

6.813 HW2 – Heuristic Evaluation

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Fat Charles

Platform: Ubuntu 11.10, Google Chrome for Linux.

Individual Drink Pages (<http://zbt.mit.edu/fat Charles/drink.php?id=1>)

The screenshot shows a web browser window with multiple tabs open. The active tab displays a drink recipe for "Fat Charles". The page includes sections for "Ingredients" (34 votes, 3 shots vodka, 4 oz. cranberry juice, 1 oz. pineapple juice) and "Instructions" (Pour the vodka over ice in a cup, followed by cranberry juice. Add pineapple juice slowly, to taste.). Below the instructions is a comment section with a "Add a Comment" button and a "Show Comments" link. The browser's address bar shows the URL: zbt.mit.edu/fat Charles/drink.php?id=1. The status bar at the bottom indicates the page is loaded from "MartiniX".

1) How the rating is presented (Learnability/does not match expectations) - Minor

It was originally kind of unclear to me what this number represented. I first thought that it might be the number of drinks you can make with the recipe, but the values seemed off for that. I eventually understood that it was supposed to be a rating (upvote/downvote style a la reddit), but the arrow feedback does not support this idea. Rather, graying out the arrow once you click it implies you have hit some sort of maximum or minimum in range, instead of rating it positively or negatively.

2) Cannot return the rating to the original value (Safety/error prevention) - Major

The rating cannot be returned to its original value. If the user accidentally clicks the up or down arrow, they cannot undo this action. The only thing they can do is change it from a positive rating to a negative rating.

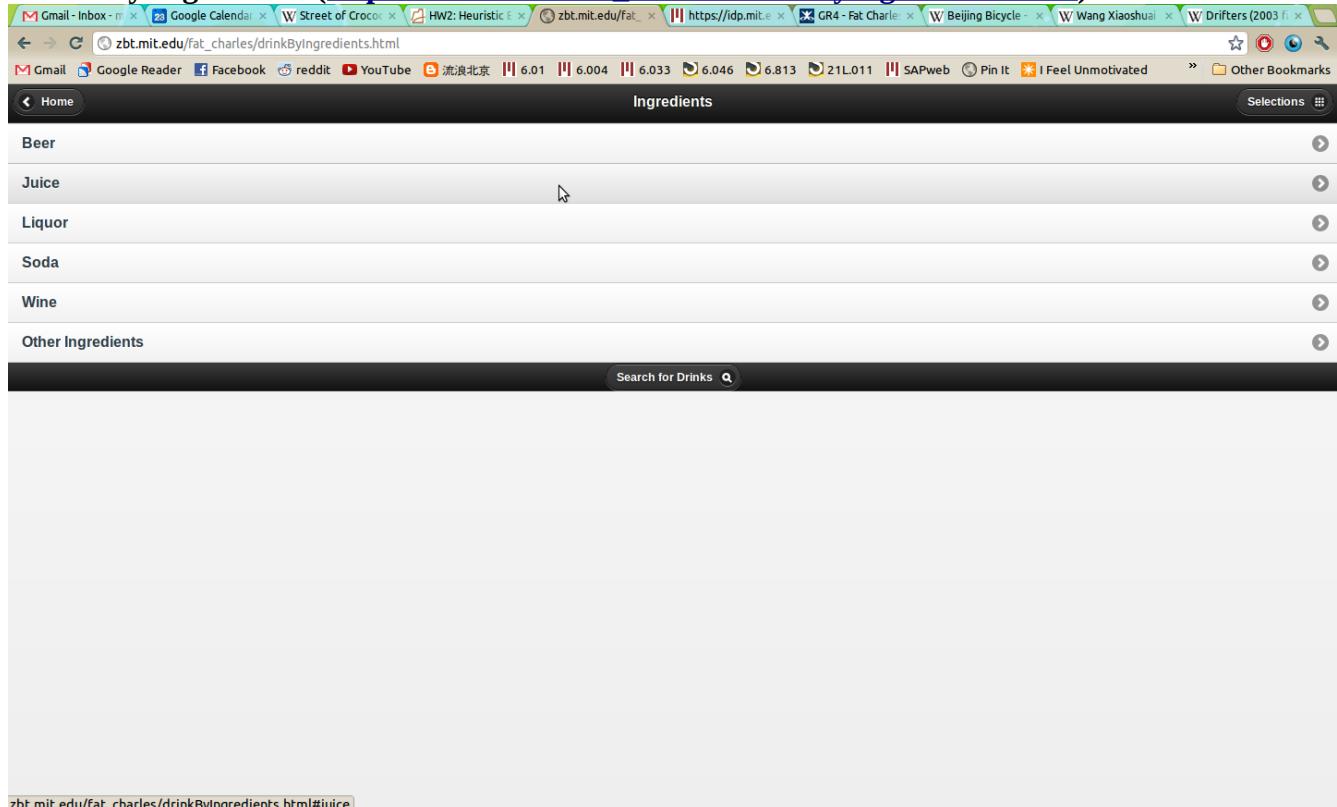
3) Comments are hidden (Efficiency/flexibility & efficiency) - Cosmetic

There doesn't seem to be a reason for the comments to be hidden. It just seems to slow down the user. I just don't get the use-case scenario where the user would want to hide the comments.

4) Clicking the add comment button takes you to a different page (Efficiency/flexibility & efficiency) - Minor

If the user wanted to reference a specific part of the instructions or a specific ingredient, they would not be able to see the recipe while writing their comment. They would have to click the back button and go between the previous screen and the comments page to accomplish this task.

Drinks by Ingredients (<http://zbt.mit.edu/fat Charles/drinkByIngredients.html>)



5) Behavior of ingredient category menus (Learnability/does not match expected behavior) - Major

On the “Drinks by Ingredients” page, the feel of the menu is that of a standardized iPhone application. The arrows on the right side only serve to cement this feeling. However, when clicking on a category, instead of popping open a submenu on the same page (in between that category and the next one), it brings me to a different page entirely.

6) Choosing elements from different categories (Safety/Visibility of system status; Recognition, not recall) - Major

When I choose an ingredient category and then make selections on that page, it is unclear that when I click the “Search for Drinks” button, it uses all the elements I've selected in this session rather than just the elements on that page.

7) Changing ingredients searched for (Efficiency/Flexibility & efficiency; Safety/Recognition, not recall) - Major

When I do search for drinks, I am never shown what things I searched for before bringing me to the list of drinks. So I don't know if I made a mistake or not and have to go to a different page entirely to check for the ingredients I searched for.

Submit a Drink (http://zbt.mit.edu/fat_charles/submit.html)

One thing that wasn't mentioned on the GR4 page, and I don't know if this was an error or intentionally unimplemented, but when you type an ingredient and hit the add button, the actual text from the textbox does not appear in the location where it is implied that it should.

The screenshot shows a web browser window with multiple tabs open at the top. The active tab is titled 'Submit a Drink'. The main content area has a header 'Add Ingredients'. Below this, there is a table-like structure with two columns: 'Ingredient' and 'Action'. In the 'Ingredient' column, there is a text input field containing '75 ml Gin'. To the right of this field are two buttons: 'Delete' (with a crossed-out icon) and 'Add' (with a checkmark icon). Below these buttons is a 'Clear' button (with a crossed-out icon). At the bottom of the page is a dark horizontal bar with a 'Submit Drink' button.

8) Delete and Add/Clear Buttons (Learnability/Consistency & standards) - Cosmetic

The difference in size between the delete buttons and the add/clear buttons is unnerving. On a similar vein, the fact that in everything but size, the delete and clear buttons are identical, providing little insight into the difference between them.

9) Clear Button (Learnability/Consistency & standards; Does not match expectations; Efficiency/Flexibility & efficiency) - Minor

I wasn't sure if the clear button cleared the textbox or cleared the entire list of ingredients. I originally thought the latter. This is not the case, and so, there is no efficient way to reset the recipe.

10) Submit Drink Button (Learnability/Consistency & standards; Does not match expectations) - Cosmetic

The submit drink button is not very visible. I would expect it on the bottom right, immediately after the "Add Instructions" box. This may be a product of the browser vs. phone platform.

11) Dialog Box (Learnability/Consistency & standards; Aesthetic & minimalist design) - Major

The dialog box is not only inconsistent with the feel of the entire project, but it also seems to provide unnecessary feedback. Also, I feel like taking the user to the new drink's page instead of an empty "Submit a Drink" page makes more sense.

12) Visual Glitch (Aesthetic & minimalist design) - Cosmetic

The “Ingredient” and “Action” headers shift to the left when the first ingredient is added, creating a sort of twitchy, unintentional animation.

Other:

13) Returning Home (Efficiency/Flexibility & efficiency) - Major

It is a lot of clicks to get back to the home page once you get deeper into the program.

14) Rating on the “Recently Viewed Drinks” Page (Efficiency/Flexibility & efficiency) - Good!

Although, as mentioned in (1), the rating is unclear once you are actually on the page for a specific drink, it is very clear on the recently viewed drinks list (or other places where multiple drinks are listed). The +/- makes it very obvious what it is. A color indication might improve this even further.

15) Overall Feel (Learnability/Consistency & standards; Aesthetic & minimalist design) - Good!

The aesthetic consistency throughout the application is great, and I especially enjoyed the visual feedback when the mouse hovers over a button.