

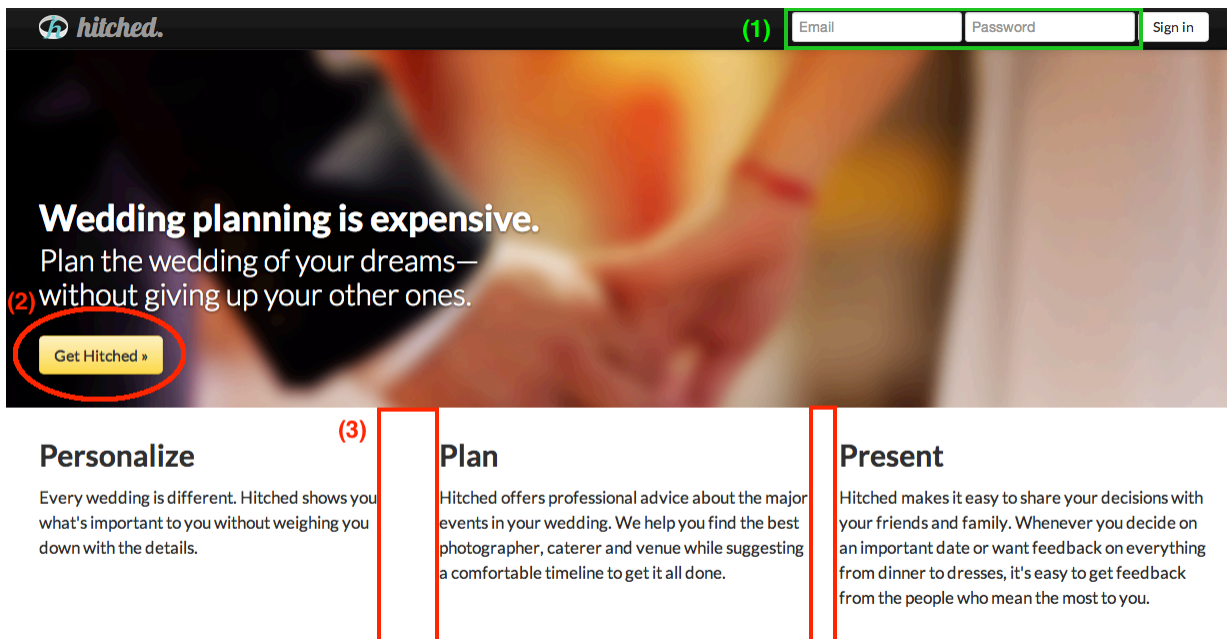
Hitched: Heuristic Evaluation

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collaboration: I did not discuss this assignment with anyone.

The usability problems and successes are organized by page and severity of issue in the following order: good, cosmetic, minor, major, catastrophic.

Login Page:



1. **Good:** The sign in boxes at the top of the page are labeled with descriptive text, “Email” and “Password” which inform the user of what to input into the textboxes. The text also disappears upon typing. (Defaults, Recognition not recall)
2. **Minor:** It is not immediately obvious that the “Get Hitched” button is the Sign up button/Register button, requiring users to scan the page and learn by trial and error. (Learnability)
3. **Cosmetic:** The spacing between the three text descriptions on the bottom half of the page is not the same, making the page appear somewhat skewed. (Aesthetic & minimalist design)

Homepage:

The screenshot shows the homepage of 'hitched'. At the top right, there are navigation links: 'Home', 'Settings' (highlighted with a red box and labeled (5)), and 'Log out'. Below the navigation bar, a green box highlights the welcome message 'Welcome back, Tiffany!' (1). Underneath, a red box highlights a notification area (3) containing the text: 'You have 2 new notifications. Brian has posted a comment on [Wedding dress](#). BFFany has posted a comment on [Ceremony decorations](#).' Below the notifications is the 'Your Timeline' section (2). On the left, there is a 'TASKS' sidebar with a 'click to toggle' label and five categories: 'Guests' (red), 'Food & Drinks' (orange), 'Flowers & Decorations' (yellow), 'Bride' (green), and 'Ceremony' (teal). The main timeline area shows months from January to June. A red box highlights a set of small colored circles at the bottom of the timeline (4), with a tooltip for 'Booking wedding florist' on Friday, April 19, 2013, which includes a 'View event >' link.

1. **Good:** User is greeted by name. (Feedback)
2. **Minor:** The timeline is mostly empty space and even with an event highlighted there it is still mostly empty space. (Aesthetic & minimalist design)
3. **Minor:** It is unclear how notifications are sorted, what constitutes a notification, if/where it is possible to find older notifications, and what occurs to a notification once clicked on. (Feedback, Visibility)

It would be nice to have some sort of visual feedback for the user in terms of a notifications update once a user has viewed a notification. Also, it would be nice to have an option to view previous notifications. I wonder what constitutes a notification; for example, if an event on my calendar is coming up or occurs on a given day will the user receive a notification or reminder about an event. I am assuming notifications are sorted in a most recently occurred at top to less recent, but depending on what constitutes a notification another method of sorting notifications such as importance might also work well (i.e. Some timeline event occurs today, or a photographer responded to a question regarding booking him/her).

4. **Major:** Event icons are tiny compared to the entire timeline space. Especially if events occur in close proximity to each other the circle event icons start to look like one event instead of two. If two events occur on the same day it appears that the user will have a hard time distinguishing those two events and may visually have trouble recognizing that there is more than one event since the circles overlap each other. (Efficiency, Readability, Visibility)
5. **Minor:** It is not immediately obvious that Settings is where all your wedding details and information is saved. I associate Settings with things such as changing layout of a page ie. Timeline layout, colors of tasks, etc. A different label may be helpful for users. (Consistency, Learnability)

Enter Your Wedding Details Registration and Settings Page:

Wedding Date: Jan, Feb, Mar, Apr, May, **June**, July, Aug, Sept, Oct, Nov, Dec (1)

Wedding Date: Jan, Feb, Mar, Apr, May, **June**, July, Aug, Sept, Oct, Nov, Dec (1)

continue

1. **Minor:** The dropdown menus for the month, day, and year of the Wedding Date cover the menu box and also vary placement depending on the item chosen. (Visibility, Efficiency)

Enter your wedding details

Wedding Date: Jan, 1, 2013

Email of partner: johndoe@example.com

Emails of wedding party (2)

continue

2. **Minor:** It is unclear in what form to input email addresses and there was no feedback despite trying different formats, such as separating emails by commas, one email per line, etc. (Visibility, Feedback, Learnability)

Choose Your Wedding Tasks Registration and Settings Page:

Wedding Tasks

Guests

- Create guest list
- Send save-the-dates
- Seating Plan
- Hotel reservations
- Finalize RSVPs

Gifts & Registry

- Registry
- Thank-you notes

Flowers & Decorations

- Reception decorations
- Table arrangements
- Ceremony decorations
- Booking wedding florist

Food & Drinks

- Catering
- Wedding cake

1. **Major:** There is no option to create new events in case the user wants to add a different task. (User control & freedom, Flexibility)

Edit Event/Contact Photographer Page:

The screenshot shows the 'Contact Photographer' page on the Hitched website. The page layout includes a navigation bar at the top with 'hitched.' logo and links for 'Home', 'Settings', and 'Log out'. Below the navigation bar is a 'Timeline' button. The main content area is titled 'Contact Photographer' and includes an 'Edit Event' button (highlighted with a red box and a '(2)' next to it). The event details are: Date: September 12, 2013; Time: 1:00pm; Location: N/A; Description: Haven't decided on Jack Smith or Stella Sparks yet. Below the event details is a section titled 'Notes from Hitched' which contains a photo of a person holding a camera (highlighted with a red box and a '(3)' next to it) and a text note: 'Photographers typically need to be booked 4-6 months in advance.' To the right of the main content is a 'Comments' section. It shows a comment from John Smith: '"My sister used Jack for her wedding, and he was great!"'. Below it is a comment from Kelly Adams: 'Do you have a link for her photos?' (highlighted with a red box and a '(1)' next to it). At the bottom of the comments section is an 'Add your comment' form with a text input field and a 'Submit' button.

1. **Cosmetic:** New comments are not formatted the same as older comments. (Consistency, Aesthetic & minimalist design)
2. **Cosmetic:** awkward placement of edit button. Usually buttons to edit appear after the associated text. (Consistency, Aesthetic & minimalist design)
4. **Minor:** the important note regarding booking photographers is placed after the picture and easy to miss since it is not immediately visible unless you scroll down or have a large screen. It might not be necessary to include a photo. (Efficiency, Error prevention, Aesthetic & minimalist design)

Edit Event Dialogue Box (from clicking on the "Edit Event" button on Contact Photographer Page):

Edit Contact Photographer Event

Date: (1)

Time: (2)

Location:

1. **Minor:** When inputting the date the smaller set of up and down arrows increments month/day/year by one making it inefficient- super inefficient. The dropdown calendar seems much more consistent for filling out the date. Also, if you type the date you have to type really fast if you don't want to move on the next part for example if you want to type 12 for month you must type 12 super fast or the month will be input as 1 and the focus will move onto the day. (Efficiency, Learnability, Safety/Error prevention)
2. **Minor:** The time can either be typed in or using the smaller arrows incremented by one. Also, it is not necessarily clear that the last field in time should be AM or PM. Similar to the date field you have to type really fast if you want to input a time with two digits, ie. 12. (Efficiency, Learnability, Safety/Error prevention)