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**Collaboration Statement:** I did this assignment alone.

## HW2: Heuristic Evaluation for DormMate



Figure 1: The banner of the website

1. **[Alignment]** In Fig. 1, the orange line shows the logo “DormMate” is higher than the user name and the avatar on the left hand side. The bigger red circle shows the user name and settings are higher than the avatar. The purple circle shows that the avatar is placed too far at the right that it exceeds the edge of the blue banner. **[Severity: Cosmetic]** These are minor aesthetic issues that can be fixed fairly quickly. You can use absolute position to fix these issues.



Figure 2: The buttons on the banner

2. **[Aesthetics]** The color of the words are white with white shadow in default when the button is not selected. As the result, the words look blurry and out of focus. **[Severity: Minor]** When I first saw the button, it caught my attention immediately and took me a second to figure out whether the words had excessive white border or it was the problem of my vision. So I considered it to be a a more serious problem in terms of aesthetic. I suggest change the default color of the words or use darker grey color for the shadow of the words.

## Task Management

Search and Filter					Incomplete	Completed	Show All
Rm #	Task	Residents Involved	Last Update	Complete?			
270	Move out	KATHY WARD	Wed Apr 24 2013 06:12:49 GMT-0400 (EDT)	✓			
230	Move out	BRENDA YOUNG	Thu Apr 18 2013 07:20:17 GMT-0400 (EDT)	✓			

Figure 3: Task Management Search Feature

- [Efficiency]** The search bar (Fig. 3) allows users to enter room numbers, tasks or residents involved to search the update history. The data changes immediately according to the words you type. This brings great efficiency to its functionality. It is a great feature!
- [Inconsistency]** The search bar (Fig. 3) allows users to search update history using everything from the categories except “Last Update” and “Complete?.” I tried around this feature using all the elements from the categories, and I was a bit surprised that the search feature didn’t work when I entered the Last Update date or “complete.” It will be more consistent if you allow users to use these two elements to search the data. **[Severity: Major]** A good way to guide the users would be changing the grey text in the search bar (grey text is “Search and Filter” in the original design) to “Search and Filter, example: #207, move in, mary, mm/dd/yyyy, complete, incomplete.”

### Recent Activity

BARBARA BROWN	
Update: Rm 204	April
ELIZABETH JONES	
New: Rm 216	April
DONNA MARTIN	
Update: Rm 218	April
RUTH THOMPSON	
Update: Rm 225	April
JESSICA LEWIS	
Cmplt: Rm 226	April
SHIRLEY ROBINSON	
Cmplt: Rm 227	April
CYNTHIA WALKER	

Figure 4: Recent activity history bar

5. **[Inconsistency]** The categories appear in the recent activity (Fig. 4) are “New,” “Update,” and “Cmplt.” If two words, “New” and “Update,” are spelled out completely, it will be more consistent if you also do so and spell out “Complete” for “Cmplt.” **[Severity: Cosmetic]** I suggest moving the room number to the second line between “Update” and the name of the resident. It will make everything more aligned.
6. **[Aesthetics]** For the Recent Activity, the colors style for “Complete” (yellow), “Update” (blue), and “New”(pink) are similar to each other. Yet the color of the activity when the cursor hovers over has the same color style as those three activity categories. And if you don’t pay attention, it looks like the activity that is hovered over by the cursor is under a different category. **[Severity: Minor]** It might be easier for users to distinguish the difference between the category color and the color when the cursor is hovered over if you make the latter one’s color way darker.



Figure 5: Position button (right) and zoom button (left)

7. **[Efficiency]** The position button (Fig. 5) only allows users to click one click at the time to have an affect on the position of the map. This greatly reduces the efficiency when the users are navigating the map. **[Severity: Major]** The is a severe problem as it only moves a little bit when you click one click on the button, and it takes a long time to move to any spot on the map. A potential solution will be making the map draggable.
8. **[Error Prevention, Efficiency]** When you position a room in the center and use the zoom button to zoom in, the map always zooms from the upper left corner. When this happens, the users not only loses the location room that is intended to be zoom in, it also requires users to reposition the map again. **[Severity: Minor]** It will be more intuitive to map the map zoom in or out from the center point.
9. **[External Consistency]** The zoom button (Fig. 5) does not have indication of which side is zooming in and out. **[Severity: Minor]** Putting a plus and minus side on each side should be sufficient to solve this problem.



Figure 6. The floor plan

10. **[Visibility]** The coloring of the room does not accompany with any information about the meaning of each color. **[Severity: Minor]** The problem can be solve by adding matching information of the colors under the map or anywhere that is intuitive for the users to look for.

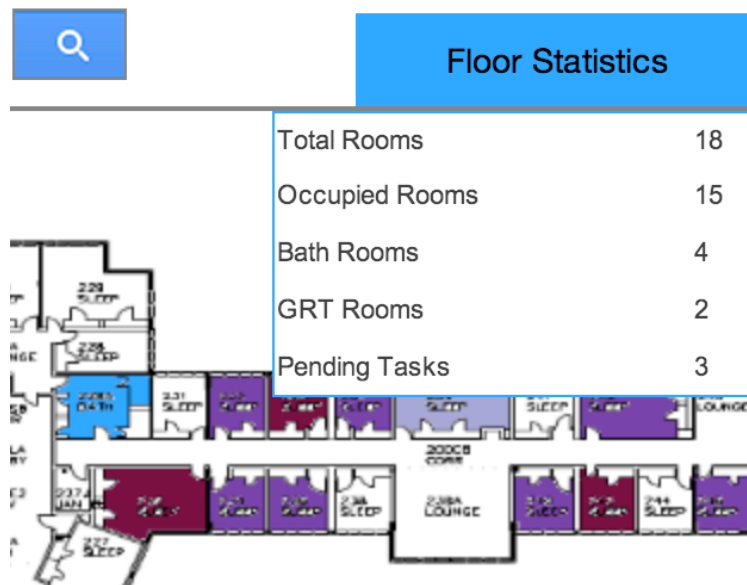


Figure 7. Floor Statistics

11. **[Visibility]** The floor statistics is a drop down feature. And when you zoom in to see the rooms while checking the floor statistics, the floor statistic box would cover up part of the map. **[Severity: Minor]** There are not too many features on this page, so it might be better to move the floor statistics box away from the map to optimize the visibility of the map.

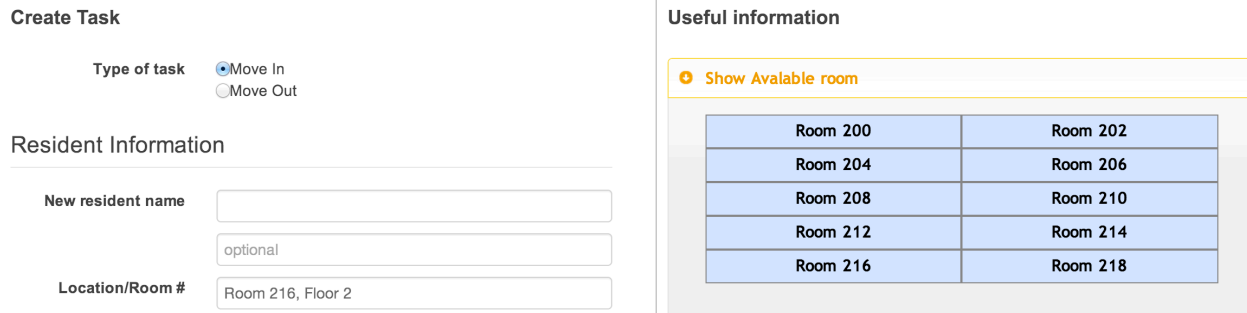


Figure 8. Create Task

12. **[Efficiency]** In the Create Task page (Fig. 8) I was surprised when I found out that when I selected an available room, the room information would be pre-filled in the on the left hand out. This brings efficiency for the users when filling out the information. It is a good feature.
13. **[Affordance]** Although when you click on the available room on the right, it will pre-fill the information for you on the left, I didn't noticed it until I was navigating around the page. The middle line that separate the "Create Task" and "Useful Information" makes it less intuitive for the users to notice that the action that is performed on one side will result an outcome on the other side. **[Severity: Minor]** You can consider remove the line in the middle or highlight the text field when any information is pre-filled after user performs an action.

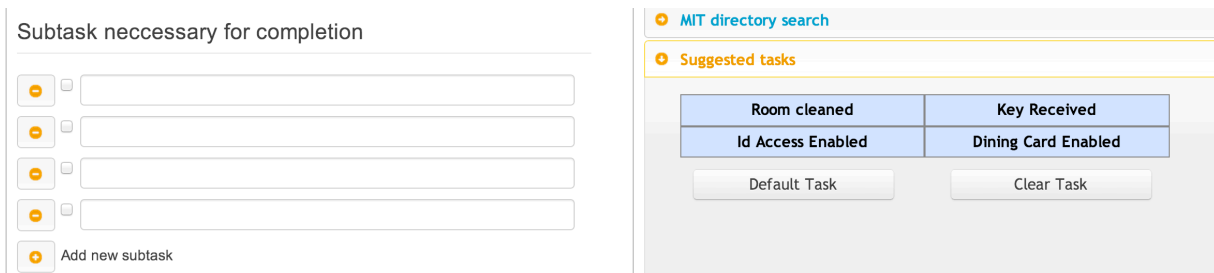


Figure 9. Suggested tasks area

14. **[Efficiency]** It is great that under the Suggested tasks area on the right hand side, information will be pre-filled on the left when you click on task button on the right. And it also has a Default Task button that will pre-fill three common tasks that the users will most likely enter.
15. **[Error Prevention]** When you enter tasks in the text field on the left hand side, if you click on the "Clear Task" button on the right, it will clear all the textfields. This is a very dangerous user design as it is not intuitive for the users to know that the button on the right side will take an affect on the items on the left side. Moreover, when I selected certain tasks and clicked on "Clear Task" button, I expected only the selected tasks to be deleted. Yet all the text fields were cleared out. **[Severity: Catastrophic]** "Clear Task" button should be placed on the left. And if the selecting box next to the text field has no functionality, you should remove them to prevent errors.

## Useful information

[+ Show Available room](#)

[+ MIT directory search](#)

name/email     ID number (10 digit)     lastname

search format	example
first name last name	william barton rogers
last name	rogers
username	wbrogers
username with wildcard	wbrog*, wbr?gers, wbro[jg]ers
ten-digit phone number	617-253-1000

[+ Suggested tasks](#)

Figure 10: MIT directory search

16. I really like the MIT directory search (Fig.10) feature. It solves the problem that people also need to look up information of students when they are entering forms for them. And the placement of the directory search being right next to the information page is great in the way that the users do not have to go back and fort between two pages to look at the information.