

Heuristic Evaluation: ContactLens (no collaborators)

Notes for severity:

Catastrophic: recommend to fix as soon as possible

Major: recommend to fix

Minor: recommend to fix if you have time

Cosmetic: low priority

1. [Problem] Cannot find a person quickly in the home page

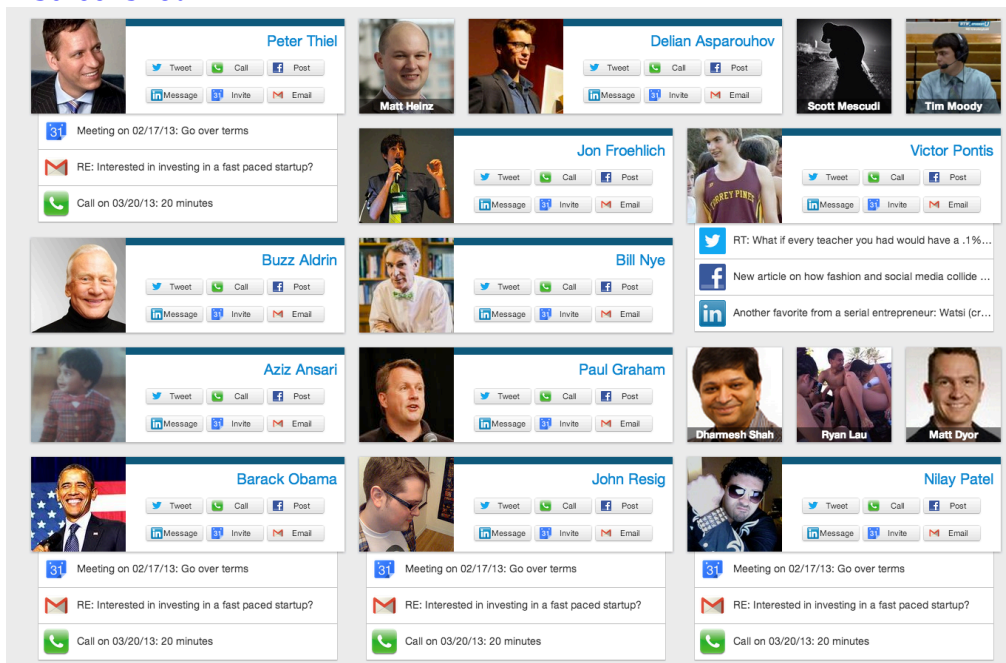
Heuristic: Efficiency & User Control

Severity: Catastrophic

Description:

- i. It seems that contactors are randomly sorted in the home page.
- ii. Any manipulations, such as clicking to hide details, will cause a resort process.

Screenshot:



Recommendation:

Implement a search function & sort all contactors alphabetically

2. [Problem] Nothing indicate which page are we in

Heuristic: Graphic Design

Severity: Catastrophic

Description:

Users always need to know which page are they currently in

Screenshot:

ContactLens Approve Show

Recommendation:

Set different background color for current page

3. [Problem] Expand & Collapse contactor's details

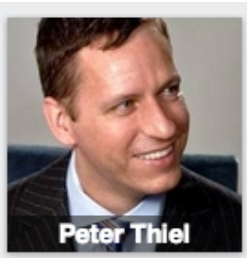
Heuristic: Affordance & Error Recovery

Severity: Major

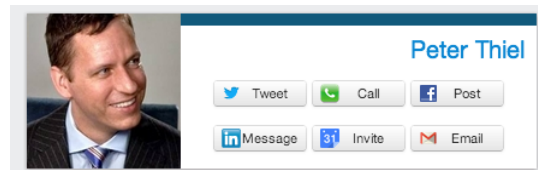
Description:

- i. Users often do not understand what does the arrow mean when moving mouse onto the picture
- ii. We have to take multiple steps to "Undo" if we casually expand a contactor's details that we do not want. The following fixed 4 steps shows about this.

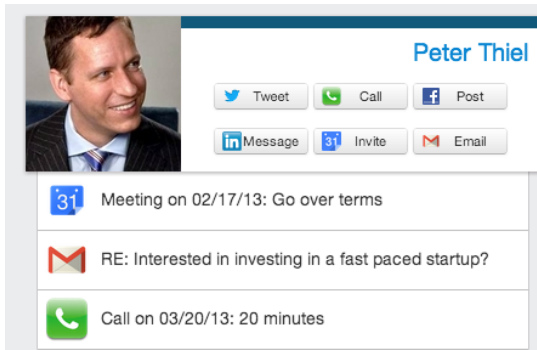
Screenshot:



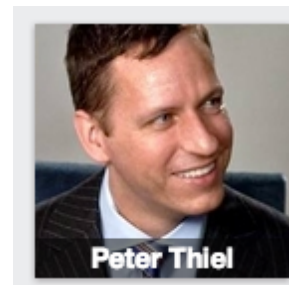
a.



b.



c.



d.

Recommendation:

- i. Add two arrows that are always shown on the right and bottom of the picture
- ii. When we click on the arrow, it pops out the details and reverse the arrow direction.

4. [Problem] "Approve" may mislead users

Heuristic: Consistency

Severity: Major

Description:

- i. To my understand in this UI, “Approve page” is for users to deal with invitations
- ii. “Approve” is only an option in that page together with “Reject” and “Later”

Screenshot:



Recommendation:

Change “Approve” to “Invitation”

5. [Problem] “Show” may mislead users

Heuristic: Consistency

Severity: Major

Description:

We may not know what does “show” mean here

Screenshot:



Recommendation:

Change “Show” to “Profile”

6. [Problem] No “Sent” & “Received” tag in Content History

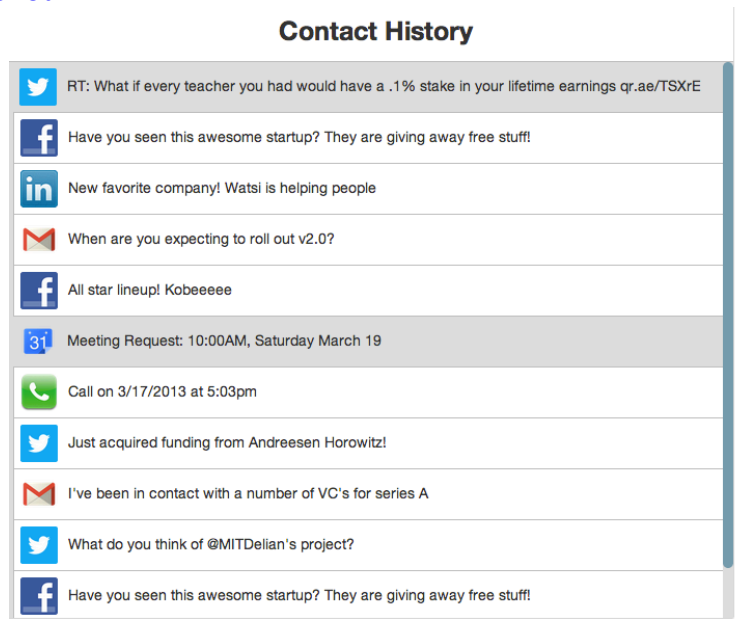
Heuristic: Match the real world

Severity: Major

Description:

From the Content History, we do not know whether a message is a received message or a sent message.

Screenshot:



Recommendation:

Add symbols to indicate “sent” or “receive”

7. No enough “hints” about how to enter a contactor’s “Show Page”

Heuristic: Affordance

Severity: Minor

Description:

Currently we can enter one’s page by clicking on his/her name, but “name” is only a small area

Screenshot:**Recommendation:**

Enlarge the one’s picture while the mouse is on it and enter the “show page” after clicking the picture

8. [Problem] Cannot show/hide sub-toolbars of all contactors in one step

Heuristic: Flexibility & Efficiency

Severity: Minor

Description:

If we want to show or hide the sub-toolbars of all contactors, we have to click on each contactor one by one.

Screenshot: No screenshot for this

Recommendation:

Add two buttons: “show all details” and “hind all details” in the home page

9. [Problem] Tag bar in “Show” page

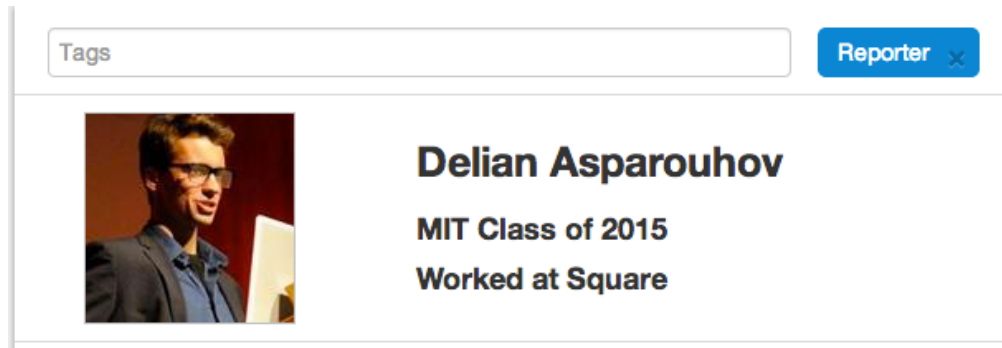
Heuristic: Affordance & Graphic Design

Severity: Minor

Description:

- i. I guess it is for adding/deleting tags for a contactor, but users may not know.
- ii. The “delete” symbol in the right bottom of the tag is not clear

Screenshot:

**Recommendation:**

Add some reminders, like “Add Tag”

10. [Problem] “Delete” symbol not clear in the tag

Heuristic: Affordance & Graphic Design

Severity: Minor

Description:

The “delete” symbol in the right bottom of the tag is not clear

Screenshot:**Recommendation:**

Use more different color for or enlarge the “delete” symbol

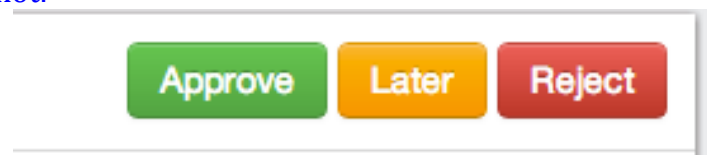
11. [Problem] “Message Area” attached to Agree, Later, Reject

Heuristic: User control & freedom

Severity: Minor

Description:

Users may want to send a message to the contactor with the “agree decision”

Screenshot:**Recommendation:**

Set a message area with the three button “agree, later, reject”

12. [Problem] Links to twitter, facebook, linkedin, etc


Heuristic: Efficiency

Severity: Minor

Description:

- i. In the “Approve” page, we may want to know about the contactor
- ii. Links to those social network would be helpful


Screenshot:



Delian Asparouhov
MIT Class of 2015
Worked at Square


340 Twitter Followers
1689 Facebook Friends
45 LinkedIn Connections

Location
Salt Lake City




@MITDelian
Boston, MA

Sophomore at MIT. Co-founder of @nightingaletalk. Coder and Creator.




Delian Tihomirov Asparouhov
Boston, MA

Delian Asparouhov is a sophomore year at MIT and currently working on a healthcare startup. This last summer he worked at Square, and in his freshman year he worked on a startup in the music industry known as FanFuser. He is currently in the running for the Thiel 20 under 20 fellowship as a semifinalist. In high school, Delian worked on a variety of robotics and electrical engineering projects. He is passionate about the intersection of technology and healthcare. He is currently planning on moving to California in June to work on his startup



Delian Asparouhov
Boston, MA


Sophomore at MIT. Computer Science Major from Utah.



Education

MIT
Class of 2015 Computer Science and Electrical Engineering

West High School
Class of 2011



Recommendation:

Provide links to contactor's facebook, twitter, linkedin, etc.

13. [Problem] Content history classification

Heuristic: Visibility












Severity: Major

Description:

- i. Usually the messages in each SNS are continues, it is better to put them together

Screenshot:

Contact History

-  RT: What if every teacher you had would have a .1% stake in your lifetime earnings qr.ae/TSXrE
-  Have you seen this awesome startup? They are giving away free stuff!
-  New favorite company! Watsi is helping people
-  When are you expecting to roll out v2.0?
-  All star lineup! Kobeeeee
-  Meeting Request: 10:00AM, Saturday March 19
-  Call on 3/17/2013 at 5:03pm
-  Just acquired funding from Andreesen Horowitz!
-  I've been in contact with a number of VC's for series A
-  What do you think of @MITDelian's project?
-  Have you seen this awesome startup? They are giving away free stuff!

Recommendation:

Separate the content history by “facebook”, “twitter”, “linkedin”, etc.

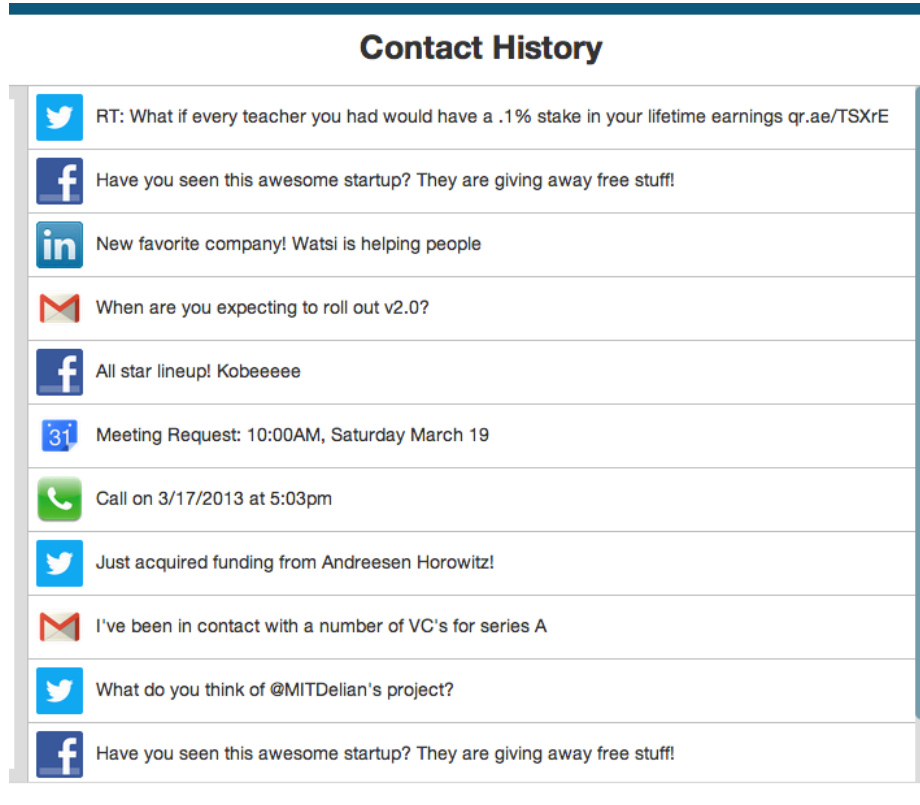
14. [Good] Cool home page

Heuristic: Graphic design

Description:

- i. Looks like a collection of business card
- ii. “auto move” looks interesting and attractive !!!

Screenshot:

**15. [Good] Calendar**

Heuristic: Graphic design & Consistency

Description:

- i. Consistent with Google Calendar
- ii. Clear schedule and details pop out after clicking

Screenshot:



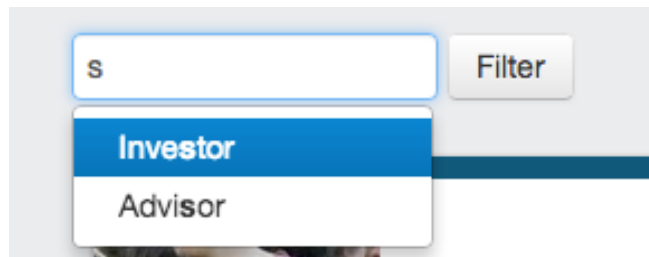
16. [Good] Filter by tag

Heuristic: Efficiency

Description:

- i. Salesmen would like to use tag to find different social group
- ii. Autocomplete

Screenshot:



17. [Good] Map to show location

Heuristic: Graphic Design

Description:

- i. Easy to see the location of contactors

Screenshot:

Location

Salt Lake City

