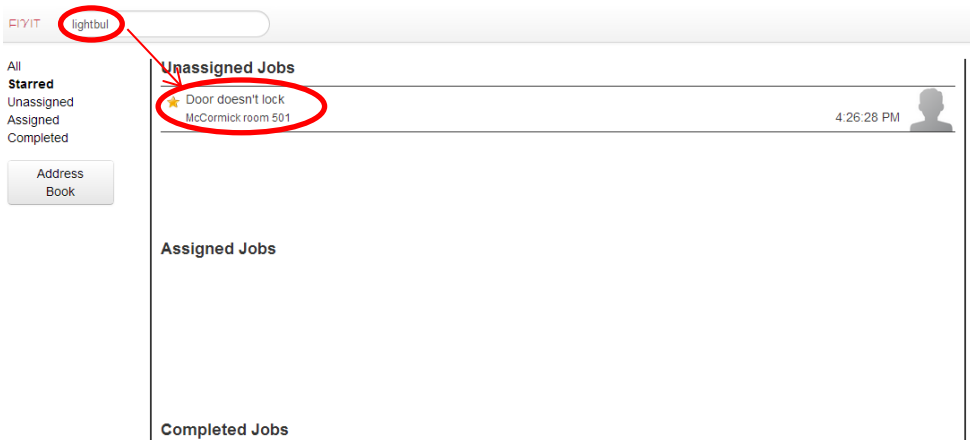


Heuristic Evaluation of No. 1 (W)Rapper – aka – FixIt I did not discuss this assignment with anyone.

Tasks

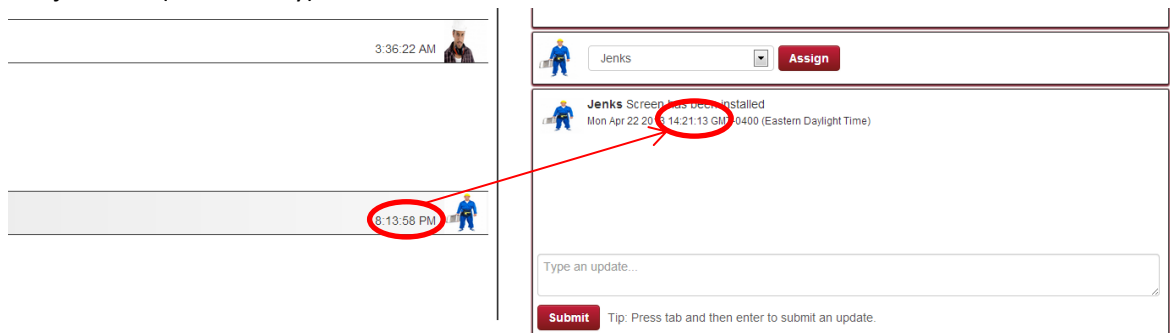
1. Identify the date, time, and location of the most recently completed repair job.
2. View more information about the McCormick light bulb repair job.
3. Star the McCormick light bulb repair job.
4. Assign the light bulb repair job to Jenks Jenkinson, the house mechanic.
5. View any new notifications and read them.
6. Look up contact information for Home Depot in order to place an order for light bulbs.
7. Make a non-urgent note on the light bulb repair job indicating that supplies have been ordered and will be available Wednesday afternoon.

1. Catastrophic: The live search doesn't work across filters. For example, I searched for "lightbu" and then wanted to filter by starred jobs and it no longer was searching for lightbulb. So users aren't allowed to filter and search at the same time. (user freedom and efficiency)



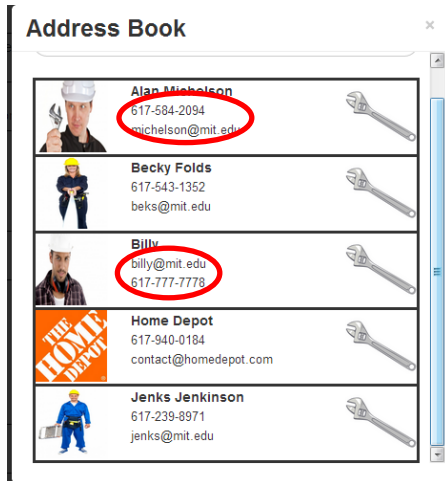
2. Catastrophic: After assigning someone a job, I can't unassign them in case I made a mistake. (safety)
Suggestion: For the dropdown of assigning someone, the button should change to say "Unassign" if that person has already been assigned.

3. Catastrophic: The time associated with updates is not formatted consistently with the other times in the jobs list. (consistency)



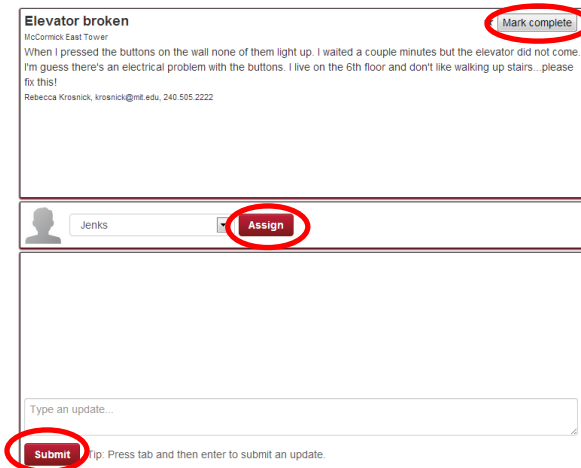
Suggestion: Change all times to AM,PM times.

- 4. Catastrophic: The order in which the contact information is displayed is not consistent. Some list phone number first and some list email first. (consistency)



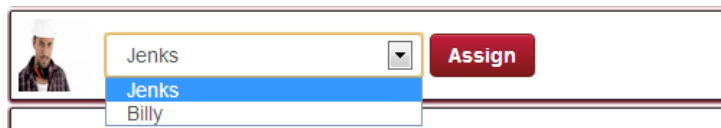
Suggestion: Change to single format

- 5. Major: The button formatting is inconsistent. “Assign” and “Submit” are all large red buttons that capture user’s attention but the “Mark complete” button is gray and easy to miss. (consistency and aesthetic)



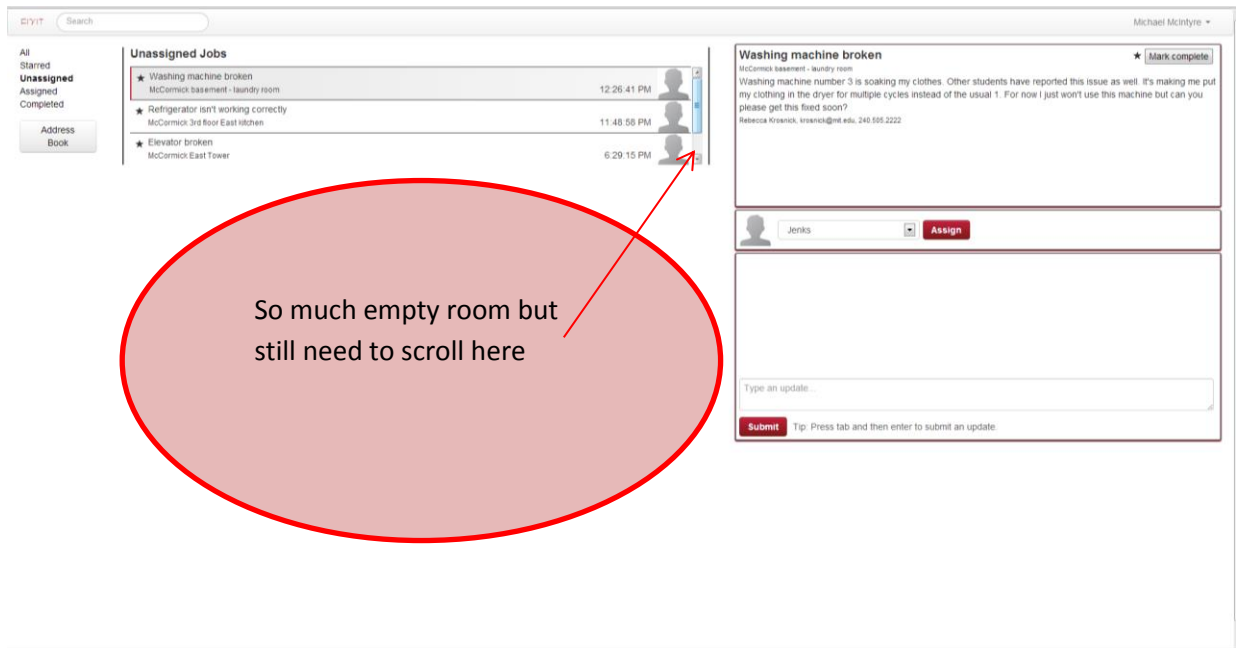
Suggestion: Change “Mark complete” button to be red.

- 6. Major: I can’t assign more than one person a job. (user freedom)



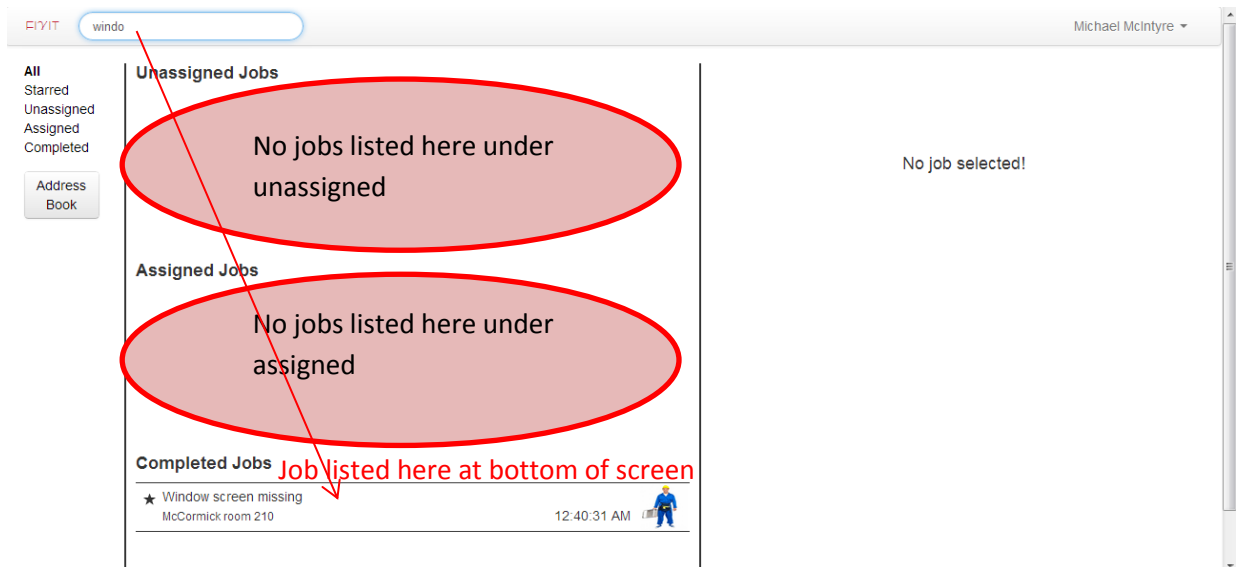
Suggestion: Show indicators next to people who have already been assigned and change the button to a button that toggles that status of assigned.

- 7. Major: When filtering by Starred, Unassigned, Assigned, or Completed, the window for the jobs is not expanded. I shouldn't be scrolling since there's enough room to expand it. (aesthetic and efficiency)



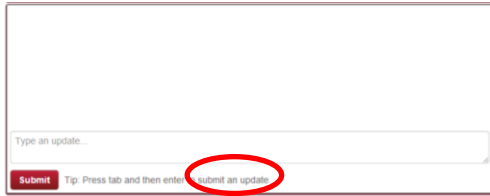
Suggestion: Extend the bounds for the box when you're filtering by a certain type of job.

- 8. Major: When using the search bar and live search occurs, the results show on the bottom instead of shifting the results up into the empty space. User needs to shift eyes from the top of the page where the search bar is, to the bottom where the result is. (efficiency)



Suggestion: Shift list up

9. Minor: The task and web content are inconsistent: task 7 says to make a non-urgent note but the only option is to submit an update. This is confusing because it not only calls it a note but implies there's a distinction between urgent and non-urgent activities when there isn't. (consistency and learnability)

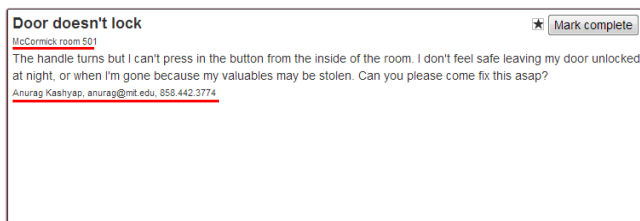


Suggestion: Change task to say "make an update" or "submit an update" rather than calling it a "note". Implement non-urgent versus urgent distinction.

10. Minor: Cannot escape from pop-up with using the "Esc" button. (safety and external consistency)
Suggestion: Implement escape key for escaping pop-up

11. Cosmetic: Trying to star someone is quite difficult because of the size of the star. (efficiency)
Suggestion: Increase size

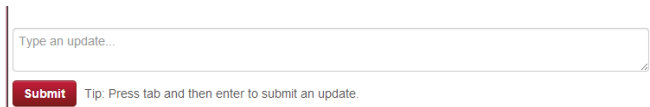
12. Cosmetic: The text is so small with very little line spacing that the details of a job (who posted, where it was posted) are hard to read. (aesthetic)



Suggestion: Fill in the space with larger text

13. Good: Informs users when no job is selected so no preview is available. Affordance that there should be information there and that the first step is to select a job. (feedback and learnability)

14. Good: Helpful tip available for a keyboard shortcut to submit. (learnability and efficiency)

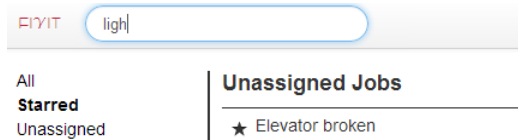


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15. Good: Shortcut that takes users to filtered state of jobs. (efficiency)



16. Good: Search box glows a calming blue to let users know they're currently still typing and cursor is still in input. (feedback)



17: Good: Clicking out of a pop-up will close the pop up. (external consistency)

Extra notes:

- Please specify the intended dimensions since resizing formats are not available yet.
- Consider a larger logo for "FIXIT"
- Consider having the pop-up reset to the top instead of where user last exited pop-up. For example, I opened address book and scrolled to bottom and then closed address book. When I re-open it, I am still on the bottom instead of the top.