

Angel Batista

6.813

HW2: Heuristic Evaluation

(Assignment was discussed with nobody)

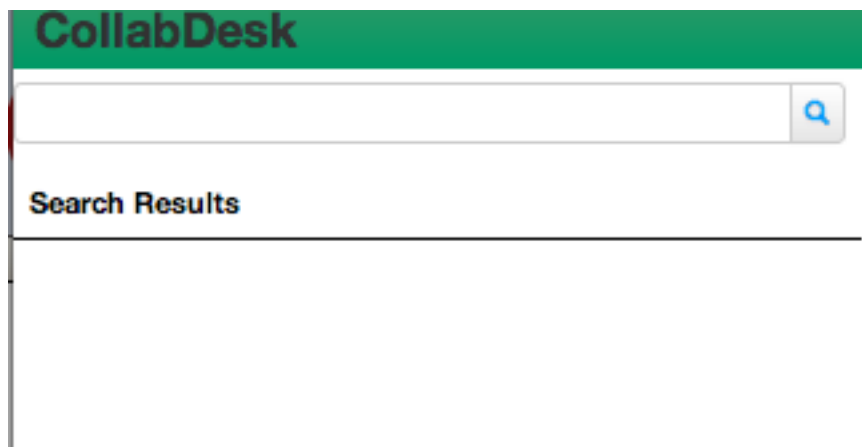
### Heuristic Evaluation of: “CollabDesk”

#### List of Problems

1. **Problem:** If I start typing in the search bar and then delete what I wrote, no posts are displayed.

**Relevant Usability Heuristics:** Feedback, Reversible Actions

**Severity:** Cosmetic



2. **Problem:** There is no clear distinction, besides the title of each group of messages, in the list of messages that tells the user what messages are unread. For example in the screenshot, the top message is unread, while the bottom one isn't.

**Relevant Usability Heuristics:** Aesthetics, Visibility of System Status

**Severity:** Cosmetic

## 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 ...

03/19

## Mailbox combo

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

- Problem:** I expected the “CollabDesk” logo in the top left to be clickable. As a user, if I want to return to the default home page, I would want to click on that button.  
**Relevant Usability Heuristics:** Efficiency, Learnability (user has to figure out the actual way to return to default/home page), Defaults  
**Severity:** Cosmetic



- Problem:** I expected the username and user photo in the top right to be clickable.  
**Relevant Usability Heuristics:** Efficiency, Learnability (user has to figure out the actual way to profile/user page), Defaults  
**Severity:** Cosmetic



- Problem:** The user photo isn't centered vertically.  
**Relevant Usability Heuristics:** Aesthetics  
**Severity:** Cosmetic



- Problem:** After clicking reply, clicking on a different message doesn't refresh the “Create New Message/Reply” pane. This can be problematic if the user thinks he/she is responding to the current message, but instead is responding to the previous one.  
**Relevant Usability Heuristics:** Safety

Severity: Catastrophic

## Note: Visa card found



Kayla at 3:15 PM on Mar 17

A visa card was found on one

#lost/found

reply

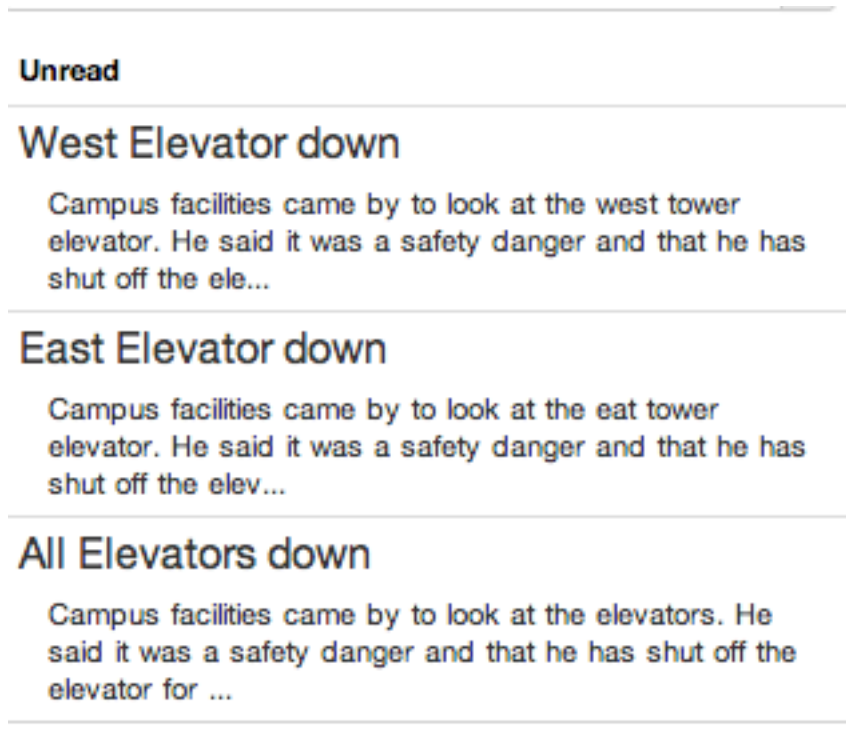
None Selected

Re: All Elevators down

7. **Problem:** There is no timestamp on the unread messages. This might give the user a false impression of the urgency of messages (more recent unread messages wont stand out from older ones, outside of ordering).

**Relevant Usability Heuristics:** Efficiency

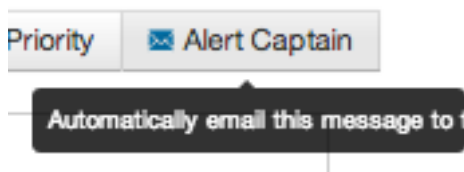
**Severity:** Minor



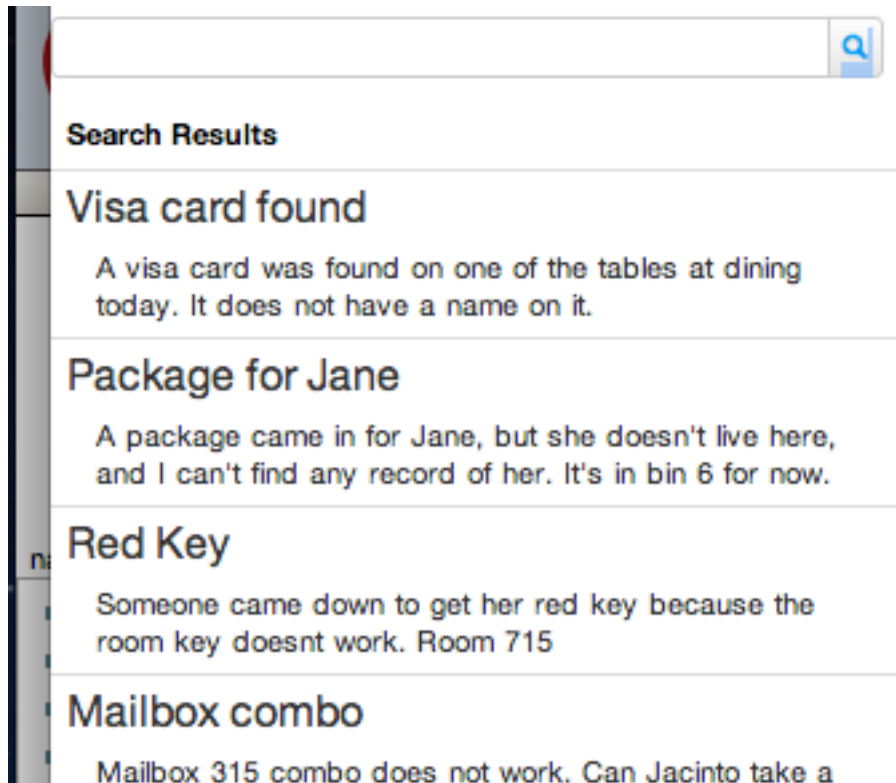
8. **Problem:** When selecting the “Note” option while creating a new message, the icon changes.  
**Relevant Usability Heuristics:** Consistency, Safety  
**Severity:** Catastrophic



9. **Problem:** When hovering under the “Alert Caption” option while creating a new message, the pop-up message is unreadable.  
**Relevant Usability Heuristics:** Aesthetic, Safety  
**Severity:** Major



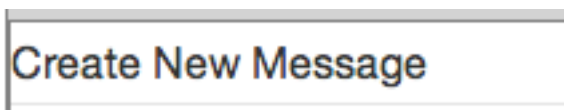
10. **Problem:** Clicking on the search button with no text inserted automatically returns all posts – should probably direct to the organized list of posts instead.  
**Relevant Usability Heuristics:** Efficiency (save user time if they want to reverse a search action)  
**Severity:** Minor



11. **Problem:** There is no margin between the “Create New Message” header and the left message pane.

**Relevant Usability Heuristics:** Aesthetic

**Severity:** Cosmetic



12. **Problem:** Users can currently submit completely empty messages.

**Relevant Usability Heuristics:** Safety

**Severity:** Catastrophic

## 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 ...

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13. **Problem:** Users cannot delete messages they create.

**Relevant Usability Heuristics:** Safety

**Severity:** Catastrophic

14. **Problem:** There is no feedback when adding multiple hashtags. As a user, I am unsure whether typing something like “lost and found” produces the hashtag “#lost and found” or produces the hashtags “#lost”, “#and”, and “#found”.

**Relevant Usability Heuristics:** Aesthetic, Safety, Learnability

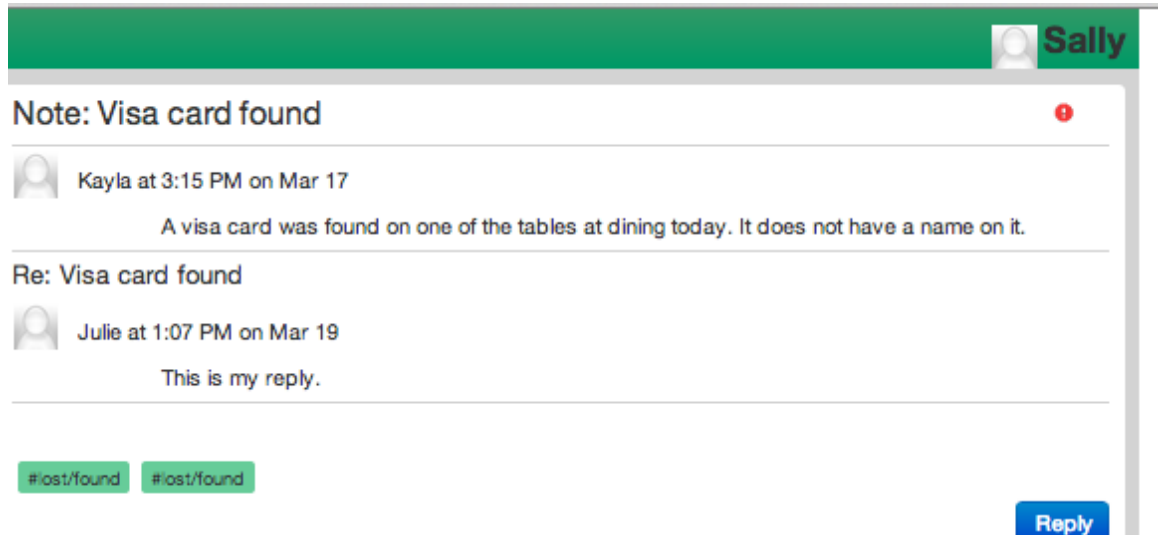
**Severity:** Minor



15. **Problem:** When submitting a reply, the name doesn't match up with the user who is currently signed on.

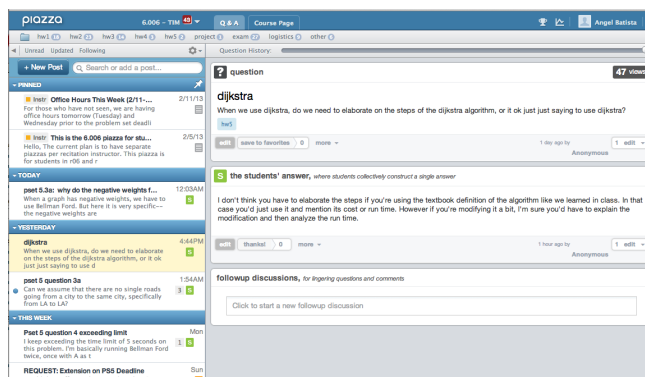
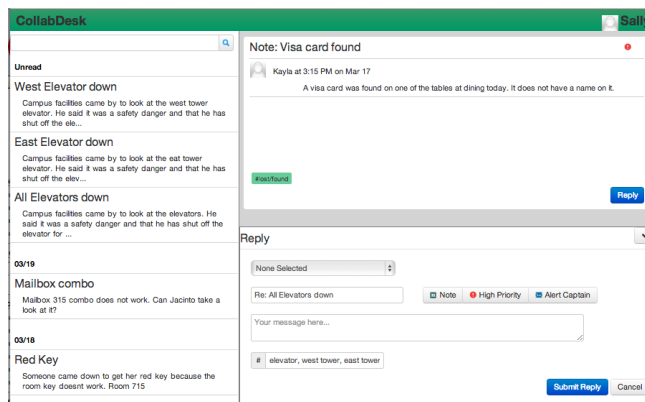
**Relevant Usability Heuristics:** Safety

**Severity:** Catastrophic



## List of Positive Comments

1. I like the similar layout to Piazza's website. As a current desk worker at MIT and a current MIT course 6 student, I am familiar with Piazza, so in terms of learnability, this is very helpful.



2. I like how the icons explain whether the message is a “note” or of “high priority”. However, it might also be useful to add those icons in the message pane. Since they're so small, it should be too obstructive to do this and it would help the users

to quickly identify important messages (similar to how Piazza denotes is the poster is a student or instructor.

**Pset 5 question 4 exceeding limit**

Mk

I keep exceeding the time limit of 5 seconds on this problem. I'm basically running Bellman Ford twice, once with A as t

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