# Heuristic Evaluation

Project: ConnectEd
Collaborators : None

Item 1:

Description: Class/Student selection. The clear and highly visible buttons labeled by the class name increase the efficiency for the teacher who would interact with the interface regularly. But for parents who might use the interface occasionally, it might not be obvious what to expect when the buttons corresponding to the students are clicked. There is not text indicating what would happen. On the other hand, the buttons for Private Messages, Forms and Calendar clearly give an affordance for the task corresponding to these buttons. For someone using this interface on a regular basis, this might be efficient. For someone using it for the first time, this seems a little confusing.
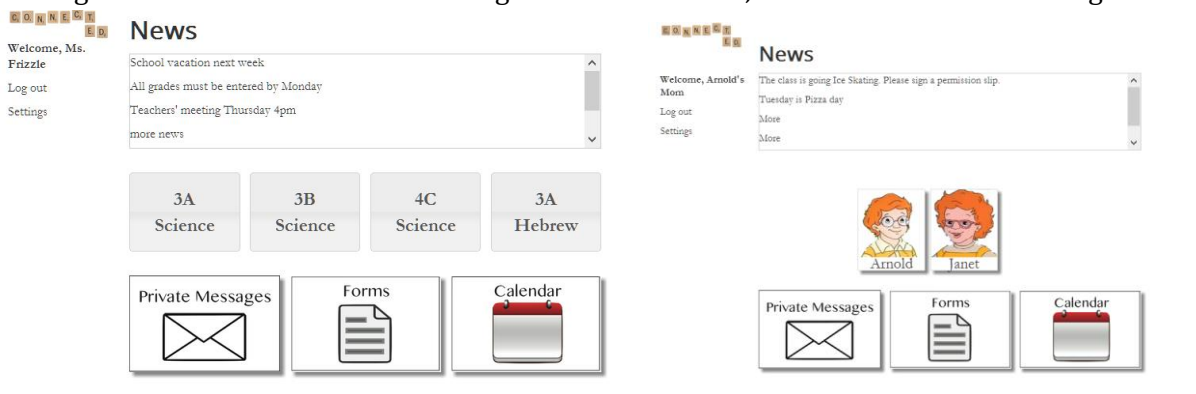

Usability Heuristic: Learnability and Recognition vs Recall
Severity: Minor
Possible Solution: Rather than the name below the child's picture, it might be useful to have the text indicating the action. In the case of the teacher it still might be a good idea to have the name below the student's picture (if there is such scenario involving a button for a student) since a forgetful teacher might not remember the name. An interesting case would be that of twins (having only the picture will not help the parent distinguish).
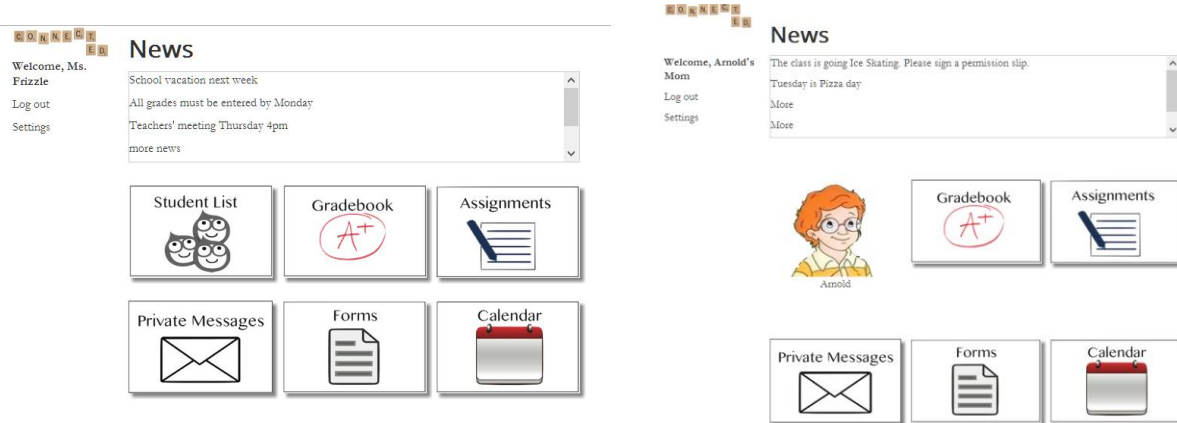
Item 2:

Description: The homepage for parents seems nice for parents having more than one child enrolled in the class/school using this interface. Most parents might have one child enrolled in a school and having to click on the button to view details corresponding to the student seems inefficient as this would be an extra user action for a seemingly routine activity. Given the presented case of two children, this doesn't seem to be an issue.
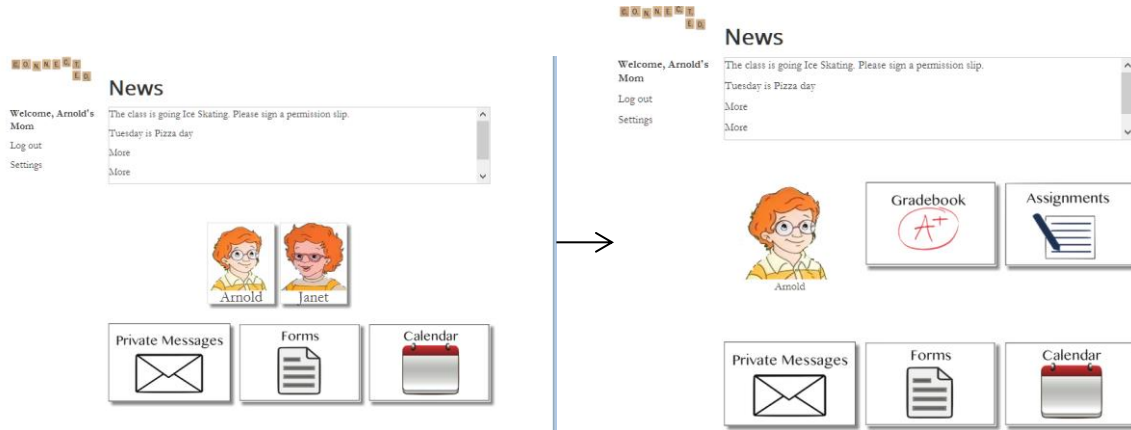
Usability Heuristic: Efficiency of use
**Severity:** Minor

Item 3:

Description: Switching between classes (for teachers) and switching between children (for Parents). If a class / child is selected, either by mistake or intentionally, there is no visible way to either switch between the classes/children (other than clicking on the logo to go to the home page).
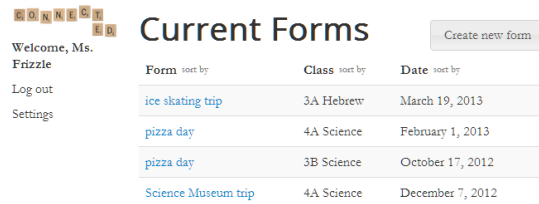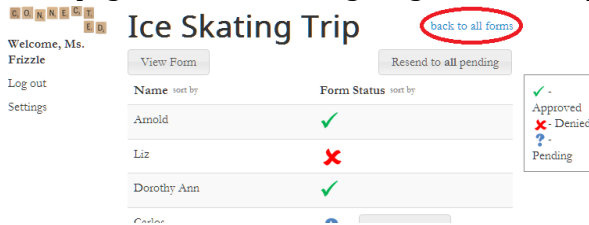

Usability Heuristic: Efficiency.
Severity: Minor
Possible Solution: One option could be having tabs on the left sidebar to switch between classes and children can address the efficiency issue in item 2 too. For example:
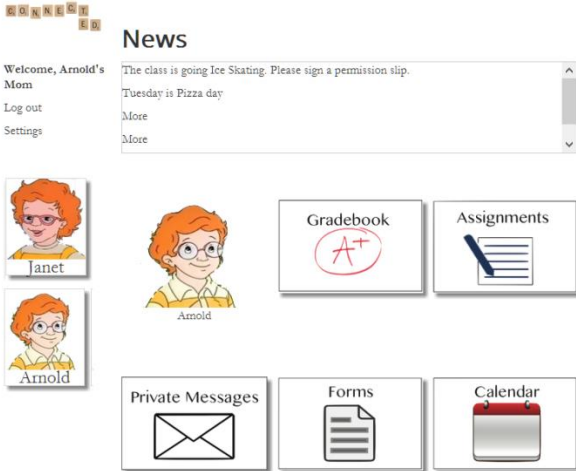
Item 4:

Description: Navigation between sections in the application. Other than the teacher_view_form page that provides the option to go 'back to all forms', there is no visible option to navigate back in other pages other than navigating to the home page or the back button on the web browser.

Usability Heuristic: User Control and Freedom
Severity: Major
**Possible Solution:** Breadcrumbs for navigation or "Back" button/link.

Item 5:

Description: The teacher_view_form page has the option to "resend to all pending". This is excellent way to increase the efficiency in two ways – It lets the user avoid having to navigate to each item in the list; It also lets the user help build and rely on the spatial memory (i.e. clicking on the easily accessible button on top, even when there is only one item in the list requiring the "resend form" action)
Usability Heuristic: Flexibility and Efficiency of use.
Severity: Good

Item 6:

Description: Confirmation Message for 'Resend Form'. The confirmation message when a user clicks on 'Resend Form' states 'The form has been sent again to *one* parent'. It might be useful to indicate to which parent. This understandable since it is still a computer prototype.
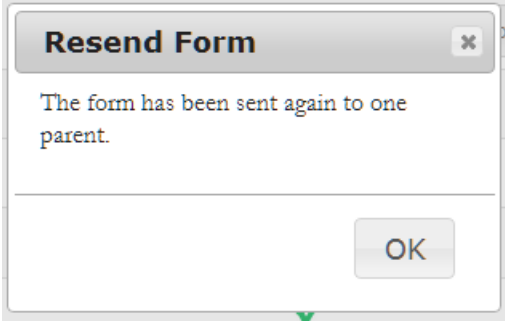
Usability Heuristic: Visibility of system status
Severity: Minor

Item 7:

Description: The Status legend on the teacher_view_form indicating the meaning for each of the symbol reinforces the existing universal meaning for these symbols.

Usability Heuristic: Consistency and Standards
Severity: Good

Item 8:

Description: Sorting on all the lists. It is good have sort capabilities for any list presented to a user. However there affordance for this capability is not strong enough. Currently on hovering the mouse over the Field Header text, a 'text cursor' appears rather than a 'hand cursor' indicating a link/action. The text 'sort **by**' is present **after** each field header text and is a little confusing as to what field it sorts 'by'.

Ice Skating Trip

Usability Heuristic: Learnability. Consistency.
Severity: Minor

Item 9:

Description: Create Form. The fields on the 'Create Form' page incorporate recognition over recall wherever possible (drop-down lists, multi-selection and calendar pop-ups). This helps a user when creating a new form since it provides all possible valid options.
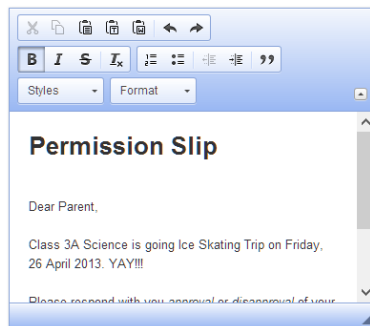

Usability Heuristic: Recognition vs Recall.
Severity: Good

Item 10:

Description: Preview capability on the Create Form page allows the user to edit and style the Message in the Form. The pop-up is consistent in look and functionality with most text-editors. Based on the user input, it even populates the text!

Usability Heuristic: Consistency and standards. User Control and Freedom (in the sense that it provides text editing capability and undo/redo capability within the editor).
Severity: Good

Item 11:
Description: The Preview option in the Create Form page doesn't indicate if the edits made by the user were saved. There is no way to close this pop-up other than to cancel and exit the page (thereby losing all changes). Additionally, clicking on cancel does not alert the user that the changes will be lost.
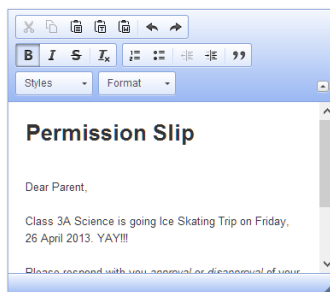

Usability Heuristic: Visibility of system status, User control and freedom, Error prevention
Severity: Minor
Possible Solution: Have a close button on the editor. Have either an explicit save button or some indicator of auto-saving. Show a warning on clicking on Cancel.

Item 12:
Description: On sending a form, there is an alert shown to the user that indicates that the form was sent. It also has the options to create a new form or to go back. There is however a third option to close the dialog box and return to the same form. This might lead the user to resend the same form twice. Additionally, it might be nice to have the buttons vertically aligned in the center for symmetry.
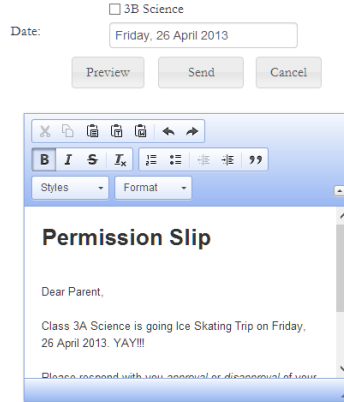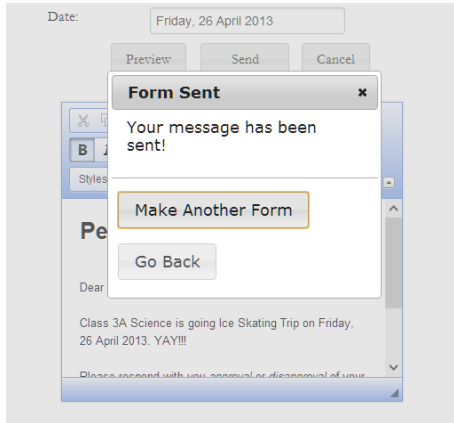
Usability Heuristic: Error Prevention

Severity: Minor

Possible Solution: Either removing the 'x' button on the pop-up or ensuring the 'x' goes to the previous page (preferably the first since it is more consistent with the expectations).
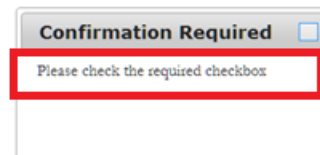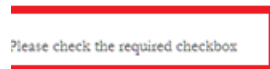
Item 13:

Description: The sign form does a good job of checking whether the parent has marked the checkbox before granting permissions. There however seems to be a minor bug to presenting the warning message twice.
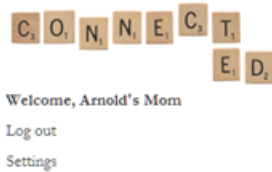
Usability Heuristic: More of a bug than a usability issue.

Severity: Minor

Item 14:

Description: There is no confirmation of the action taken by the user on the form signing page. This is especially relevant when declining the permission slip (since we do not need to mark a check box like in the case of 'accept')
Usability Heuristic: Visibility of the system status.
Severity: Minor

Item 15:

Description: The Private Messages, Forms and Calendar options have simple and large button making them very visible. They grab the attention of the user (which is good since they seem to be the more important operations on the page). However placing the News section on the top of the page seems to indicate that this is an important section too, but the font and style of the News section items do not grab the attention of the user. This is prevents the user (parent) from noticing important information.

Usability Heuristic: Aesthetic and Minimalist Design (good in the case of the big clear buttons below). Safety (an issue in the sense that the user might miss important information in the New section).
Severity: Minor.
Possible Solution: If the news section is not as important as the buttons for Private Messages, Forms and Calendar, the positions could be swapped. If the news section is important, then the items requiring attention could be made bold or colored or even have alert icons next to them