

Heuristic Evaluation for prototype CollabDesk

Problems:

1. No spacing in front of "Create New Message" title. (Graphic Design)

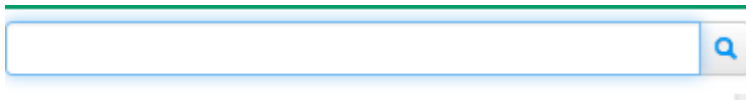
Severity: cosmetic



2. No suggestion on what can be searched. (Learnability)

Severity: major

Possible Solution: show "search messages by title, content, date" in the search box.

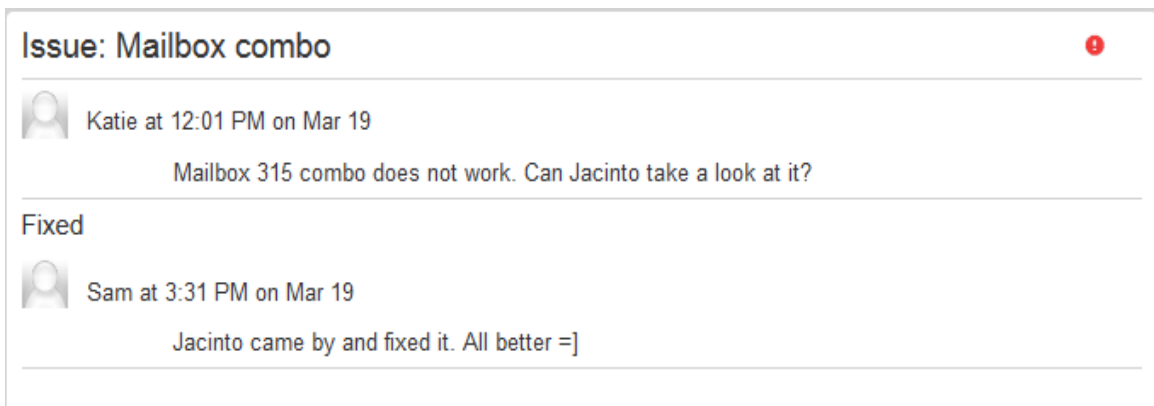


3. No contrast between original messages and replies. (Learnability)

At a first glance, the user might not be able to tell if the second message is a reply to the first message or a separate message.

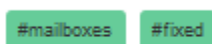
Severity: major

Solution: Similar to Piazza, separate the question and the replies. Or indent all the replies.



4. Tags look clickable or draggable, but in fact not. (Consistency & Standard)

Severity: minor



5. Missing separation line between two messages on the left pane. (Graphic Design)

Severity: cosmetic

Unread

West Elevator down

Campus facilities came by to look at the west tower elevator. He said it was a safety danger and that he has shut off the ele...

East Elevator down

Campus facilities came by to look at the east tower elevator. He said it was a safety danger and that he has shut off the elev...

All Elevators down

Campus facilities came by to look at the elevators. He said it was a safety danger and that he has shut off the elevator for ...

6. No contrast between the unread/dates title and the messages on the left pane. (Graphic Design)
Possible Solution: give a different background to the title. See Piazza.
Severity: minor

03/19

Mailbox combo

Mailbox 315 combo does not work. Can Jacinto take a look at it?

03/18

Red Key

Someone came down to get her red key because the room key doesn't work. Room 715

03/17

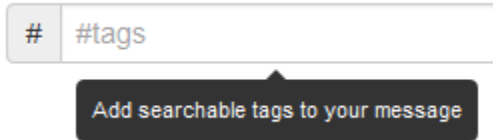
Visa card found

A visa card was found on one of the tables at dining today. It does not have a name on it.

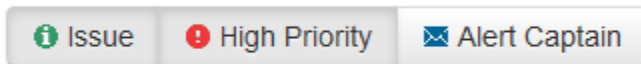
Package for Jane

A package came in for Jane, but she doesn't live here, and I can't find any record of her. It's in bin 6 for now.

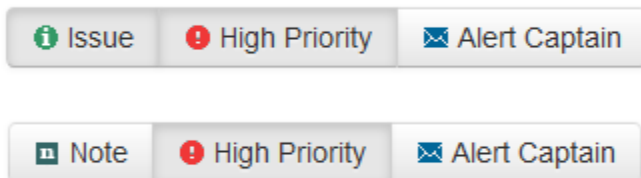
- 7. After a user logs in, the unread messages are at the top of the left pane. However, after a search, there is no way to see unread messages any more.(Safety)
Severity: Major
- 8. The function of the tag is unclear. Although the prompt says that tags are searchable, it is unclear how to search by tags. (Learnability)
Severity: major



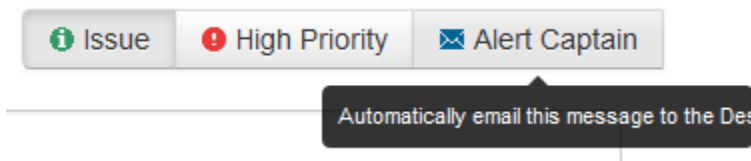
- 9. The interface lacks the function of letting a user differentiate some messages from others, such as pin a message at the top or adding a message to favorite.(Efficiency)
Severity: minor
- 10. While creating a new message, the user might not be able to tell which button is selected since the difference between an unselected and selected button is small. (Learnability)
Severity: minor

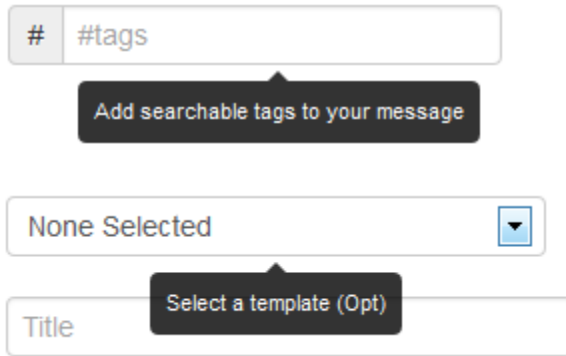


- 11. There is no way to select "Issue" button, since clicking on an unselected "Issue" button changes it to the selected "Note" button. (Safety)
Severity: major
Possible solution: Let the user select whether a message is an issue or a note.



- 12. Mousing over "High Priority", "Issue" and "Note" buttons does not show the prompt that explains what the button does. However, mousing over "Alert Captain" and selection and tags textboxes shows the prompt.(Consistency & Standards)
Severity: cosmetics





13. The prompt for tags does not tell user how to enter multiple tags.
Severity: minor
14. When replying, the user could choose the “Note”-“High Priority”-“Alert Captain” options. But it is unclear how the selection affects the reply and which icon appears at the top of the message.
(Consistency)
Severity: minor
Possible solution: delete the “Note”-“High Priority”-“Alert Captain” choice for replying.

Issue: Mailbox combo



Note: West Elevator down



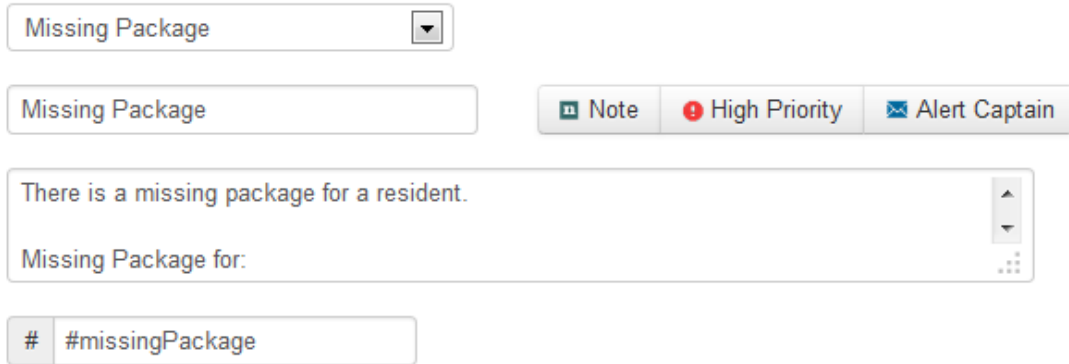
15. The black “CollabDesk” text and the username do not stand out from the dark green background.
(Graphic Design)
Severity: cosmetics;
Possible solution: change the font color to white.

CollabDesk



Good:

1. Very clean and neat interface.
2. Create New Message option occupies a significant portion of the screen and is obvious.
3. The buttons have the same blue background, making them stand out of the white background and easy to find.
4. Prefilled replies after selecting a category improves efficiency.



5. Mousing over a message on the left pane changes the message background to grey.



6. The overall structure of the interface is good and improves efficiency. For example, clicking a message on the left shows the message on the right pane.