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HW2: Heuristic Evaluation: hitched.

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**Collaborators:** None

## LEARNABILITY

- **Homepage: "Get Hitched" Button** (Consistency)

**Severity Rating:** Major

To a new user it isn't clear that the "Get Hitched" button leads to the registration page. Although it makes sense in the context of the application name, it does not follow the external consistency of many sites (i.e. Sign Up, Register), and has a poor information scent.

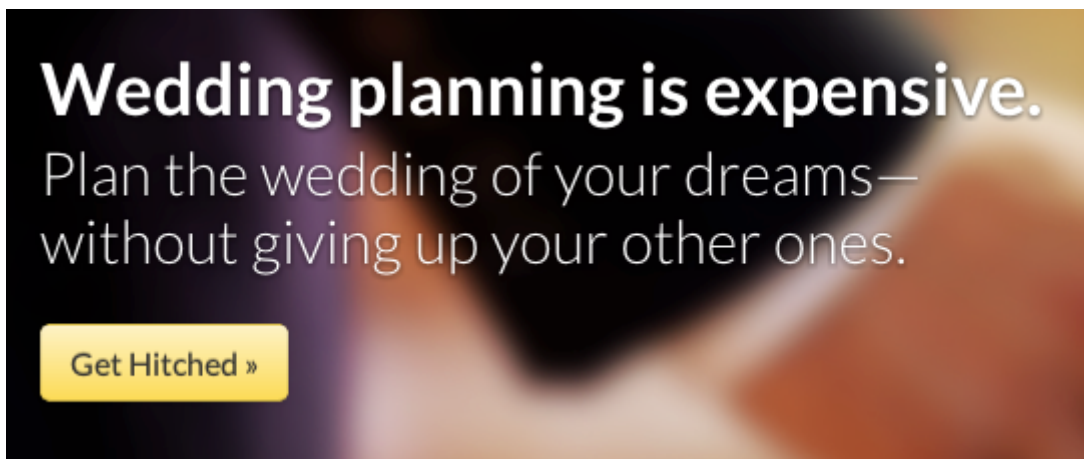


Figure 0.1: Homepage: "Get Hitched" Button

- **Homepage: Navigation bar** (Consistency & Standards)

**Severity Rating:** Minor

The navigation bar does not follow external consistency of using icons for the navigation bar. This is a minor point, but would help a user use recognition instead of recall to quickly navigate throughout the site.

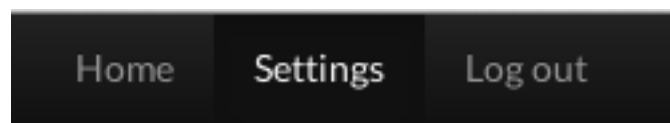


Figure 0.2: Homepage: Navigation bar

- **Registration: Remember Me** (Consistency)

**Severity Rating:** Catastrophic

It is unclear why the "Remember Me" button is on the registration page. Does a user have to select this for their registration to be saved? Additionally, if this feature is available, why is it not on the login form?

## Get hitched today.

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The image shows a registration form with the following elements:

- Email:** A text input field containing the value "johndoe@example.com".
- First Name:** A text input field containing the value "John".
- Last Name:** A text input field containing the value "Doe".
- Password:** An empty text input field.
- Confirm Password:** An empty text input field.
- Remember me:** A checkbox that is currently unchecked, followed by the text "Remember me".
- Sign up:** A button with the text "Sign up".

Figure 0.3: Registration: Remember Me

- **Registration: Email entry** (Help & documentation)

**Severity Rating:** Catastrophic

The input for the "Emails of wedding party", Fig 0.4, does not provide an example of how to enter multiple address. An example showing the scheme for entering addresses would be needed for the user. An alternative could be replacing the textarea input with multiple single line inputs.

## Enter your wedding details

Wedding Date Jan 1 2013

Email of partner johndoe@example.com

Emails of wedding party

continue

Figure 0.4: Registration: Email entry

- **Registration: Buttons** (Consistency)

**Severity Rating:** Minor

There is a lack of consistency in the registration buttons for each registration step, Fig 0.5. The first button has the first letter capitalized, the second no capitalization, and the last has all capitals letters. One standard should be picked throughout to keep internal consistency.



Figure 0.5: Registration: Buttons

- **Registration: Titles** (Consistency)

**Severity Rating:** Cosmetic

There is a minor inconsistency between the titles of the registration steps, Fig 0.6. The first titles has a period at the end, but the other two do not. Picking a standard between there would preserve the internal consistency.

**Get hitched today.**  
**Enter your wedding details**  
**Choose your wedding tasks**

Figure 0.6: Registration: Titles

- **Dashboard: Greeting** (Consistency)

**Severity Rating:** Major

The system gives feedback to the user that they are logged in, Fig 0.7. Following the external consistency with many sites, however, this information may be better placed on the navigation bar. This allows the user to see if they are logged in on any page and also allows the dashboard to focus more on events rather than a large greeting message.

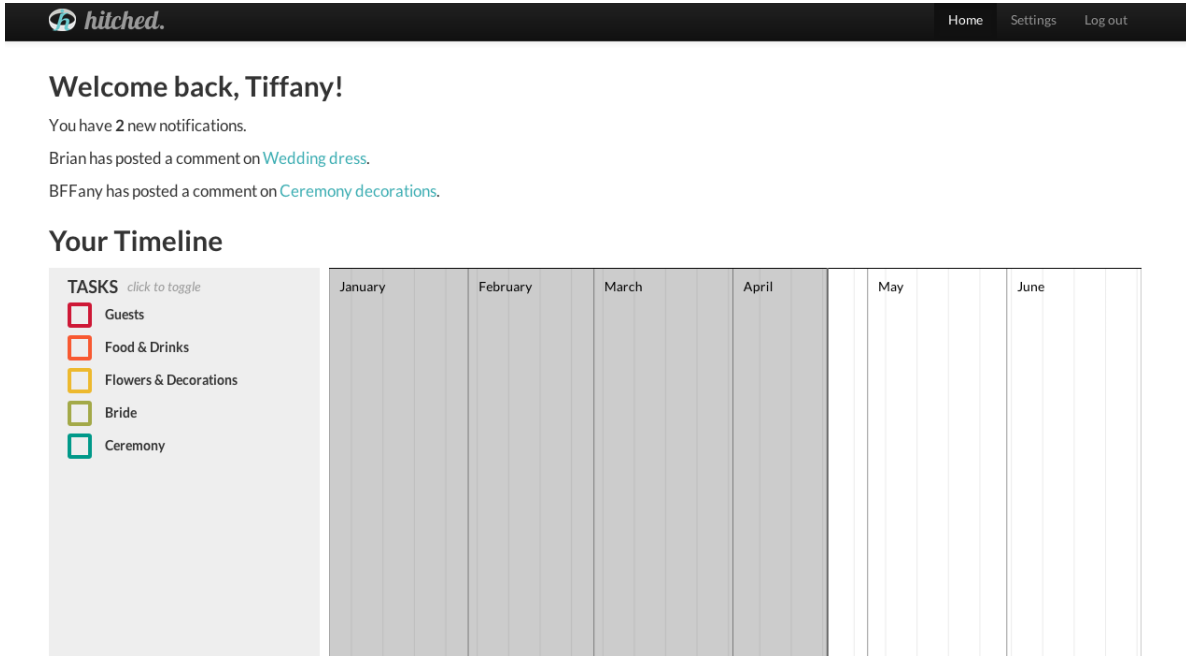


Figure 0.7: Dashboard: Greetings

- **Dashboard: Notifications** (Consistency, aesthetic & minimalist design)

**Severity Rating:** Major

The notifications could follow the external consistency of other websites by showing notifications in the navigation bar. As more notifications appear, more screen real estate will be consumed on the dashboard page removing the focus from the timeline.

- **Footer** (Consistency & standards)

**Severity Rating:** Major

There is poor information scent within the footer and a lack of external consistency. There is no contact information or other links allowing the user to explore or navigate the site.

Figure 0.8: Footer

- **Event Modal: Datepicker** (Consistency & standards)

**Severity Rating:** Major

There is a lack of internal consistency between the types of date selection used. In the event edit modal, a datepicker is used. The registration and settings pages use a series of select boxes instead. It seems that a standard for choosing a date is the datepicker option, and it would be beneficial to keep their method consistent throughout the application.

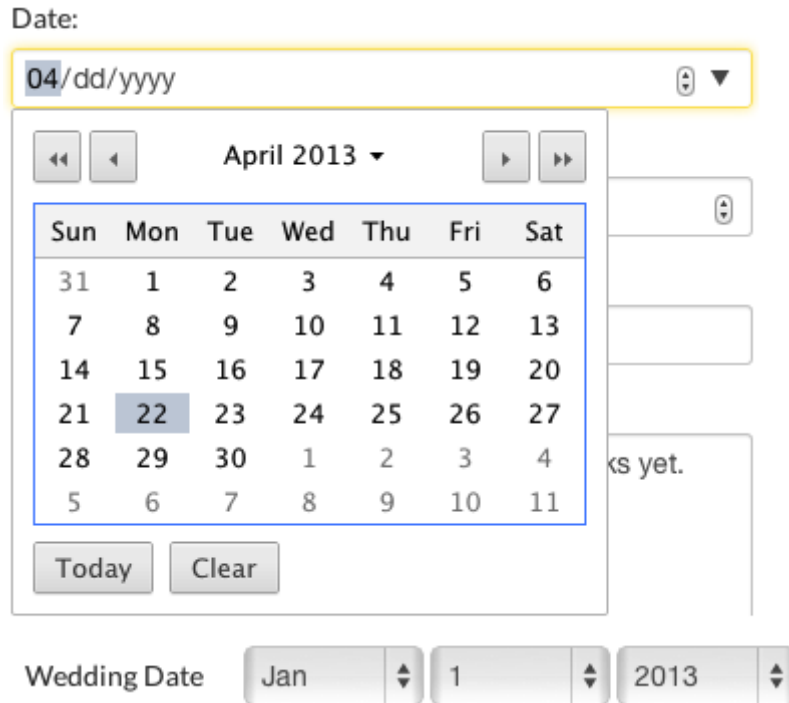


Figure 0.9: Event Modal: Date picker

- **Event Modal: Timepicker** (Consistency & standards)

**Severity Rating:** Major

The timepicker is frustrating to use. I first tried to use the up/down arrows on the right and then realized I could use the keyboard to enter a time. A more standard timepicker would make the interface easier to use. Something that matched the internal consistency of the datepicker that is used in the input above the timepicker.

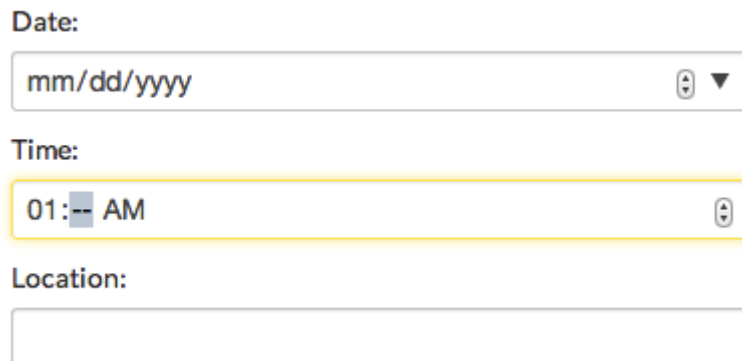


Figure 0.10: Event Modal: Date picker

- **Events: Timeline Back Button** (Consistency)

**Severity Rating:** Major

Providing the timeline "back button", Fig 0.11 button is an importance affordance and very helpful to the user. This button may be better suited for the navigation bar, however. This preserves the internal consistency of navigating between main pages and also increases the screen real estate for the event details page.



Figure 0.11: Events: Timeline Back Button

- **Events: Hitched Notes** (Consistency)

**Severity Rating:** Cosmetic

There is small internal inconsistency in the "Notes from Hitched" section of the events page, Fig 0.12. Everywhere on the site the name is referred to as "hitched.", here, however, the name is capitalized and the period is dropped.

## Notes from Hitched



Photographers typically need to be booked 4-6 months in advance.

Figure 0.12: Events: Hitched Notes

- **Events: Comments** (Consistency)

**Severity Rating:** Major

There is an internal inconsistency when comments are posted to an event page, Fig 0.13. Comments that are added to a page appear without quotation marks (unlike the example John Smith comment provided), and also appear in boldface which is also inconsistent with the example comment.

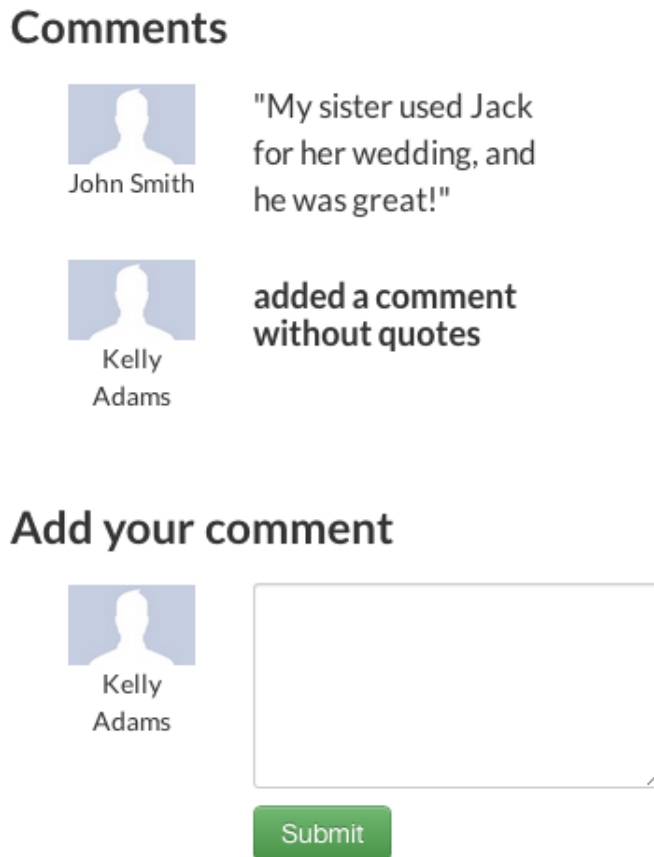


Figure 0.13: Events: Hitched Notes

## EFFICIENCY

- **Titlebar: No favicon** (Visible Navigation)

**Severity Rating:** Major

No favicon is present on the page. If a user has a large number of tabs open, it is much more efficient for a user to find a familiar favicon than to do a linear scan among the open tabs. Fig 0.14.

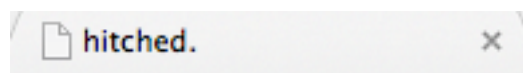


Figure 0.14: Title bar: No favicon

- **Titlebar: No change** (Help and documentation, visible navigation)

**Severity Rating:** Major

There is no change the title of a page. This reduces the efficiency of navigation. For example, if a user had multiple tabs open it would not be easy to find a particular page since there is no differentiation between open tabs. In addition, the title can give the user an information scent on what to expect when visiting the page.

- **Registration: Registration form** (Aesthetic & minimalist design)

**Severity Rating:** Major

The ability to scan the registration form could be increased by centering the form and it's title. This would provide symmetry in the whitespace allowing for easier readability. All three steps in the registration process can benefit by this, only the first step is shown in Fig. 0.15.

The readability can also be increased by replacing the labels with placeholders inside of the inputs. This eliminates the need for a user to scan the left column to find out what to type and then look to the right to type it.

## Get hitched today.

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The image shows a registration form with the following elements:

- Email:** Input field containing "johndoe@example.com".
- First Name:** Input field containing "John".
- Last Name:** Input field containing "Doe".
- Password:** Empty input field.
- Confirm Password:** Empty input field.
- Remember me:** A checkbox that is currently unchecked.
- Sign up:** A button with the text "Sign up".

Figure 0.15: Registration: Remember Me

- **Registration: Wedding Tasks** (Flexibility & efficiency)

**Severity Rating:** Catastrophic

Step 3 in the registration process, Fig 0.16, the efficiency of filling out this form could be increased by allowing the user to "Select All" for different category groups.

In addition, formatting the options with a single option per line would make it easier to scan. A table may be a good layout option. It could be broken up into sections, allowing a user to quickly fill out the options they want to.



# Choose your wedding tasks

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## Guests

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

## Gifts & Registry

- Registry
- Thank-you notes

## Flowers & Decorations

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

## Food & Drinks

- Catering
- Wedding cake

## Bride

- Wedding dress
- Accessories
- Shoes
- Nails
- Hair
- Bachelorette Party

## Ceremony

- Contact photographer
- Ceremony location
- Song list & music

Figure 0.16: Registration: Wedding Tasks

- **Dashboard: Timeline Popup** (Affordances)

There is an excellent affordance when the timeline popup is displayed. The color of the popup matches the items hovered over, this allows quick recognition for the type of task being viewed.

## Your Timeline

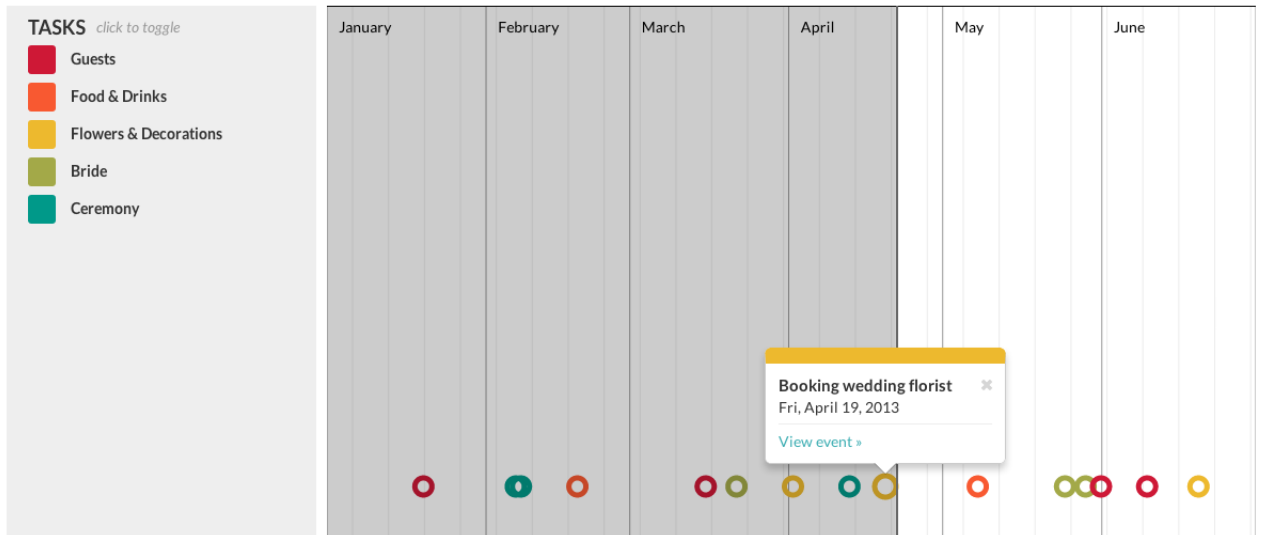


Figure 0.17: Dashboard: Timeline Popup

- **Dashboard: Timeline** (Aesthetic & minimalist design)

**Severity Rating:** Catastrophic

The timeline has a lot of extra vertical space between the tasks categories and the tasks on the timeline. The space could be better utilized by allowing different tasks to span vertically instead of being constricted to a small horizontal band at the bottom. Additionally, the readability of the events could be increased since, as Fig 0.18 shows, events can overlap (i.e. the teal colored events in February), making it difficult to distinguish between events.

## Your Timeline

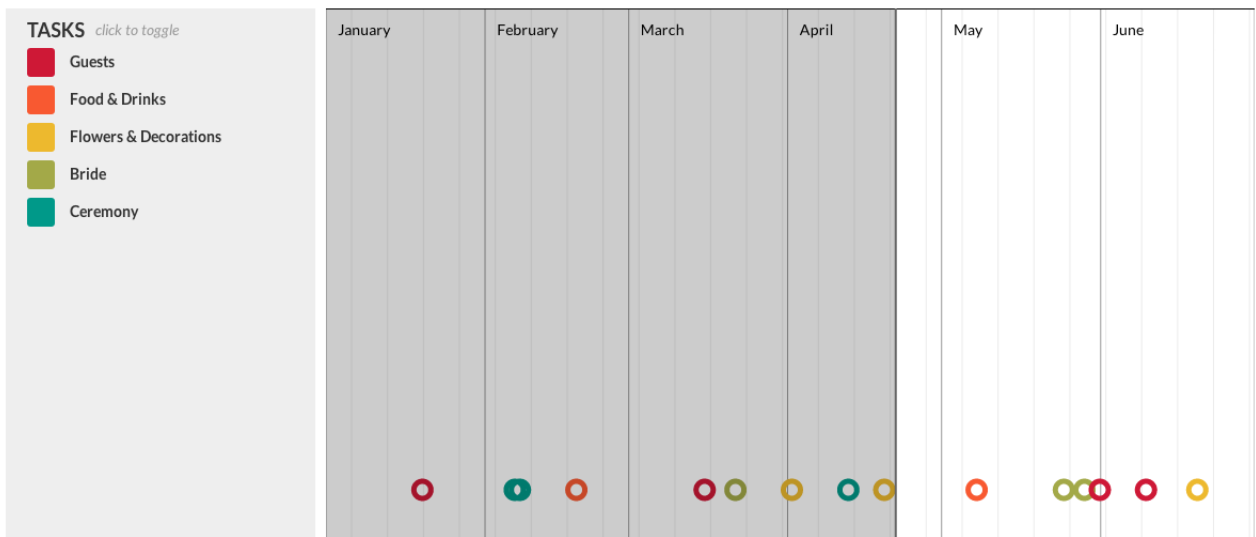


Figure 0.18: Dashboard: Timeline

- **Events: Contact Info** (Readability)

**Severity Rating:** Major

The event details information could have a better readability if the keywords (Date, Time, Location, etc) were boldface. This would allow a user to distinguish between the type of information and the information detail.

# Contact Photographer

Edit Event

Date: September 12, 2013

Time: 1:00pm

Location: N/A

Description: Haven't decided on Jack Smith or Stella Sparks yet.

Figure 0.19: Events: Contact Info

## SAFETY

- **Homepage: Logo Hover State** (Affordances)

The logo leading back to the homepage is a good safety feature and follows the external consistency of many other applications. In particular, if a user hovers over the logo there is a very useful affordance of a "pointer" mouse as well as highlighted logo text, Fig 0.20.



Figure 0.20: Homepage: Logo Hover State

- **Registration: Transitioning between steps** (Error Prevention)

**Severity Rating:** Catastrophic

When registering, there is no way (besides the browser's back button) to edit the various steps in the registration process. This is a safety concern since a user may realize a mistake and has no way (besides restarting the registration process) to amend it. An indicator showing progress through the registration process could provide a mechanism for the user to transition between steps and edit.

- **Dashboard: Notifications** (Visibility of system status)

**Severity Rating:** Major

There is no way to clear/delete notifications from the dashboard page or to view past notifications. A way for the user to interact and clear notifications would be helpful for prioritizing what tasks to look at.

## BUGS

- **Homepage: Poor grammar** (Readability)

**Severity Rating:** Major

On the homepage under the "Present section", Fig 0.21, the second sentence in the description does not make sense. A possible fix is "everything" being changed to "anything". Splitting this second sentence into two smaller ones will help the readability as well.

### Present

Hitched makes it easy to share your decisions with your friends and family. Whenever you decide on an important date or want feedback on everything from dinner to dresses, it's easy to get feedback from the people who mean the most to you.

Figure 0.21: Homepage: Poor grammar

- **Registration Page: Login Form** (Consistency)

**Severity Rating:** Major

The login form is not consistent between the homepage and registration pages. The form shrinks on the registration page.

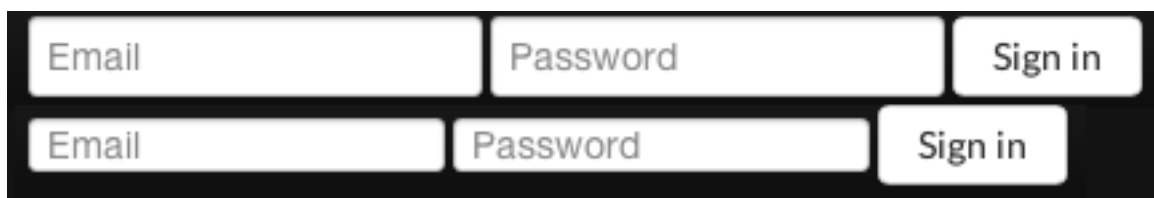


Figure 0.22: Registration Page: Login Form

- **Dashboard: Task Toggle**

**Severity Rating:** Catastrophic

Once a task has been toggled, it cannot be clicked again. There are some javascript errors on the page if an task is clicked multiple times.

- **Footer** (Consistency)

**Severity Rating:** Major

The footer does not consistently appear on pages throughout the application. For example, if the user is not logged in and on the home or registration page, the footer does not appear.

- **Page Titles** (Consistency)

**Severity Rating:** Major

There are inconsistencies with the page titles presented. The three variations are shown in Fig 0.23. Keeping the internal consistency throughout the application is important for the user to maintain their orientation as they navigate the site.

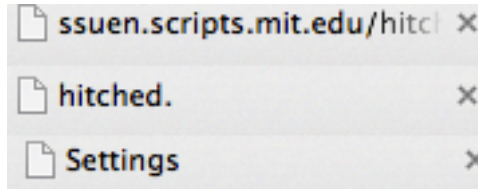


Figure 0.23: Page Titles

- **Events: Comments** (Consistency)

**Severity Rating:** Major

On the events page comments section, Fig 0.24, the user changed from "Tiffany" to "Kelly Adams". It appears to be a bug since the homepage said the user that was logged in is Tiffany.

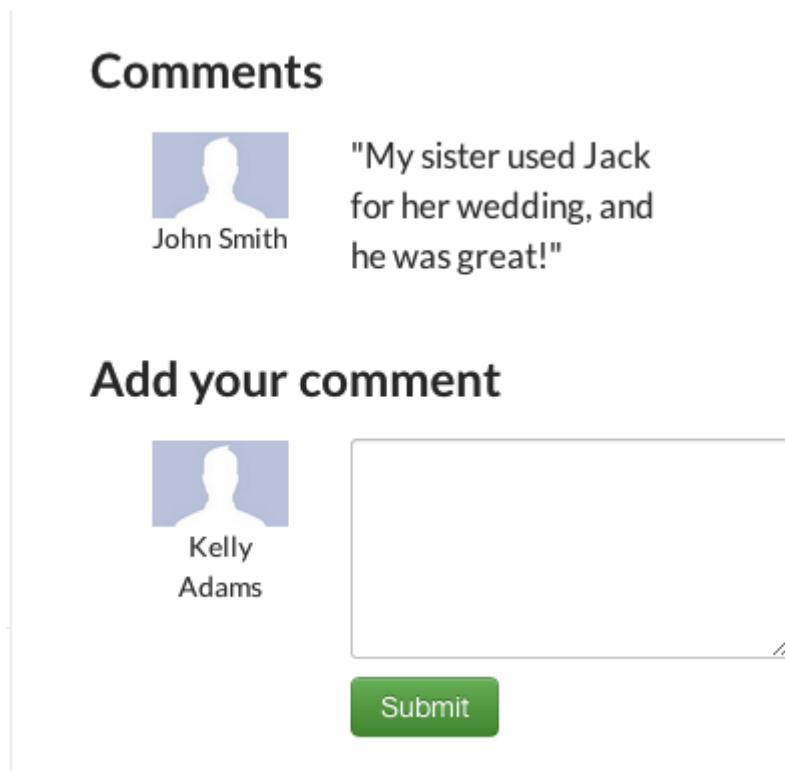


Figure 0.24: Events: Hitched Notes