

# Tech Wizard Heuristic Evaluation

All evaluations performed using Chrome on OS X 10.8. I did look at some of the other submissions for ideas/formatting, but my writeups were entirely my own.

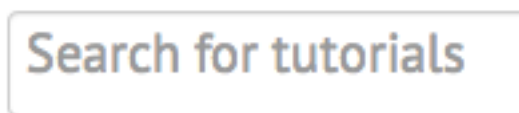
## Main page

1. **Uniform button spacing:** Aesthetics (**Cosmetic**)



As it is, there is more horizontal spacing than vertical spacing, causing grouping issues. Unless this is intended, I think more 'uniform' spacing (as pictured) would avoid this and make the buttons seem more equal.

2. **Input placeholder misaligned:** Aesthetics (**Cosmetic**)



The input 'placeholder' text is closer to the top than to the bottom by several pixels.

3. **TechWizard text 'overlaps' hat:** Aesthetics (**Minor**)



This only occurs in Chrome, not in Firefox.

4. **Enter key doesn't work in search bar:** Flexibility & efficiency, consistency (**Major**)

Pressing enter with focus on the search bar should trigger a search like it does in most other applications that have a 'sensible' form action.

5. **Main page button size:** Flexibility & efficiency (**Good**)

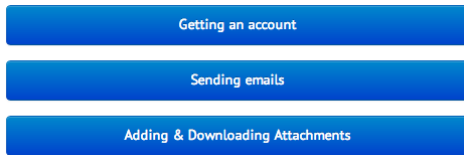
Especially given that your target audience might not be as proficient with the mouse, making all the buttons large is a good idea.

6. **Make categories more specific:** Help & documentation (**Major**)

It's not clear what the difference between 'internet' and 'e-mail' is, or what's in 'Facebook etc'. If you want to demonstrate social networking, maybe combine e-mail and Facebook into 'talking with people' and split 'Internet' (I obviously don't know what the other items you're going to have are, so I can't suggest the new fourth category).

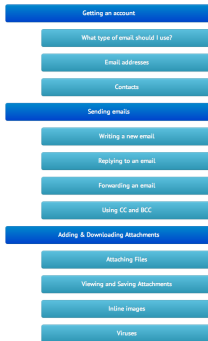
## Tutorial chooser screen

7. **Tutorial button size:** Consistency & standards (**Major**)



These buttons should be as tall as the ones on the main page, both for consistency and to make them easier to click.

8. **Tutorial button size:** Consistency & standards (**Good**) Conversely, making the 'sub-buttons' narrower is nicely consistent with the standard of an indented list, and indicates that they're clearly grouped with their 'parent'.
9. **Only expand one 'item' at a time:** Flexibility & efficiency (**Major**)



If a user expands all the items, the screen quickly becomes crowded and difficult to navigate; expanding one section should close the others, since a user is unlikely to want or need to look at different sections at the same time. This is especially necessary if you make the buttons taller as per the previous suggestion.

10. **Back buttons:** Error reporting, diagnosis, & recovery (**Good**)  
The use of 'error' buttons is a nice safety affordance, because it makes it easier for users to go back to the tutorial list (especially ones that don't know about the back button). I suggest you make them larger than in that picture; Font Awesome provides icons that are font glyphs and so will scale with the surrounding text, rather than being a fixed size.
11. **Large text and icons on back buttons:** Error prevention (**Good**)  
The large text and icons enhances contrast and makes it clear which button will go to the tutorial list, and which will go all the way back to the home screen.
12. **Use back icons:** Consistency & standards (**Minor**)



Using a back arrow would help add information scent that these buttons take you 'back'.

13. **Simplify the 'expanding' button animation:** Aesthetics (**Cosmetic**)

Getting an account



When the user clicks on one of the buttons to 'expand' it, it expands vertically and the buttons also fade in horizontally. I think it'd make more sense to avoid the horizontal expansion, since I'm not sure what it adds.

14. **Make the labels more obvious:** Help & documentation (**Major**)

Adding & Downloading Attachments

Attaching Files

15. Unless you've read the tutorial, it's not really clear what an attachment might be; similarly for 'using CC and BCC' and 'inline images' (while 'image' isn't a technical term, 'inline' certainly is). Clearer names, such as 'sending files to people' and 'putting images in your e-mail' would make the contents much clearer.

## Tutorial screen

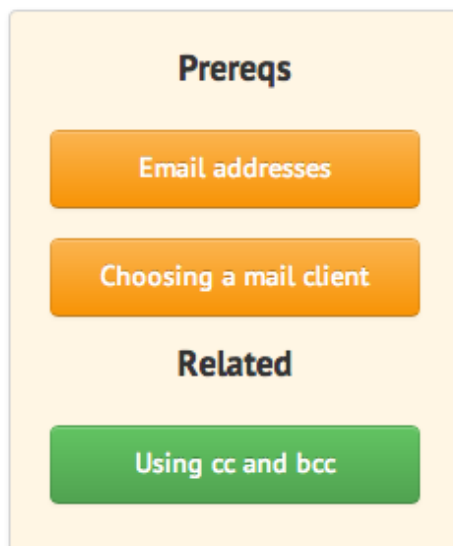
16. **Clarify where the 'next' and 'back' buttons go:** Visibility of system status (**Major**)

## Writing a New Email

Next >

It's not really clear where clicking 'next' will take the user. Is there another page to this tutorial? Will it take them to the next tutorial in the 'sending e-mails' section? Similarly, it's not obvious where 'previous' will take me.

17. **Make prerequisites more obvious:** Error prevention (**Major**)



If a user tries to read the documentation without first going through the prerequisites, they'll be confused. The prerequisites should be more obvious and be a more 'stand-out' color, as opposed to orange on an orange background.

18. **Make sidebar headings clearer:** Help & documentation (**Minor**)

Use "prerequisites" instead of "prereqs", since there's enough vertical space; similarly, indicate what the related things are (i.e., "related tutorials").

19. **Use a different color for related items:** Consistency & standards (**Minor**)

Using green buttons for both 'go back to home' and 'see related items' is confusing, since they perform different types of actions. If you wind up changing the color of the prerequisites, I think orange would be a good fit; if not, maybe purple.

20. **Make list items more distinct:** Aesthetics (**Minor**)

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3. Ir

Sorr

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4. W

5. P

Sorr

ackr

Most lists (e.g., this one) will have some the numbers stand out somehow, whether they're spaced out, bolded, etc. The <ul> element will do this for you in HTML.