Heuristic Evaluation : rethinkED

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URL: http://kfish117.scripts.mit.edu/rethinked/ *(verified on Wed Apr 24, 9:00 PM)*

Positives
Learnability:

Simple Navigation
Recognition not Recall, and Consistency & Standards (Good)

The 4 navigation links "Home", "Reviews", "Scoring", "Resources" are clear and consistent with a typical user's mental model.
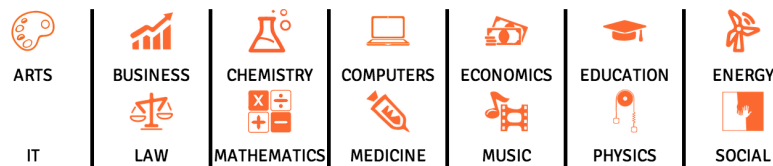
Icon Colors
Recognition not Recall, and Internal Consistency (Good)

All icons are consistent (internal consistency). All similar icons have similar backgrounds, similar fonts, similar hover effect.

Icon Text
Information Scent, and Recognition not Recall (Good)

All icons have a text below it which give a good information scent about what does each icon mean. Without text people tend to forget what icons mean if you use too many different icons.

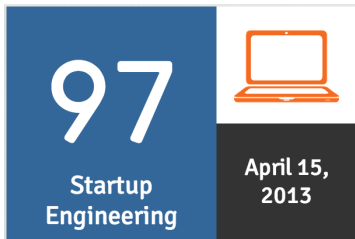## Numbers over the course boxes under "Upcoming Courses" section

Information Scent (Good)

Good information scent as it clearly shows how popular a course is.

Icons, Numbers, and Start Date over the course listing
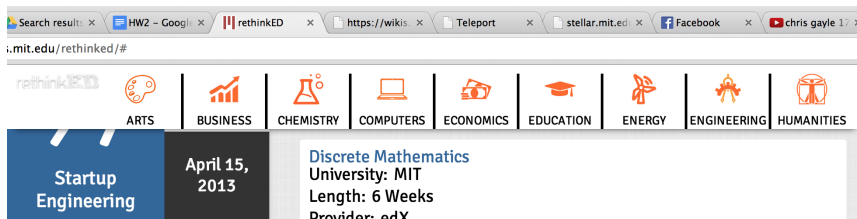
Information Scent (Good)

Good information scent as it clearly shows how popular a course is, what date since it's running and icon is a good indicator of what category it belongs to.
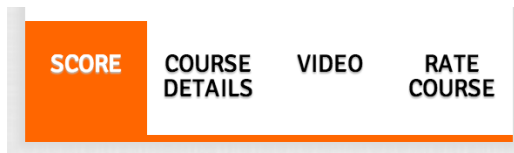
Efficiency:

Fix category menu on scroll

Efficiency (Good)

It allows users to change category without needing to scroll all the way up.

All actions under one boxes
Efficiency (Good)

Users doesn't need to look around to figure out how to see course details, videos, submit a review etc...
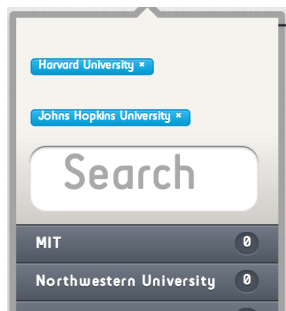
Filters by different categories
Efficiency (Good)

Easy to filter courses by university, course category etc...

Incremental filters on multiple items
Efficiency (Good)

Allows to add/remove filters under the same bucket. Provides efficiency.

Fitt's law (deleting a selected filter item -- target size)
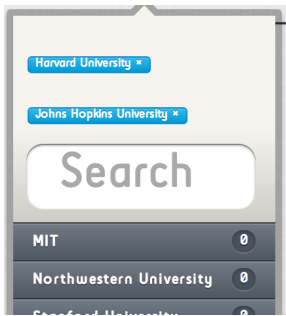**Efficiency (Good)**

Making the entire box clickable means target size is more so easier to click.

Safety:

Clearing/Adding filter items

User Control & Freedom (Good)

Even if a wrong filter is selected it can be removed. If it is deleted, it can be added back again -- provides users to do undo/redo.

Slider feedback (Error Prevention)

Visibility of system status (Good)

When the slider moves there is a good feedback (filled rectangle) which would prevent users from making mistakes.

Success/Failure Message

Error Message/Visibility of system status (Good)

On submitting the review, it shows submitting, on success turns green, on failure turns red.

Negatives

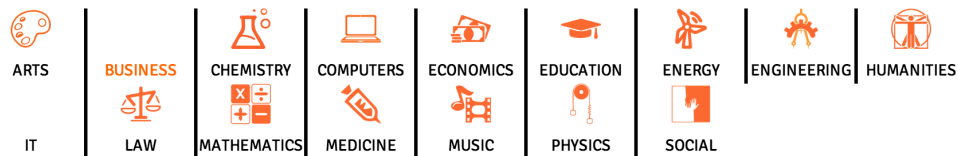## Learnability:

Course reviews on top

Internal Inconsistency (Major)

How does course name, review and the category icon relate? It's not even consistent? How would I understand which review belongs to which course?

Icons disappear on hover (course category menu)

Bad Information Scent, Bad feedback (Major)

What is the rationale behind icons disappearing with empty white-spaces? It has no information scent, not a great way to give hover feedback.

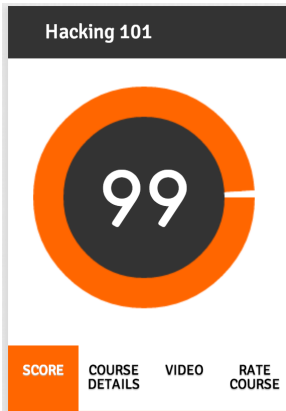### No way to figure out that there are more categories (course category menu)

Learnability/Discoverability (Major)

There is no way to know (until I hover) that there are more items in the category menu. May be something like "More.." would help.

Only rating & title is a bad information scent (upcoming courses)
Bad Information Scent (Minor)

I would put institute name as well as start date. You don't need the entire area be occupied by a big number. The information scent density for that space is low. Without any compromise, you achieve much more information scent.

Efficiency:
Filter by Date
Efficiency (Major)

How would user even know what date to put? I think filter by month can still be okay but I can't see how one can search by putting exact dates. Dates are difficult to remember. Searching by exact date is not at all efficient. It's not a flight search where you know exact travel dates.

Filter results are not clickable

Efficiency issue (Major)

> ### Bioengineering
> University: Harvard University
> Length: 3 Weeks
> Provider: Coursera
>
> ### The Ancient Greek Hero/h1> University: Harvard UniversityLength: 4 WeeksProvider: edX
>
> ### Health in Numbers
> University: Harvard University
> Length: 4 Weeks

How would one go to the course page. It's not efficient to look for the desired course in the course list. The filtered results should be clickable so that I can go to the course page directly from the search view.

"Be sure to check our resources" (the message below navbar!)

Not actionable, Efficiency issue too (user still need to find out how to do it) (Minor)

> Be sure to check out our resources!

The message doesn't have any link. I had to figure out how to check the resources by looking around and then I finally saw "Resources" in the nav bar. Make this text a clickable link.

Aesthetic and Design:

Redundancy (labels in filter results!)

You don't need to label "University", "Length" etc... (Minor)

University: Harvard University

Length: 3 Weeks

Provider: Coursera

Use hierarchy. These labels are redundant. You can apply reduction principle.

Color Choice (logo color on course category menu!)
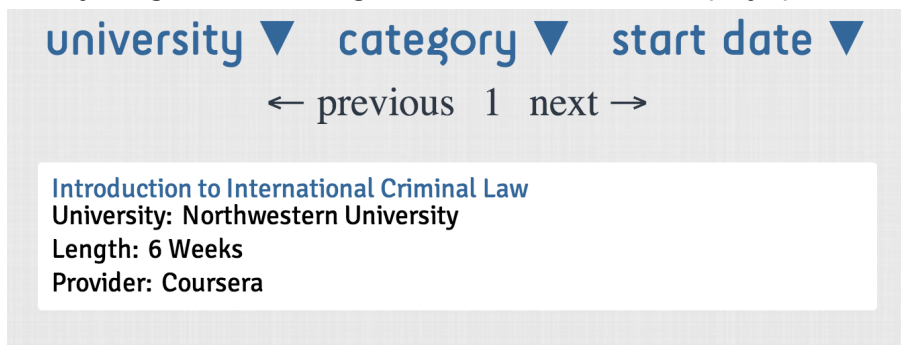**It is not visible in squint test (Minor)**

it doesn't stand out; gets lost with the background color.

Safety:
Visibility of system status (filtered view!)
No way to figure out how to go back to show all courses (Major)

university ▼   category ▼   start date ▼

← previous   1   next →

Introduction to International Criminal Law
University: Northwestern University
Length: 6 Weeks
Provider: Coursera

Once I filter on something and close the filter popup, there is no status that I am in filter view. It looks exactly the same.