

Laundry Quandary Heuristic Evaluation

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Positive

1. Consistency and standards (Learnability) – Arrows pointing downwards on the home screen items help show that there is more information to be seen, inviting a click to display said information.
2. Visibility of system status (Safety) – the arrow changes to point up when the machine status is expanded, so it is clear that the view can be collapsed.
3. Visibility of system status (Safety) – It shows you whether the washers and dryers have been emptied – although it doesn't seem to show whether they are currently running, but that could be in the final UI
4. Aesthetic and minimalist design – the colors distinguishing the types of machines are helpful, and the interface looks clean and friendly.
5. Aesthetic and minimalist design – the icons next to add note and read note help show the functionality of the buttons.
6. Visibility of system state (S) – you can tell if the machine is marked to notify you on completion. This is good, but the checkbox is not necessarily the best way to show it.
7. Consistency and standards (L) – the popup to enter a note is very standard and therefore easy to use based on previous experience.

Negative

1. Flexibility and efficiency (Efficiency) – it's not clear what notes do, whether you can leave more than one of them, who posted them, and what they should be used for. Should I use a note to reserve a washer? Is the information in the note accurate?
2. User control and freedom (Safety) – using a checkbox for the “notify me when this machine is finished” control might not be the best option, since a checkbox doesn't really communicate the action properly. For example, when the machine finishes and I am notified, will the program uncheck the box for me? If so, why is it a checkbox and not a button?
3. Aesthetic and minimalist design – More than one machine can be opened at a time – this means that if I forget to close a machine's panel when I'm done, I'll end up with a much more cluttered interface where there are many controls being shown at once. It might be a better option to close all of the other panels when a new one is opened.
4. Visibility of system status (Safety) – There is no visible way to refresh the information being show on the display, so I'm not sure if the statuses shown on the screen are the most recent ones available.
5. Flexibility and efficiency (Efficiency) – it might be helpful to be able to choose which washers and dryers the user is looking at.
6. Visibility of System Status (Safety) – There is no way to see which washers and dryers the user is looking at (for example, which building they are in)

7. Affordance (Learnability) – The things you can click on don't look like buttons, and don't respond to being touched by depressing
8. Flexibility and Efficiency (Efficiency) – There is no way to customize what appears in the UI – change the order of the machines, show/hide, add machines, etc.