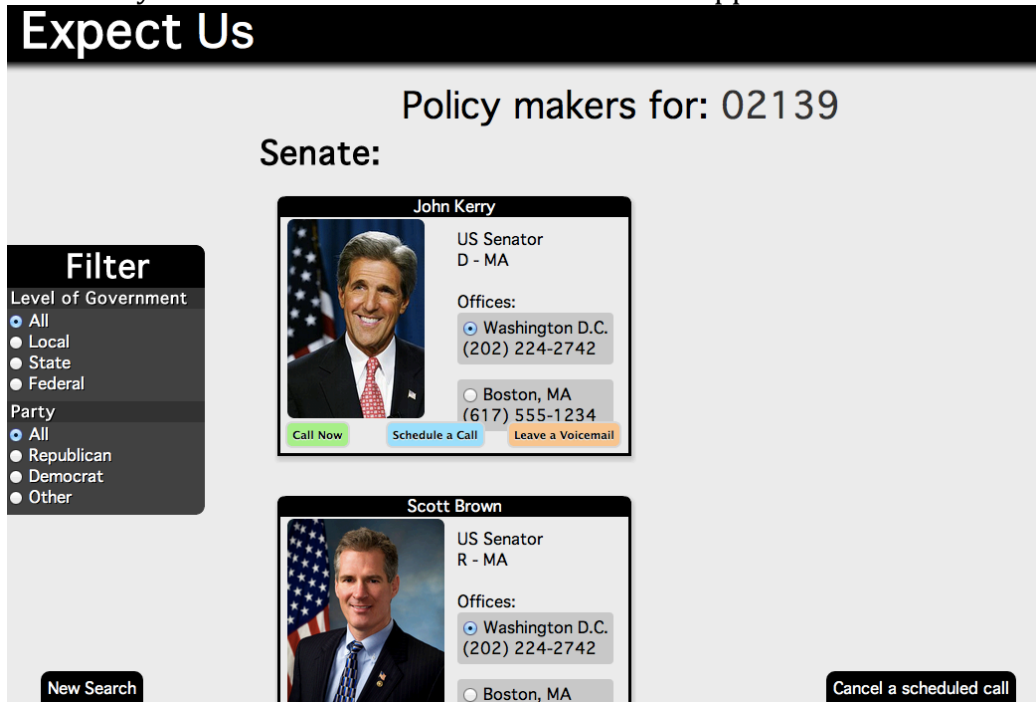
- The landing page for Expect Us does no self-disclosure as to the purpose of the site. The only reason I knew what I was supposed to be doing was your wiki entries.



- Usability heuristics: help & documentation
- Severity: major

15. Navigation links are not always visible

- The ability to cancel a call is tied to which mode I happen to be in



- Usability heuristics: internal consistency
- Severity: major