

Collaboration Statement: I didn't discuss this assignment with anyone.

## Give

The screenshot shows a web form titled "Donate used toys!" on the YourTurn website. The form is enclosed in a light gray border and contains several input fields and buttons. At the top right of the form are two buttons: "Link to Photo" and "Upload a Photo". Below these is the YourTurn logo. The main form fields are: "Toy Name" (a text input field), "Age Range" (a dropdown menu with "All ages" selected), "Condition" (a dropdown menu with "New" selected), "Category" (a dropdown menu with "Action Figures & Dolls" selected), and "Description" (a text area). At the bottom left of the form is a button labeled "Add another toy". Below the form is a blue "Submit" button. The website's navigation bar at the top includes "YourTurn", "Home", "Give", "Find", "About", "Messages", and "Username". Two callout boxes are present: box 1 points to the "Age Range" and "Condition" fields, and box 2 points to the "Toy Name" field.

### 1. Field Alignment

### Consistency – Cosmetic

The alignment of the form is very consistent on the left, but is inconsistent on the right. In lecture 15 (layout) they said that a column of controls should be aligned on both the left and the right, so you should consider expanding the 'Age Range' and 'Condition' fields to match the width of the other fields.

### 2. Label Alignment

### Consistency & Standards – Cosmetic

In lecture 15, they also said that labels should be positioned to the left of controls, rather than above. This provides a more consistent layout with labels in one column and controls in another which makes it easier for the user to scan.

### 3. Add Another Toy

### Efficiency – Good

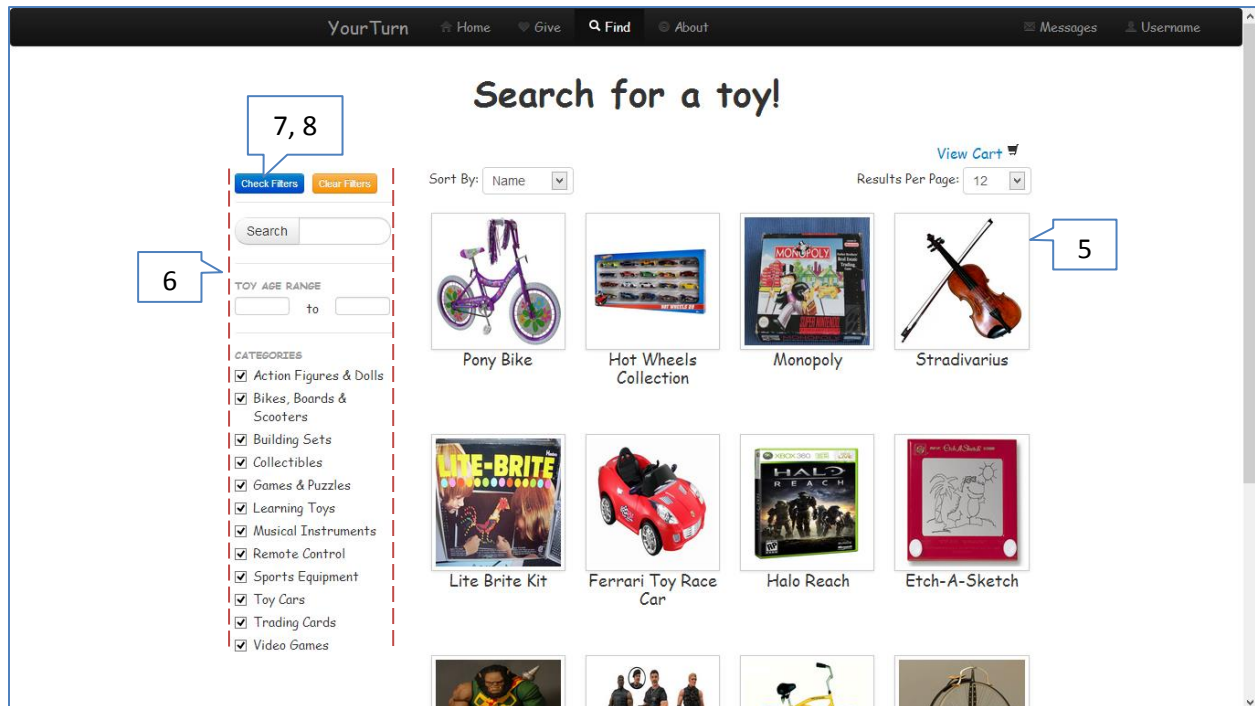
Allowing the user to add another toy before submitting is really good for efficiency, allowing the user to submit multiple toys in a batch.

### 4. Confirmation Dialog

### Consistency (with expectations) – Minor

After you submit your form, a dialog pops up saying "You will now be taken back to the YourTurn homepage." Is this message really necessary? If you need a warning like this here, that implies that the behavior is unexpected, so you could remove this message or do the expected behavior.

## Find



### 5. Grid Layout

### Simplicity – Good

The grid layout of items provides alignment and balance to the page, as well as simplicity through consistent representation of each toy: each gets a fixed size image and a title. As well, the other fields and buttons around the grid conform to its boundaries, so the 'Sort By' field is left-aligned with the grid, and the 'Results Per Page' and 'View Cart' are right-aligned, which helps keep the layout simple.

### 6. Sidebar Alignment

### Simplicity – Good

The filter/search sidebar on the left is very nicely aligned. Every row of search/filter elements is left-aligned and right-aligned (with the exception of the categories, which I think is fine to not be right-aligned). The simplicity through the alignment makes it easy to scan.

### 7. Font

### Consistency – Minor

The font in your bootstrap buttons ('Check Filters', 'Clear Filters', and 'Search') differs from the font everywhere else. (I think this is also the case for buttons on the 'Give' page.) Unless this is purposeful, the font should be standardized.

### 8. Filter Buttons

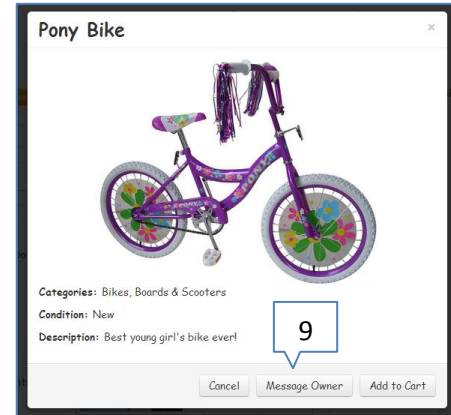
### Error Prevention – Minor

The 'Clear Filters' and 'Check Filters' buttons appear at the top of the left sidebar, which makes it seem like they affect all of the fields, however, they only affect the categories checkboxes. This could be easily fixed by placing the buttons directly above the categories checkboxes, or by clearing the search and age range fields if this was just a bug.

## 9. Product Modal Messaging

When you click on a product's picture, a modal pops up providing more information. It also provides a 'Message Owner' button which is a little ambiguous. At first I thought it would take me to the profile of the user who wrote the 'message' to donate the toy; only later did I realize that it meant it would allow me to message the owner of the toy. After playing around with the interface, this behavior made sense, but I think besides the ambiguous wording, the crux of the issue was an incorrect user model of how the website worked (discussed more later).

## Learnability & Consistency – Minor



A second downfall of the 'Message Owner' button is that when you realize that it means sending a message to the owner, it's still surprising that it takes you to the 'Messages' page instead of opening a modal like 'Checkout' does. Since both these buttons are trying to accomplish the same thing (messaging the owner), their behavior should be consistent, preferably with both just opening a modal from which the user can send a message.

## 10. Toy Organization

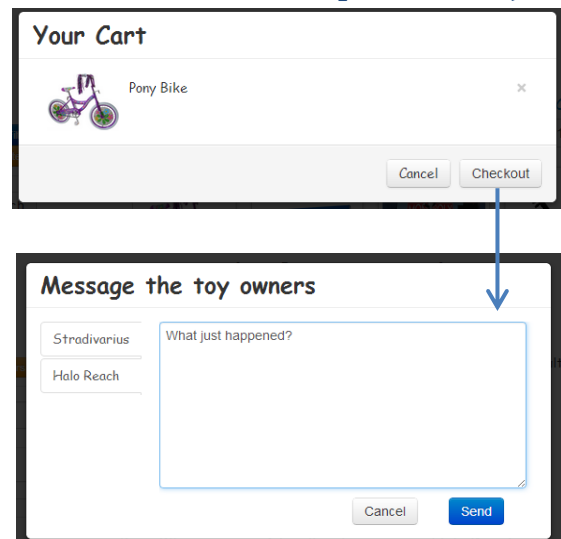
The grid of toys has two different organizational options, either by 'Name' or 'Date', and you can separately filter displayed toys by categories, but neither of these seem very helpful for a user who wants to scan through the items quickly, comparing within a category and between multiple categories. To accommodate efficient scanning like this, you could partition items into separate categories within the grid.

## Efficiency – Major

## 11. Checkout Metaphor

The term 'Checkout' is a misnomer—it suggests to the user that they are buying toys from the site, which made me wonder why no prices were ever shown for the items. When you actually click 'Checkout' to purchase your products, you end up just messaging the owner. This behavior was completely unexpected the first time I used it because the site is trying to use online retail sites like Amazon as a metaphor with language like 'View Cart' and 'Checkout'. This forces the user model to adjust multiple times, and violates the principle of least surprise. As a potential fix, you could change this language, and/or add a short description of how the site works to your homepage.

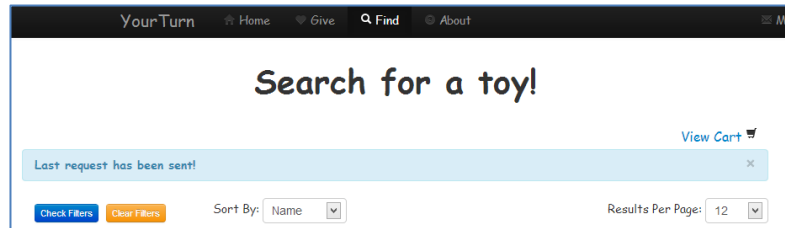
## Metaphors – Major



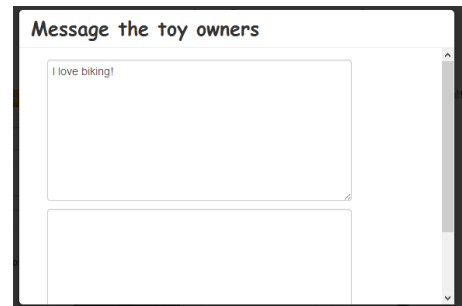
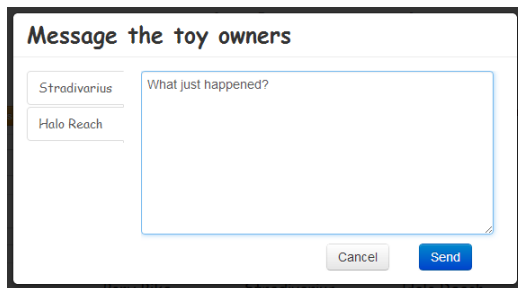
## 12. Message Confirmation

After using the messaging feature in 'Checkout', the user gets this confirmation message which says "Last request has been sent". I only had one toy in my cart, and this message was confusing to me—why did it say *last* request when there was only one? Maybe it could simply say "Your message to [username] has been sent!"

## Feedback – Minor



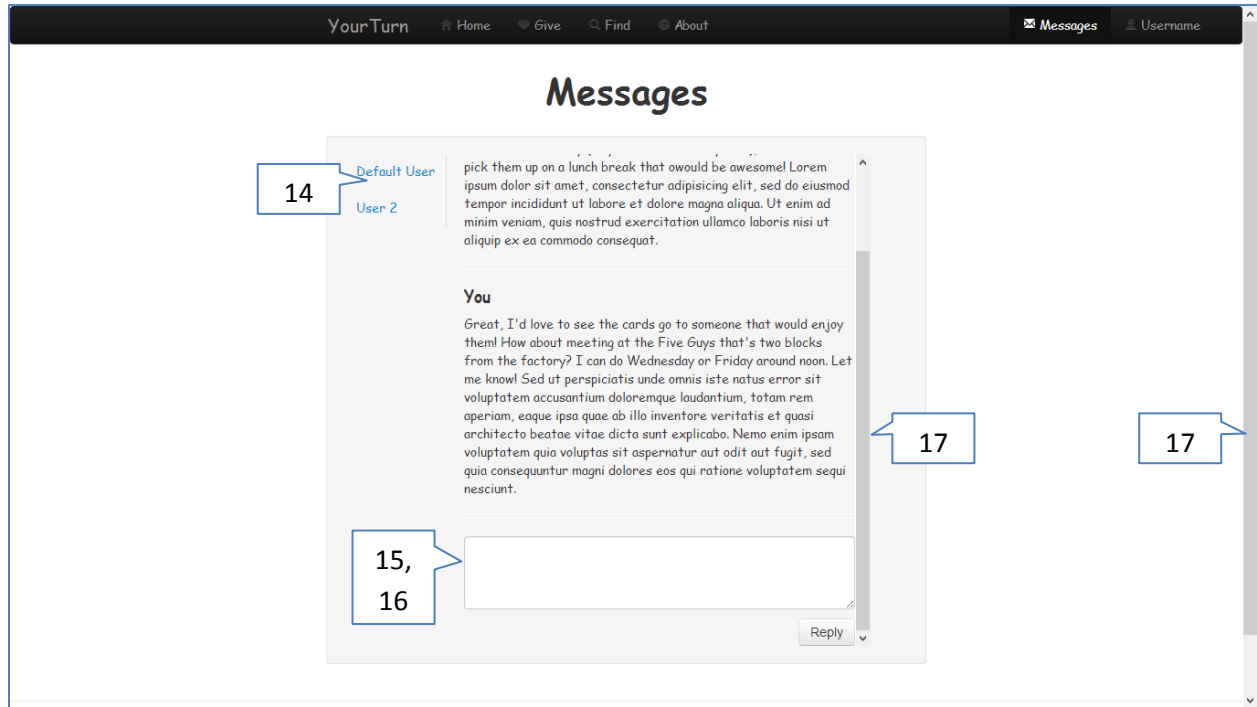
## 13. Multiple-Item Checkout Bug



## Bug – Major

When I had multiple items in my cart at checkout, I encountered a bug when trying to send a message about one of the items—when I clicked send, nothing happened at first so I clicked send again and I got a dialog with two text entry boxes.

## Messages



### 14. Username Tab Feedback

### Feedback – Major

There is not enough feedback after clicking on a username from the left: the button responds to the click, but nothing else changes. This is probably because the messages are shallow as you said, and these usernames are two tabs that have the same content right now. Even so, besides the message content changing, there should be some indication on the left about which tab is currently selected (consider how you did this in the Checkout modal).

### 15. Unlabeled Reply Box

### Learnability – Cosmetic

The reply box is unlabeled; though I can easily guess what it's for, it would be nice to put some hint text in the box anyways to make users feel more confident about the UI and not like they have to guess what's going to happen.

### 16. Reply Box Position

### Efficiency – Minor

For efficiency, you should consider not putting the reply in the scrollable part of the message box. You shouldn't have to scroll all the way down through your history of messages in order to reply.

### 17. Multiple Scrollbars

### Efficiency – Minor

Having two scrollbars can get really frustrating and make reading messages less efficient, when one is on the browser and the other is on the message you are reading. You should consider either making the message box longer to accommodate a longer message and then you just use the browser scrollbar, or scale down the size of the message box so the webpage is the size of the window it's in and then the user only has to scroll in the message box.

## Overall

### 18. YourTurn Home Link

### Simplicity – Minor

The 'YourTurn' logo is already a link back to the home page, so having a home page button right next to it is redundant, and possibly unnecessary because a lot of people already expect to be able to click on the logo to get back to the homepage.

### 19. Designer Names

### Affordances – Cosmetic

The designers' names are hyperlinks, but they don't lead anywhere. Maybe you just wanted that blue color for your names, but don't provide the perceived affordance of a hyperlink (underlining on hover) if there is no actual affordance for it.