

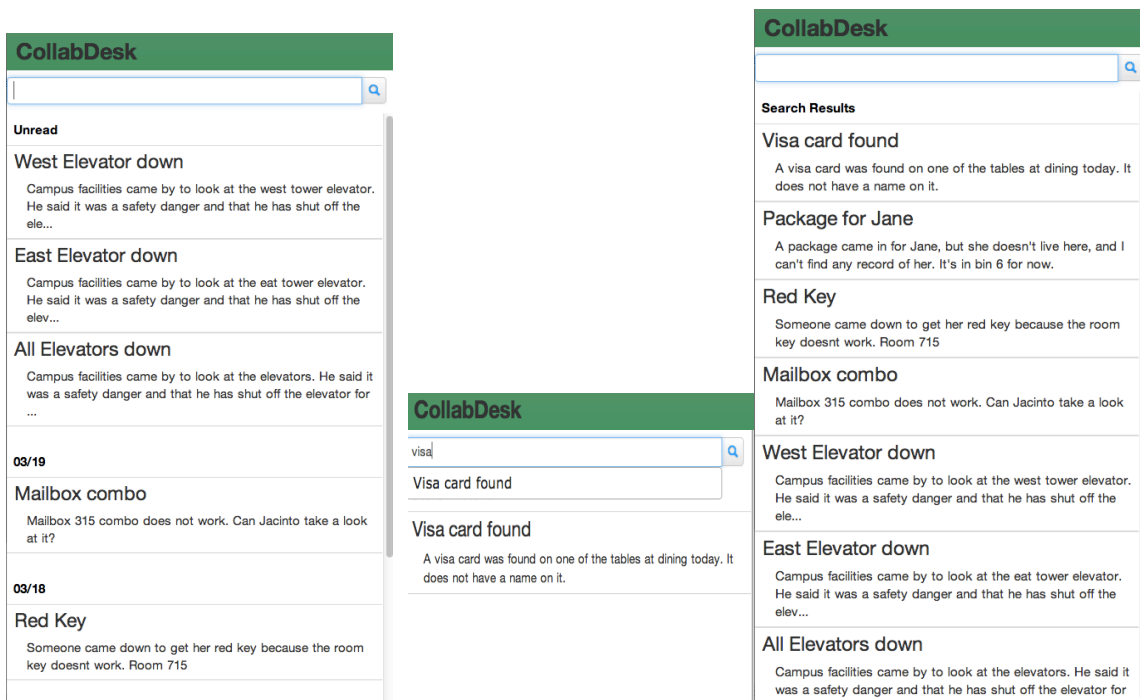
Yi Wu
HW2: CollabDesk

I did not discuss this assignment with anyone.

1. **Positive feature:** The name and picture of the current user is shown in the right hand corner of the page. This helps to ensure that users are logged in correctly into their own accounts.

Type: Feedback

2. **Problem:** When a user performs a search and then clear the search bar, the window is not refreshed to the original view with all the messages organized based on date and read/unread statuses.

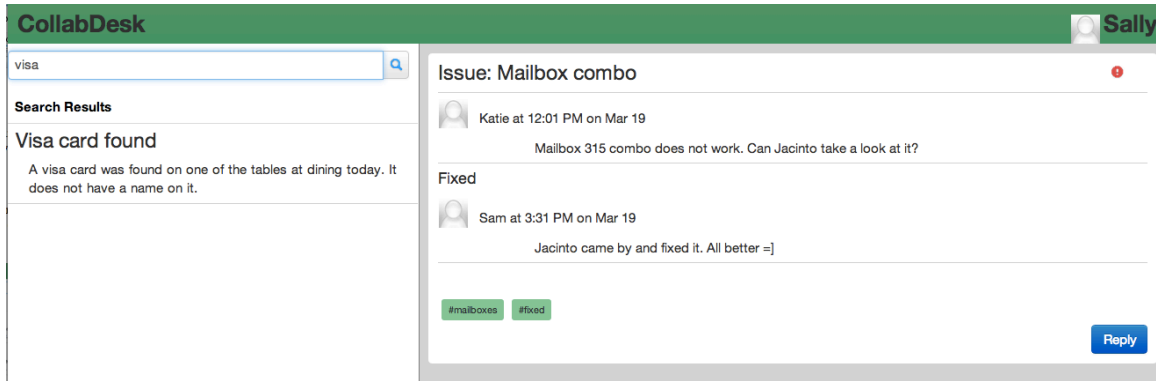


The left image is the original view. The middle image is what shows when I search “visa.” After I clear the word visa and then pressed enter, the list of all the messages is shown (right image), but it’s not organized in the original way.

Type: flexibility & efficiency, user control & freedom

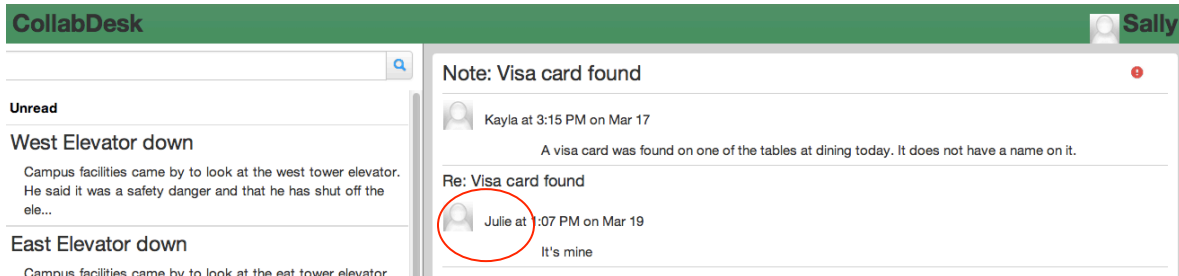
Severity: catastrophic

3. **Problem:** The default message does not change when a search is performed. For example, when I search “visa”, the first message shown in the right panel is still “Issue: Mailbox combo” even though it’s not one of the search results.



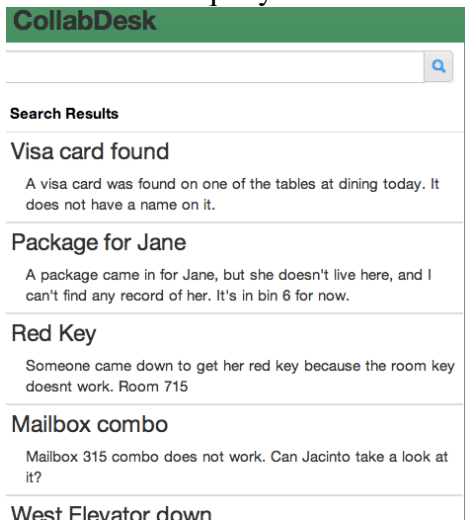
Type: consistency & standards
Severity: major

4. **Problem:** There's inconsistency with the logged in user and the name on a posted comment. Even though I'm logged in as Sally, when I post a comment, it says Julie.



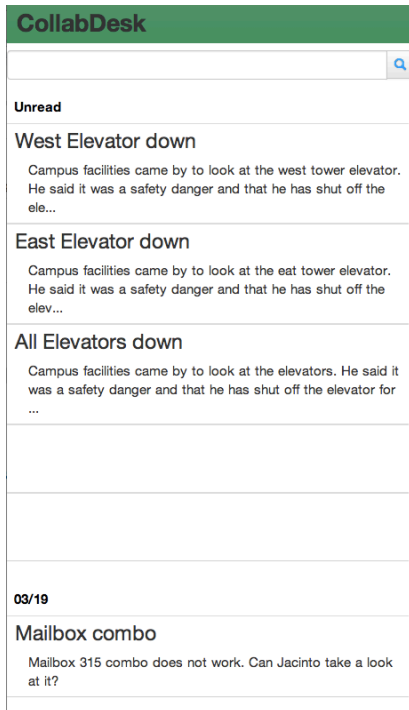
Type: consistency & standards
Severity: catastrophic

5. **Problem:** Clicking on the search button without entering a keyword changes the display of the messages. The screenshot below is the result of clicking on the search button without query words.



Type: user control & freedom
Severity: major

6. Problem: When a user clicks on “Submit Message” before composing an actual message, blank entries show up under “Unread”. The below screenshot is the result of clicking on “Submit Message” twice without composing an actual message.



Type: error prevention
Severity: major

7. Problem: The down-arrow button in the composing message/reply section doesn't do anything even though it is very clear that it's a button. Should consider removing it.

Create New Message

None Selected

Title

Your message here...

#tags

Note High Priority Alert Captain

Submit Message Cancel

Type: affordances

Severity: minor

8. **Problem:** The help message on “Alert Captain” is cut-off. Its intended message is “Automatically email this to the Desk Captain.”

Create New Message

None Selected

Title

Your message here...

#tags

Note High Priority Alert Captain

Submit Message Cancel

Automatically email this message to the Desk Captain.

Type: help and documentation

Severity: cosmetic

9. **Problem:** When choosing to send a “Missing Package” message, it’s not clear that there’s other pre-filled text.

The screenshot shows a 'Create New Message' form. At the top, there is a title bar with the text 'Create New Message' and a dropdown arrow. Below the title bar, there is a dropdown menu with 'Missing Package' selected. Underneath, there is a text input field containing 'Missing Package'. To the right of this field are three buttons: 'Note' (with a notepad icon), 'High Priority' (with a red exclamation mark icon), and 'Alert Captain' (with a blue envelope icon). Below these is a text area containing the text 'There is a missing package for a resident.'. At the bottom left, there is a hashtag input field containing '# #missingPackage'. At the bottom right, there are two buttons: 'Submit Message' (in blue) and 'Cancel' (in grey).

This is the default view, which makes it unclear that there's other information to be filled as shown in the next screenshot. One way to solve this problem is to make the default text box bigger.

The screenshot shows the same 'Create New Message' form as above. The dropdown menu is still 'Missing Package' and the text input field still contains 'Missing Package'. The buttons for 'Note', 'High Priority', and 'Alert Captain' are also present. However, the text area is significantly larger and contains the text 'Missing Package for:', 'Recipient E-mail:', and 'Package Shipped By:'. The hashtag input field still contains '# #missingPackage'. The 'Submit Message' and 'Cancel' buttons are at the bottom right.

Type: consistency & standards

Severity: cosmetic

10. **Problem:** Messages are defaulted to “High Priority” and “Alert Captain” even though those options are not chosen.

Create New Message ▼

None Selected ⌵

Door broken 📌 Issue 🚨 High Priority 📧 Alert Captain


Facilities have been called.

door

Submit Message Cancel

The image above clearly shows that “high priority” and “alert caption” options are not chosen. However, in the resulting entry, the icons on the top right indicate that they have.

Issue: Door broken 🚨 📧

 Kayla at 3:15 PM on Mar 17

Facilities have been called.

#door Reply

Type: user control & freedom

Severity: major

11. Problem: It is impossible to submit a new message as a “note.” When a user clicks on the “Note” button, it changes to “Issue”. When submitting a new message with it showing “Note”, the resulting message is undefined. I could not find a way to submit a new message as a note.

Create New Message

Found Package

Found Package

Note High Priority Alert Captain

I found the missing package! It was found at ...222

#foundPackage

Submit Message Cancel

This screenshot shows the message that I submitted. Below is the resulting message in the system, stating that it's "undefined."

undefined: Found Package

Kayla at 3:15 PM on Mar 17

I found the missing package! It was found at ...222

#foundPackage

Reply

Type: user control & freedom, consistency & standards

Severity: major

12. **Problem:** It is possible to drag the textbox past the original messages. Developers should consider making the text box size fixed. This can possibly create confusion.

CollabDesk Sally

Issue: Mailbox combo

Create New Message

None Selected

Title

Note High Priority Alert Captain

Your message here...

#tags

Submit Message Cancel

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 elev...

East Elevator down
Campus facilities came by to look at the eat 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 ...

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 doesnt work. Room 715

Type: error prevention
Severity: cosmetic

13. **Problem:** The default tags have an extra “#” symbol.

Create New Message

Found Package

Found Package

Note High Priority Alert Captain

I found the missing package! It was found at ...

#foundPackage

Submit Message Cancel

undefined: Found Package

Kayla at 3:15 PM on Mar 17

I found the missing package! It was found at ...222

#foundPackage

Reply

Type: match with the real world

Severity: cosmetic

14. **Problem:** It is unclear how the messages in the unread box are sorted. They should be displayed either by date or important. Adding that feature will increase the efficiency of this UI.

Type: flexibility & efficiency

Severity: major

15. **Problem:** When replying to a message, the user is still able to toggle between “note” and “issue” regardless the status of the current message. However, a status change is not shown in the reply message. In the example below, I’m replying an “issue” message to a note. After submitting that issue, there’s nowhere in the resulting message that shows that it was an “issue.”

Reply

None Selected

Re: West Elevator down

Issue High Priority Alert Captain

What should we do?

elevator, west tower, elevator, we

Submit Reply Cancel

NOTE: west elevator down

Bobby at 3:30 PM on Mar 22

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 elevator for tonight. He will return tomorrow morning. I have put signs up on each floor.

Re: West Elevator down

Julie at 1:07 PM on Mar 19

What should we do?

#elevator #west tower #elevator #westtower

Reply

The resulting message doesn't say that the message submitted by Julie is an issue.

Type: consistency & standards

Severity: major

16. **Positive Feature:** When the cursor hovers over a message in the left panel, it block turns gray. It is a good use of color/affordances to warn user of the message that they are about to click on.

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 eat 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 ...

Type: feedback, visibility of system status