Rachel Chasin
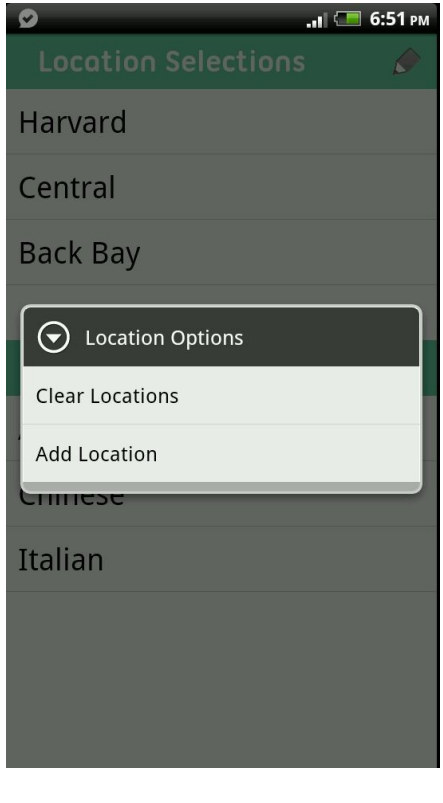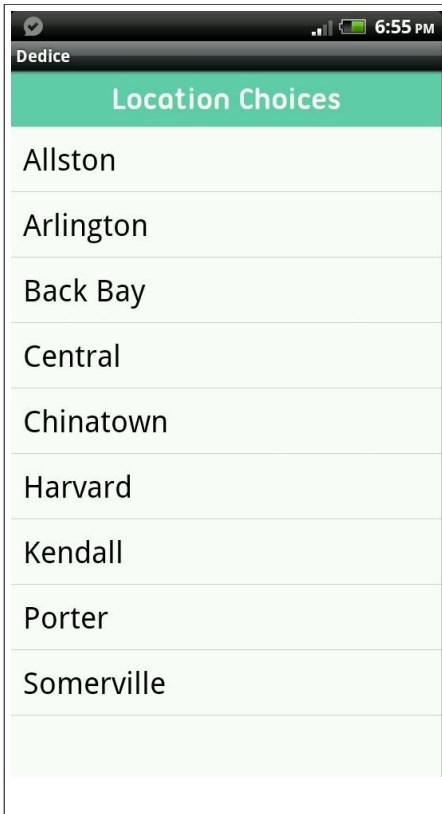6.813 HW 2: Heuristic Evaluation
22 April 2012

Evaluating: Dedice

This heuristic evaluation includes screenshots in the typical order they would be encountered in the use of the application, and then lists positive or negative comments associated with those screenshots.

Severity: Cosmetic
Frequency: Uncommon (since setting preferences is)
Persistence: Always
Impact: Very low
Description: Location options are the same whether I push the pencil at the top right or one of the listed locations. I would expect these actions to do different things – probably for the pencil to give me these options, and the location to give me more specific options, as this is true in most Android applications.
Usability principle violated: Nielsen's 2 – external consistency

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	Severity: Minor **Frequency**: Uncommon (since setting preferences is) **Persistence**: Always **Impact**: Fairly low **Description**: To select a location (cuisine), the actual text must be pressed, not just the line. This is a little inefficient and hard to learn, especially since most Android applications just work by line. **Usability principle violated**: Nielsen's 6 – efficiency; Nielsen's 2 – consistency
(no screenshot)	**Severity**: Minor **Frequency**: Uncommon (since help tends not to be used) **Persistence**: Not persistent (deal with once) **Impact**: Low **Description**: Pressing the help icon in the betting screen displays the comlpete help (as if one pressed how to play on the home screen), while ideally a help screen more specific to this task would be displayed. **Usability principle violated**: Nielsen's 5 – Visibility of system status

Severity: Good
Frequency: Possibly common
Persistence: N/A
Impact: N/A
Description: This is a useful and noticeable but unobtrusive error message (as it fades quickly). It comes up while still easy for the user to fix their mistake.
Usability principle in use: Nielsen's 7/9 – error prevention, reporting, diagnosis, and recovery

I do question whether this is a good requirement to make of the user – maybe one member of the group deciding on restaurants just does not care as much as the others, and would prefer to use fewer chips total.

Severity: Good
Frequency: Common
Persistence: N/A
Impact: N/A
Description: The betting board is green with white outlined boxes and has chips just as in a real casino – good metaphor.
Usability principle in use: Nielsen's 1 – Match the real world

Severity: Catastrophic
Frequency: Common
Persistence: Always
Impact: High
Description: The system shows an inconsistent state: the user has 10 chips left (correct), but the pieces displayed are a 5 and a 10, implying that they have 15 left. If the user moves the 10 to the board, the 5 disappears (they have used all their chips), and if they move the 5 to the board, the 10 disappears (leaving a 5 left, which is correct). This is a confusing state to the user, and it cannot be resolved until they move forward in their task (by moving either the 5 or the 10 to the board). This error also draws attention to how your system does *not* match the real world, how the metaphor breaks down... it does not have a set number of pieces of each denomination, but rather lets the user divide the 100 chips in any way (good because it allows more possibilities, but confusing since the chips look like they are physically there to be moved). As I write this up, I realize that you probably mean for what I assumed were "piles" of chips to be used to actually just represent moving some abstract betting amount to the appropriate place, but your metaphor will make users thing they are actual objects to move.
Usability principle violated: Nielsen's 5 – Visibility of system status; Nielsen's 7 – Error prevention; Nielsen's 1 – Match the real world
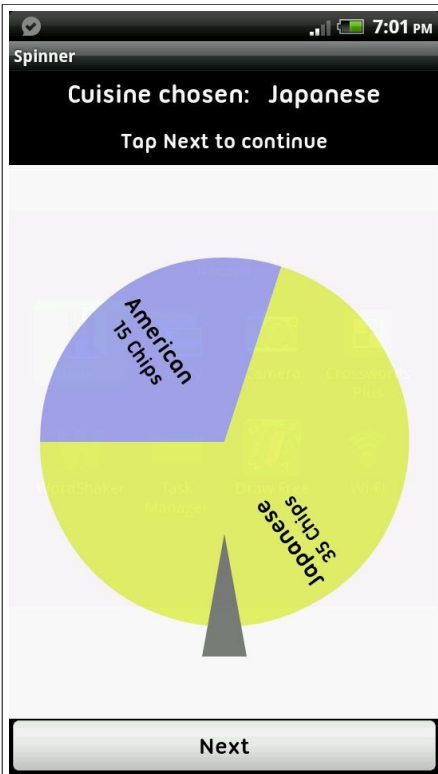
Severity: Minor
Frequency: Common
Persistence: Always
Impact: Medium - low
Description: Forcing the user to press next is less efficient than allowing them to click anywhere, which feels like a natural way to progress.
Usability principle violated: Nielsen's 6 - efficiency; to some extent, Nielsen's 2 – external consistency

Severity: Good
Frequency: Common
Persistence: N/A
Impact: N/A
Description: Wheel animation is well done
Usability principle in use: Nielsen's 1 – match the real world (strengthens the metaphor)

Severity: Cosmetic
Frequency: Common
Persistence: Always
Impact: Medium
Description: I realize spinning the wheel is part of the metaphor, but it does take 3 spins to decide on a restaurant, when you could get the same functionality in no spins (just push a button and have the result shown) or with 1 spin of a wheel that has 3 layers (e.g. radius 0-1 is price, radius 1-2 is location, radius 2-3 is cuisine).
Usability principle violated: Nielsen's 6 – efficiency

Severity: Minor
Frequency: Common
Persistence: Always
Impact: Medium
Description: Given that you have chosen an animation, there should be a way for the user to stop it and see the decision without waiting for it to finish, e.g. by pressing the screen, a common way to do so.
Usability principle violated: Nielsen's 6 – efficiency; Nielsen's 2 – external consistency

Severity: Major
Frequency: Probably uncommon
Persistence: Always
Impact: High
Description: Changing the phone's orientation cancels the spin and returns to the before-spin state.
Usability principle violated: Nielsen's 7 – error prevention

Severity: Cosmetic
Frequency: Probably uncommon
Persistence: Depends
Impact: Medium
Description: The way you have wheel is a little strict, especially if

	my phone is at an odd angle. **Usability principle violated**: Nielsen's 7 – error prevention **Severity**: Good **Frequency**: Possibly common **Persistence**: N/A **Impact**: N/A **Description**: Good error message for an incorrect wheel spin **Usability principle in use**: Nielsen's 9 – error reporting, diagnosis, recovery; Learnability
	Severity: Major **Frequency**: Possibly common **Persistence**: Always **Impact**: Medium - low **Description**: It is unclear how to go home from here (and impossible without using my phone's menu button). The user may want to go home to play the game again (maybe for a different group of friends). **Usability principle violated**: Nielsen's 4 – user control and freedom **Severity**: Cosmetic **Frequency**: Common **Persistence**: Always **Impact**: Low **Description**: The "Hell no" button makes me feel like there should also be an "Accept" button, even though the only functionality of that would probably be to go home while the "Hell no" button gives you another restaurant. On a somewhat subjective note, I find the wording of the "Hell no" button rather off-putting; it does not sound professional, and does not really mesh with the rest of the application's wording. **Usability principle violated**: Nielsen's 2 – external consistency; Internal consistency