

## ElderConnect

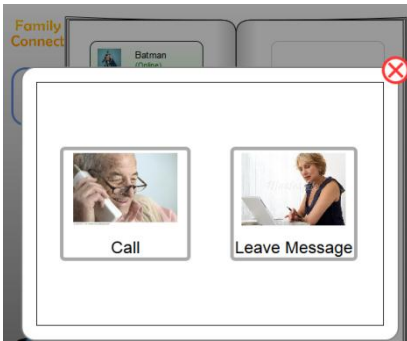
### Usability Successes:



1. **Readability/Dynamic Resizing:** I really liked how resizing the screen worked. I might suggest that you have a min or max width (as we discussed in lecture today, 4/25) so that the boxes don't disappear or become too big/small. It made readability (unless the boxes were too small) really easy to manipulate so that different users could resize the screen to maximize their personal experience.



2. **Learnability of entering contacts:** The familiar phone interface made learnability for entering contacts really easy. Hopefully everyone has had experience entering contacts into a phone so that this makes sense. (The sound feedback for different numbers was also helpful in this metaphor). (however see the first listing under failures for a problem I found with it).



3. **Fitt's Law:** In general, all the buttons seem to be big enough that Fitt's law would never be a problem. There are no real mouse steering or driving tasks that could be cumbersome on the user.
4. **Color Blindness/Readability:** The color scheme is such that there should never be an issue with color blindness, and it's fairly aesthetically pleasing 😊.
5. **Undo:** Text in the email is undoable, so it's easy to correct answers with common ctrl-z/y shortcuts. (It might be hard for users who don't know these shortcuts, especially if the target is an older audience, to know these shortcuts exist, however).

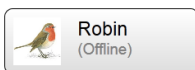
**Subject:**

**To:**

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Write your message here...

6. **Email body defaults:** When you click on the message body, the default text disappears. This is a good default because it displays a message but isn't hard to get rid of.

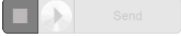


7. **Color Scheme Affordability/Learnability:** The color scheme of green for online and gray for offline are both very familiar since they are widely used and are thus learnable; they afford the different behaviors of interacting with online or offline users (such as calling) fairly well.

**Usability Failures:**

8. **Adding user learnability/efficiency:** To be honest, I'm not sure what happened but I can't find this screen anymore. It used to be such that when I was adding a contact the screen to enter the user's name would not have the number field already populated. I feel like it's very important to have the number field already populated so that it's easily understandable to the user that this is the same contact we've just entered the number for, and not a new contact entirely. (For learnability). (If I'm misremembering, it might be a good idea to have some sort of feedback for entering the name of a person. Sorry 😊)

<sup>-13</sup>  
Message sent!

9.  **Record a message affordability:** Grayed out part of "record a message" page is still clickable, and still performs the correct action, even though the fact it's grayed out doesn't afford clicking. (Is this a bug or something intentional?)



10. **Mailbox consistency:** Very confusing that the empty mailbox can't be opened, while the full mailbox can. It makes the mailbox somewhat inconsistent – I would recommend having it openable and just display "No messages in your mailbox" or something.



11. **Calling efficiency/learnability:** When calling people, I feel like the phone should automatically dial. It's a little confusing to click on "call" for a given person then have to actually physically press "dial" again. This effects both efficiency and learnability.



12. **Efficiency in leaving voice messages:** The countdown before recording seems to have pretty poor efficiency. Maybe just play a “beep” sounds, like on answering machines to let the user know that you’re now recording. If you need to leave a lot of users voice messages, this could be rather cumbersome.

13. **To field/email learnability:** The “To:” field of the email should be prepopulated, otherwise it could be confusing to the user that we clicked on email for a specific person and had to reenter their name. This doesn’t really anticipate the user’s intent currently.



14. **Reply button learnability:** The reply button almost looks like a browser’s “back” button, so it seems to afford returning to the mailbox. I might suggest somehow making the reply button more clear (maybe providing text).
15. **Back:** There doesn’t seem to be any way to go back when navigating menus like leaving messages or reading your inbox messages. It’s cumbersome to navigate back to these menus if you’ve clicked on the wrong button or change your mind.