

## IvyPlusResumes

### Task 1: Enter Your Experience

#### Problem: Repetitive Help Information

Usability Heuristic: Help & Documentation

Severity: Minor

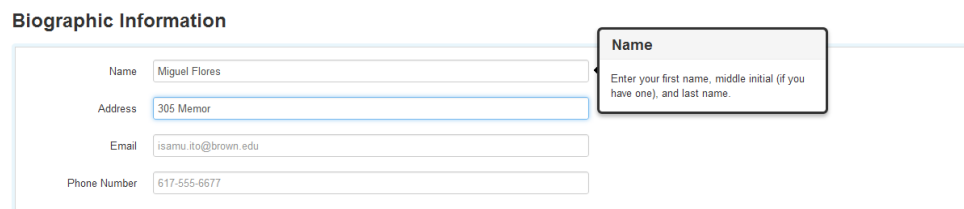
The tooltip that pops up on mouse-over in the biographic information is unnecessary. It does not offer any more information or clarification than the placeholder does.

#### Problem: Tooltip Lasts Too Long

Usability Heuristic: Help & Documentation

Severity: Minor

The tooltip provided in the biographic information lasts too long. It is helpful when I am typing into that entry, such as Name, but if I go onto the next one (through Tab), it should disappear. As can be seen in Figure 1, the Tooltip is not in the corresponding location and should either be updated, or removed.



The image shows a form titled "Biographic Information" with four input fields: Name (Miguel Flores), Address (305 Memor), Email (isamu.ito@brown.edu), and Phone Number (617-555-6677). A tooltip is visible over the Name field, containing the text "Name" and "Enter your first name, middle initial (if you have one), and last name." The tooltip is positioned to the right of the Name field, not directly over it.

Figure 1: Tooltip

#### Problem: Experience Date not Standard

Usability Heuristic: Consistency & Standards

Severity: Minor

Résumé dates usually include From and To dates for job positions, not "Fall 2011." It is not clear whether putting "May 2011 – August 2011" would be permissible, instead of putting in "Summer 2011."

#### Comment: Overall Look

Usability Heuristic: Aesthetics & Minimalist Design

Severity: Good

The look and feel of the design is really clean and smooth. Good use of minimal color and color to emphasize the buttons.

## Task 2: Build Your Résumé

### Comment: Drag and Drop

Usability Heuristic: Help & Documentation / Affordance

Severity: Good

The use of the “Drag and Drop Here” bins and the four-directional arrows make it really intuitive of what to drag and where to drop each of the information snippets to. The use of the scope to limit where the details can be placed is really nice and useful.

### Problem: Adding to Sections

Usability Heuristic: Consistency & Standards / Affordance

Severity: Minor

After dropping one item into the bin, it becomes less obvious whether you can add more than one item to the same section. As shown in Figure 2, can you add multiple jobs to your Work Experience section? The look is very clean and smooth, but it does not advertise that you can still add components to that section as the “Drop Here” does for the remaining two sections.

The image shows a vertical list of three sections in a résumé builder. Each section is separated by a horizontal line. The 'Education' section has a dashed box with 'Drop Here' text. The 'Work Experience' section has a job entry for 'The World Bank' with a list of bullet points. The 'Leadership Experience' section has a dashed box with 'Drop Here' text.

**Education**

Drop Here

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**Work Experience**

**The World Bank** Summer 2011  
*Economic Analyst Intern* Washington, D.C.

- Studied inflation in a set of developing countries, specifically the situation in Zimbabwe.
- Made recommendations for the role of the World Bank in supporting potential development in the area.
- Conducted regression analysis on CPI for the past ten years.

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**Leadership Experience**

Drop Here

Figure 2: Work Experience - Can more be added?

### Problem: Removing from Sections

Usability Heuristic: Consistency & Standards / Affordance

Severity: Minor

After adding the details to the résumé, it does not appear obvious if you can remove them. This is not implemented either, so I am not sure if this will be a part of your design. Users may reasonably want to remove their experiences as they build their résumé. Additionally, the added sections continue to be drag-able, without any place they can be dragged. As seen in Figure 2, there are no indications that the experience details added to the résumé may be removed.

### Problem: Experience Details Remain Even After Added

Usability Heuristic: User Control & Freedom / Affordance

Severity: Minor

As shown in Figure 3, after dragging an experience detail from the left to the bin on the right, the section continues to stay there. There is nothing that distinguishes the added sections from those that still have to be added. It is still drag-able and has the same appearance. Possible solutions are to remove it, to disable it, or to gray it out.

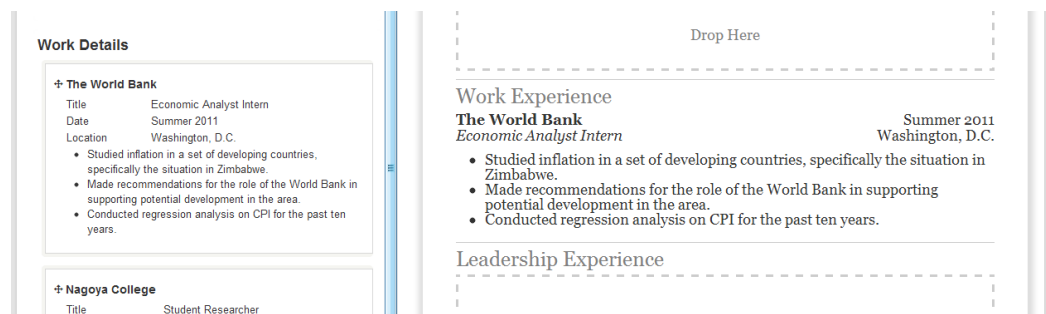


Figure 3: Experience remains after it has been added.

### Problem: Résumé Name Textbox Placement

Usability Heuristic: Aesthetics & Minimalist Design / Visibility

Severity: Minor

The textbox to write in the résumé name is not very noticeable. There is insufficient contrast; focus is instead provided to the “Save And Continue” button as shown in Figure 4. Users may easily skip and not notice that they have to enter a name. Possible placement at the top or offering enough contrast in the bottom so that users would notice it more would help.

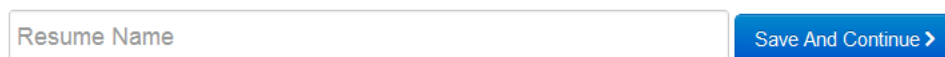


Figure 4: Résumé Name: Focuses on Continue

### Problem: No Back/Return Button

Usability Heuristic: Flexibility & Efficiency

Severity: Minor

No back button or return button is provided at the bottom of the page. As shown in Figure 3, a button is provided to save and continue, but none to return to the “Enter Your Experience”

section. This hurts efficiency; it leads users to have to return to the top of the page to go back to edit their Experiences.

### Problem: Alignment in the Experiences Column

Usability Heuristic: Consistency & Standards / Aesthetics & Minimalist Design

Severity: Minor

The alignment throughout your design looks very good, but as seen in Figure 5 below, the alignment is off in the Experiences section. Brown University and Nagoya International School, the details have different alignments, though the information is very much the same. The first one appears much better and more natural. The alignment from the second one remains throughout the rest of the sections.

#### Education

##### ✦ Brown University, B.S. Biology and Management

Year      Class of 2015  
Relevant   Genetics I, Organic Chemistry, Molecular Biology,  
Courses    Management and Engineering, Industrial  
              Economics for Strategic Decisions, Macro and  
              International Economics  
GPA        3.8/4.0

##### ✦ Nagoya International School

Date            Class of 2011  
Relevant Courses   AP Biology, AP Microeconomics

#### Work Details

##### ✦ The World Bank

Title            Economic Analyst Intern  
Date            Summer 2011  
Location        Washington, D.C.  
• Studied inflation in a set of developing countries, specifically the situation in Zimbabwe.  
• Made recommendations for the role of the World Bank in supporting potential development in the area.  
• Conducted regression analysis on CPI for the past ten years.

##### ✦ Nagoya College

Title            Student Researcher  
Date            Summer 2011  
Location        Nagoya, Japan  
• Assisted wet lab research team in a summer-long project.  
• Performed PCR Experiments on rat DNA.

Figure 5: Bad Alignment in Experience Details

### Task 3: Save and Share

Problem: Make Public/Private Feedback

Usability Heuristic: Visibility of System Status

Severity: Minor

The binary use of color for the Public/Private Résumé is clearly contrastable and useful as seen below in Figure 6. It is neither clearly visible nor understandable what is meant by Public and Private. Would a public résumé have a URL, or is there a shared network that you share to? Should more knowledge be gained from making the résumé public?

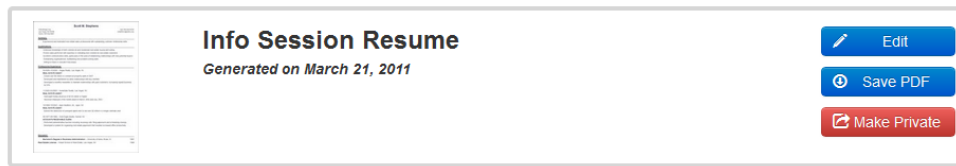


Figure 6: Public Résumé

Problem: Create a New Résumé

Usability Heuristic: Help & Documentation

Severity: Minor

Each of the task together show that there can be different résumés with different possible information, but there is no evident way to create a new one after you already have made some. Maybe a “Create Résumé” button in the “Your Resumes” section.

### Overall

Comment: Good Navigation

Usability Heuristic: Aesthetics & Minimalist Design

Severity: Good

I really liked your simple navigation bar shown below in Figure 7. It continues the simple and clean design of the rest of the page but yet allows users to navigate and know what page they are on.

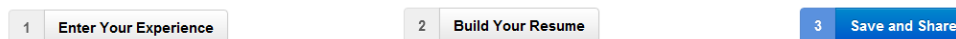


Figure 7: Navigation Bar

Comment: Good Use of Icons

Usability Heuristic: Aesthetics & Minimalist Design

Severity: Good

I really liked your use of icons throughout your design, shown in Figure 8. They are very simple, but yet easily define their function without the need for words, or in other cases, to complement the words.

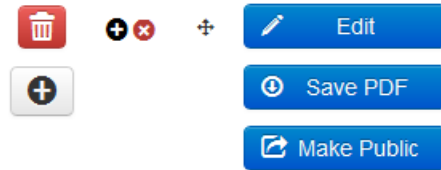


Figure 8: Icons