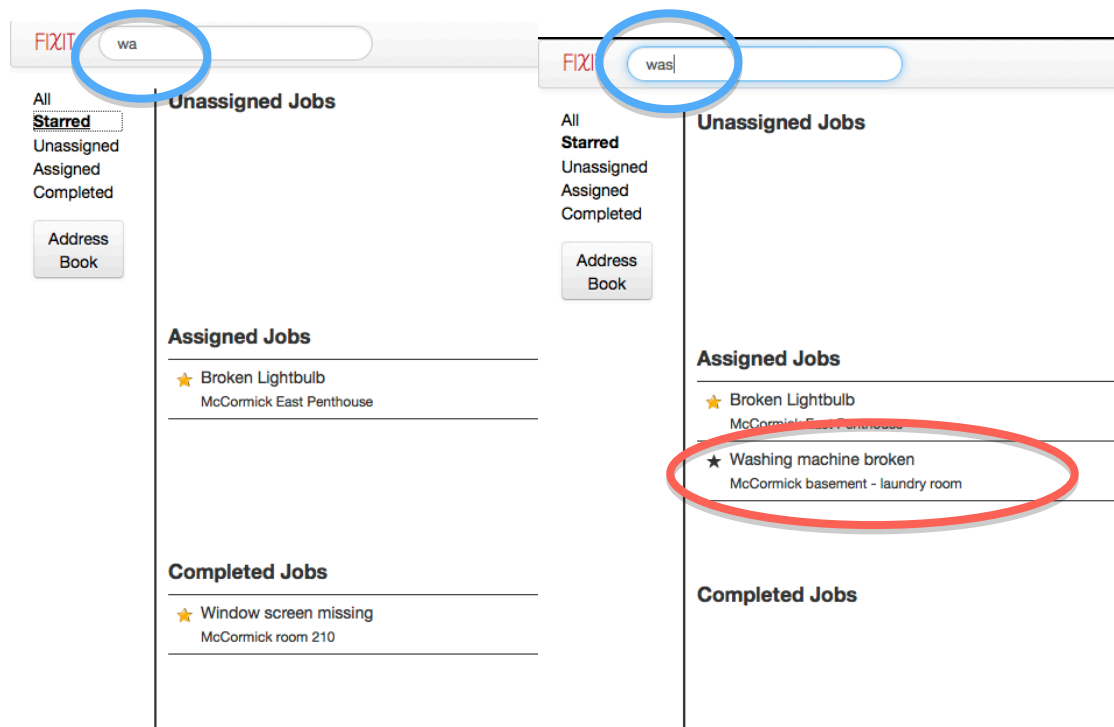


Heuristic Evaluation of No. 1 (W)Rapper – “FixIt” *I discussed this assignment with nobody*

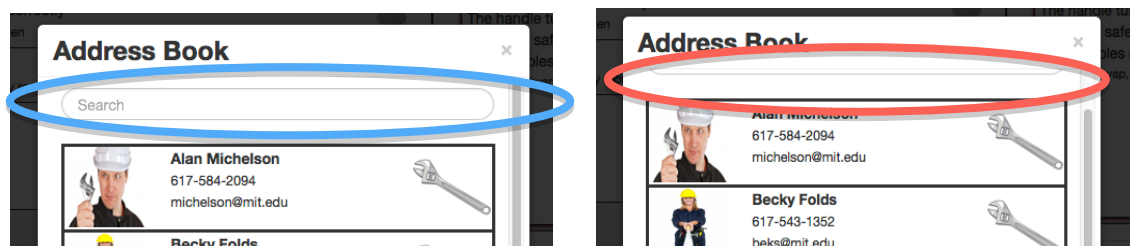
1. Good: **user’s name is shown in top right corner when logged in** (feedback)
2. Major: **can’t filter and search at the same time** (efficiency, user freedom)

I starred “Broken Lightbulb” and “Window screen missing”. Then I switched from “All” to “Starred” filter. Expecting to search in “Starred”, I received both a starred and unstarred event after typing “was”. User cannot not filter and search at the same time.



3. Good: **“Address Book” button looks different from other buttons and/or links** (consistency, both internal & external)
4. Minor: **search field in modal can be hidden** (error prevention, efficiency)

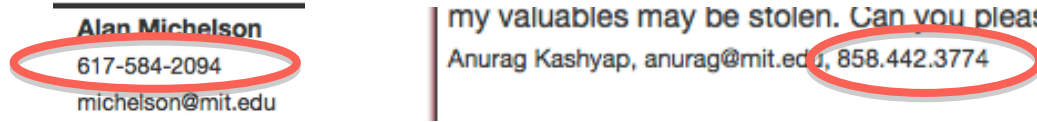
The Address Book modal is scrollable, however, the search field can be hidden when scrolled all the way down.



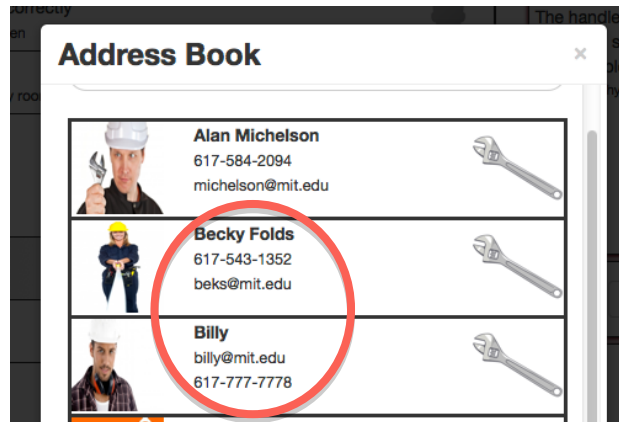
Recommendation: have a moving search bar that is always on top

5. Major: **format of phone numbers are different among pages** (consistency)

There are two formats: one format separates digits with a hyphen “-” while the other separates digits with “.”



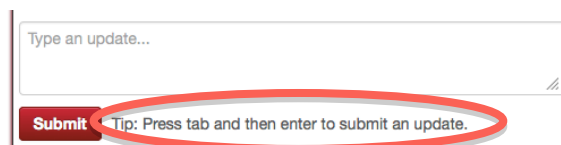
6. Major: **ordering of names and phone numbers in address book are different** (consistency)



7. Good: **Address Book uses pictures/images** (metaphors, learnability)

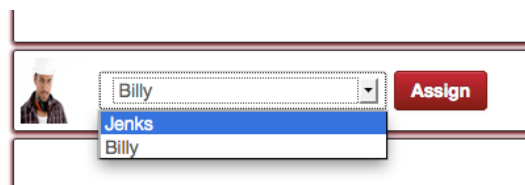
Address book is properly formatted and shows symbols representing type of job each person is for.

8. Good: **tips and shortcuts for updates** (learnability, efficiency)



9. Catastrophic: **can't unassign a person from a job** (safety, user freedom)

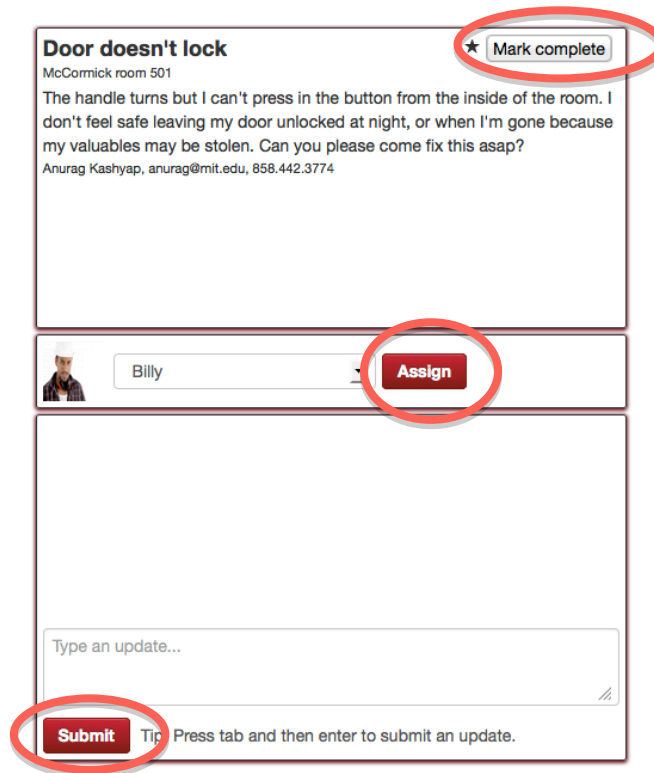
User can't unassign someone from a job after they are already or recently assigned. This could be done by mistake or on purpose.



Recommendation: Have “None” as a selectable assignee in the dropdown menu.

10. Major: **alignment and formatting of buttons for jobs are not the same** (consistency, aesthetic)

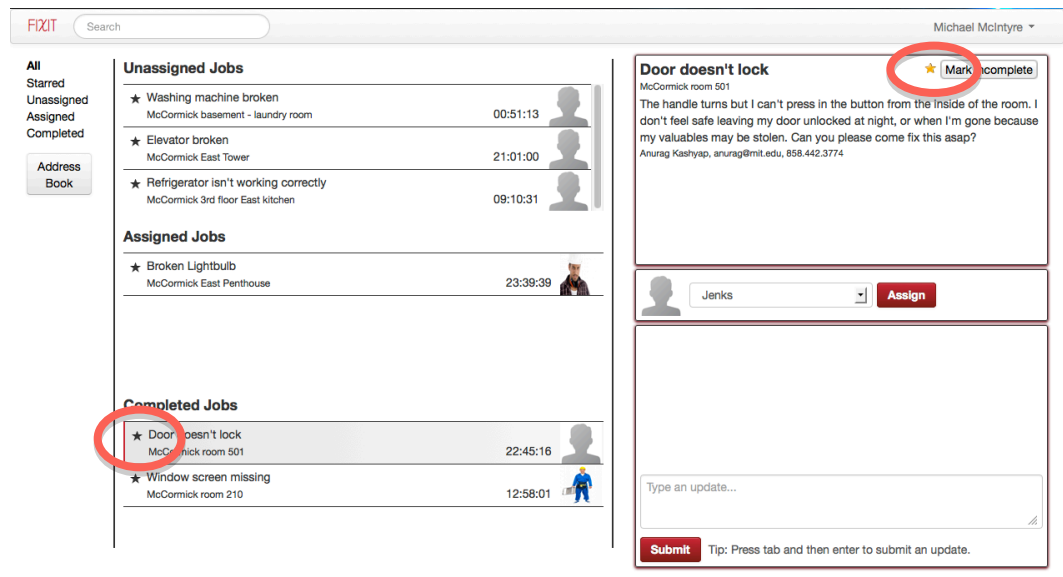
Buttons for marking and assigning jobs are located on the right, where as submitting an update for a job is located on the left. Also, “Assign” and “Submit” are red, where as “Mark complete” is not.



Recommendation: Move Submit to the right and change “Mark complete” button to match “Assign” and “Submit” button formatting.

11. Catastrophic: **when changing status of job first, no immediate feedback when starred** (safety, error prevention, feedback)

When starring a selected job after changing its state to complete/incomplete, there is no immediate feedback for the star icon on the left associated with the job.



12. Minor: **job selection cannot be toggled between selected and deselected** (efficiency, learnability, user freedom)

“no job selected” text on right side makes the user select a job to populate space and get information for a job. However, can’t deselect a job once chosen unless a different filter is selected.

Recommendation: Have jobs be selectable and deselectable. To help minimize whitespace, only allot space for right pane when a job is selected. When a job is deselected, middle pane can fill up more space and right pane is collapsed.

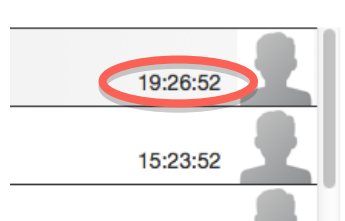
13. Good: **affordances for hovering and selecting job filters** (feedback)

There is clickable text in the upper left to filter jobs. When hovering over a filter, the text becomes underlined. When selecting a job filter, the text is **bold**.



14. Cosmetic: **non-standard timestamp representation with seconds** (aesthetic, visibility of system status)

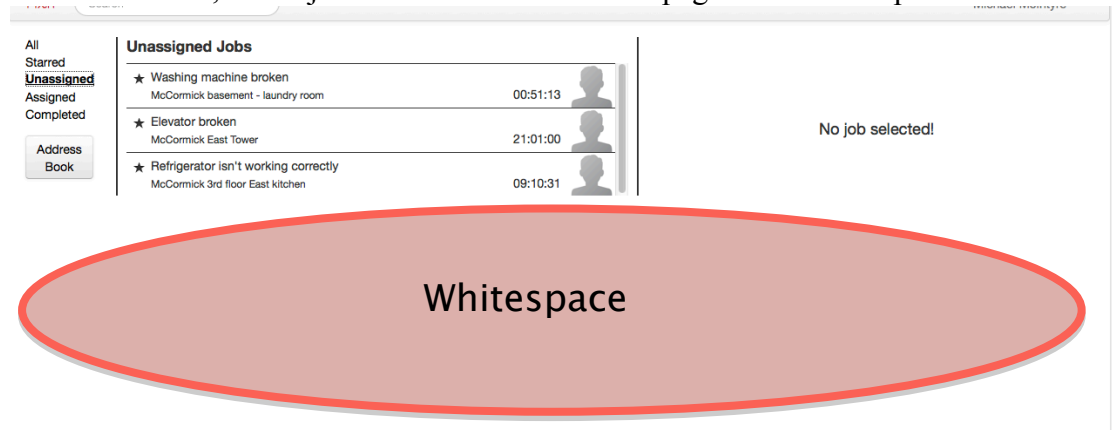
User is shown the time of an event down to the second. This is not the usual format that users are use to, which is in the format that only shows hours and minutes, not seconds.



Recommendation: Change time representation to be accurate to nearest minute

15. Major: **too much whitespace that could be utilized** (aesthetic, efficiency)

When in a filter, list of jobs is limited to 1/3 of the page when more space is available.



Recommendation: Expand size of scrolling window if space allows it.

16. Major: **feedback from grouping of jobs depends on current filter selected** (consistency, feedback)

When in the “All” filter, selecting an unassigned job and assigning it a person immediately moves that job to “Assigned Jobs” category. However, when in “Unassigned” filter, selecting an unassigned job and assigning it a person still keeps the job in the “Unassigned Jobs” category.

Job properly changes from “Unassigned” to “Assigned”

This screenshot shows the FIXIT interface with the 'All' filter selected. The 'Unassigned Jobs' list includes 'Elevator broken' at McCormick East Tower (17:12:21), 'Door doesn't lock' at McCormick room 501 (14:24:02), and 'Refrigerator isn't working correctly' at McCormick 3rd floor East kitchen (12:24:10). The 'Assigned Jobs' list shows 'Broken Lightbulb' at McCormick East Penthouse (05:54:04). The 'Elevator broken' job details are shown on the right, with the 'Assign' dropdown menu set to 'Billy' and the 'Assign' button highlighted.

This screenshot shows the FIXIT interface with the 'Unassigned' filter selected. The 'Unassigned Jobs' list includes 'Door doesn't lock' at McCormick room 501 (14:24:02), 'Refrigerator isn't working correctly' at McCormick 3rd floor East kitchen (12:24:10), and 'Washing machine broken' at McCormick basement - laundry room (11:19:52). The 'Assigned Jobs' list shows 'Elevator broken' at McCormick East Tower (17:12:21) and 'Broken Lightbulb' at McCormick East Penthouse (05:54:04). The 'Elevator broken' job details are shown on the right, with the 'Assign' dropdown menu set to 'Billy' and the 'Assign' button highlighted.

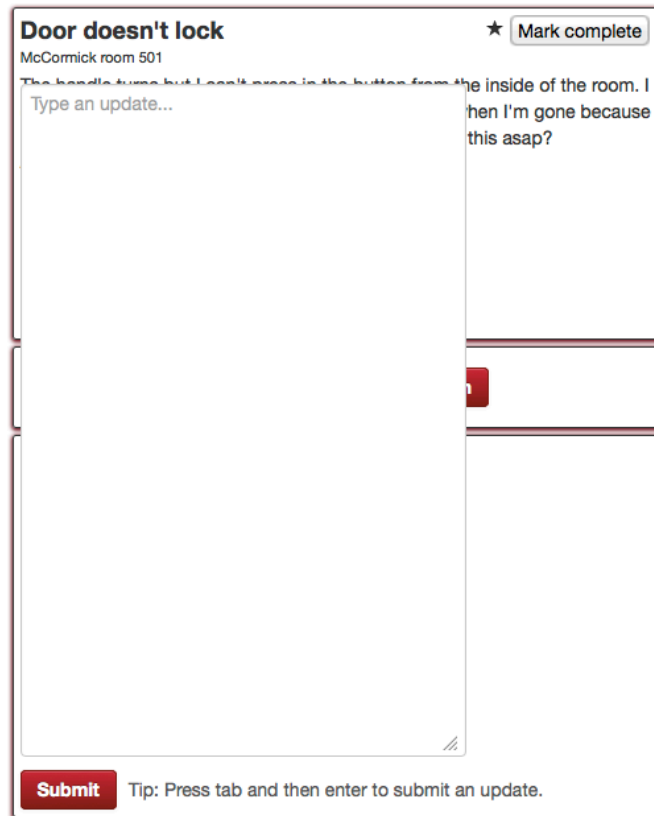
Job gets assigned but still listed under “Unassigned”

This screenshot shows the FIXIT interface with the 'Unassigned' filter selected. The 'Unassigned Jobs' list includes 'Door doesn't lock' at McCormick room 501 (14:24:02), 'Refrigerator isn't working correctly' at McCormick 3rd floor East kitchen (12:24:10), and 'Washing machine broken' at McCormick basement - laundry room (11:19:52). The 'Door doesn't lock' job details are shown on the right, with the 'Assign' dropdown menu set to 'Jenks' and the 'Assign' button highlighted.

This screenshot shows the FIXIT interface with the 'Unassigned' filter selected. The 'Unassigned Jobs' list includes 'Door doesn't lock' at McCormick room 501 (14:24:02), 'Refrigerator isn't working correctly' at McCormick 3rd floor East kitchen (12:24:10), and 'Washing machine broken' at McCormick basement - laundry room (11:19:52). The 'Door doesn't lock' job details are shown on the right, with the 'Assign' dropdown menu set to 'Jenks' and the 'Assign' button highlighted.

17. Major: **trouble expanding update window and resizing after submission** (safety)

Resizing update window using lower right tag has inverse effects when adjusting height. Also, window is not resized after submission of an update. This is on top of the update feed, so no updates can be seen.



Recommendation:

- Move resizing tag to upper right of update window
- Change update window size to default size after submission

Additional Notes:

- Make sure to stay consistent for formatting buttons, text, timestamps, etc. in job descriptions and the Address Book.
- Consider feedback when changing the state or status of a job. Keep track of when a job should be viewed under the appropriate category when recently updated, starred, unassigned, etc.
- Try not to have too much whitespace. Try to fill the area when appropriate and if there is room for it.