Heuristic Evaluation of Collabrio

Evaluator A
Evaluator B
Evaluator C
Evaluator D

Problem/Prototype Description:

Collabrio helps people identify collaborators in their network by allowing people to upload and share projects and their pre-existing network.

Violations:

1. **H1: Visibility of System Status** / Severity 2 / Found by A

   a. Description: Not sure if there is a different interface for your separate users (employers vs. freelancers).

   b. Rationale: As your target audience mentioned both "employers" and "freelancers", I got the impression that maybe you had two main target users in mind, but looking at the current UI for the simple task, I am not sure if it addresses both of the users.

   c. Fix: Either specify that there is one unified UI more clearly or allow users to select their role (employer vs. freelancer) more explicitly.

2. **H4: Consistency & Standards** / Severity 2 / Found by A, B, C

   a. Description: The margins between content on different pages are not consistent.

   b. Rationale: On the home page, the horizontal margins are very narrow, and more white space could be nice. But on other pages e.g. 'My Profile', the horizontal margins are wider (more desirable due to more white space).

   c. Fix: Make margins consistent across pages, with more white space being more accessible to the user as it focuses their attention on the content in the middle.

3. **H7: Flexibility & Efficiency of Use** / Severity 3 / Found by A, C, B, D

a. Description: When users perform an action, there is no 'Cancel' button for them to undo that action.

b. Rationale: When users perform a range of actions across different tasks e.g. 'Update with AI' in the complex task and 'Add to Portfolio' in the medium task, once they click on the action button, the action is confirmed without the option for the user to cancel or go back to the previous screen. This also exists when sending a message. This limits flexibility.

c. Fix: Include cancel or undo options when a user clicks to perform an action.

4. **H11: Accessible Design** / Severity 1 / Found by A, B

a. Description: Make accommodations for users with a variety of needs when accessing media that involves visual/auditory content.

b. Rationale: People with low vision/vision difficulties might not be able to access images and videos easily. Similarly, purely auditory content might be difficult for groups with low hearing.

c. Fix: Include text-based alternatives to accommodate purely visual or auditory content.

5. **H1: Visibility of System Status** / Severity 1 / Found by A

a. Description: No option to differentiate between "explored" and "unexplored" connections in the 'connections' tree.

b. Rationale: It would be great if the user can receive immediate feedback about which profiles on the "connections" tree they are already connected with, and which profiles are new potential relationships.

c. Fix: The profile colors can be more intentional e.g. one color for unexplored connection, and one for explored connection instead of the current red/blue/yellow arrangement. Another way is for unexplored connections to be highlighted.

6. **H4: Consistency & Standards** / Severity 2 / Found by A, C

a. Description: Have consistent fonts across the top/bottom of sending messages section.

b. Rationale: It is not clear why the font for 'Compose Message' is the same font as the heading, but in other pages, only the heading has a unique font and all other text follows the same, more simplistic font.

c. Fix: Have consistent fonts across the top/bottom of sending messages section.

7. **H5: Error Prevention** / Severity 1 / Found by A

a. Description: Lack of error prevention when user searches a name or tag that doesn't exist.

b. Rationale: There is no mention of what would happen if a user types in a tag that: 1) does not exist, 2) is not relevant, or 3) has a typo. Would the app direct the user to a related tag?

c. Fix: Include error prevention earlier in the search step.

8. **H7: Flexibility & Efficiency of Use** / Severity 1 / Found by A

a. Description: No option of clicking into a tag within a person's profile.

b. Rationale: These buttons are not clickable, so there is no option for the user to explore further profiles associated with these tags, which is a reasonable thing to expect since the previous search page was based on tags.

c. Fix: Have these tag buttons also lead to further profiles that match the tag (such as what the initial search led to), or rethink their placement here.

9. **H12: Value Alignment & Inclusion** / Severity 3 / Found by A

a. Description: More ways for beginner users who have no prior connections to expand their network.

b. Rationale: As the purpose of this app is to make it easy for freelancers to find collaborators, there may be a problem for beginner freelancers who do not have an existing network. It is not clear how the simple task would go if the user does not have any connections to start with (i.e. what would happen to the search results?). The interface seems to assume the user has some connections to start with.

c. Fix: Flesh out the "recommended profiles" section in frame 2 for beginner freelancers.

10. **H1: Visibility of System Status /** Severity 1 / Found by A, C

a. Description: Cannot see who collaborated with a user on their past projects.

b. Rationale: Only the timestamp for past projects is viewable, which does not include all the information.

c. Fix: Include collaborator names when viewing all past projects.

11. **H3: User Control & Freedom /** Severity 2 / Found by A

a. Description: Not clear whether a user can upload more than one attachment at a time when creating projects.

b. Rationale: In particular for large-scale projects, it is unlikely that only one attachment will be required. So giving the users a wider choice will be useful.

c. Fix: Allow users to upload multiple attachments to a new project.

12. **H5: Error Prevention /** Severity 2 / Found by A

a. Description: No error prevention for missing sections in the 'Add Project' page.

b. Rationale: It is possible for a user to miss out filling the mandatory sections e.g. uploading work, but there is currently no mechanism to warn the user of this possibility.

c. Fix: Add error detection mechanisms for sections that are mandatory, and give timely feedback to the user.

13. **H7: Flexibility & Efficiency of Use /** Severity 3 / Found by A, B

a. Description: When a user clicks the button to add a new project to the portfolio, there is no way for them to modify the contents of the portfolio without deleting the whole project.

b. Rationale: This is not flexible because at the moment, the user only has the option of deleting the entire project. But what if they only want to modify one section of a project e.g. change the title of their project?

c. Fix: Add one more option when you click into a project on top of 'Favorite' and 'Delete'. You could call it 'Modify'.

14. **H7: Flexibility & Efficiency of Use /** Severity 2 / Found by A

a. Description: The ordering of the projects in the portfolio page can be improved to better the user experience.

b. Rationale: Currently, the way the 'Edit Portfolio' page is structured is: favorite projects -> all projects in ascending order by date of creation. This means the most recently created project is at the bottom, so the user needs to scroll all the way to the bottom to access a project they just created and probably most want to access. This does not seem very efficient.

c. Fix: Order projects by latest creation -> earliest creation.

15. **H1: Visibility of System Status /** Severity 2 / Found by A

a. Description: 'Update Portfolio' page not differentiated enough from 'Edit Portfolio'.

b. Rationale: In this task flow, you meant for 'update portfolio' to mean specifically update with AI, since that was the button that connected the previous page to the current page. But the AI element is not made clear by the heading alone, so it is hard to differentiate from the previous page.

c. Fix: Have the keyword 'AI' incorporated to the heading of the page to let users know.

16. **H1: Visibility of System Status /** Severity 1 / Found by A

a. Description: Pop-ups are not distinguishable from other sections on the 'Update Portfolio' page.

b. Rationale: The pop-up uses the same gray as the different input sections on the page, and because it has the same dimensions (e.g. width) and shape to the other sections, it is hard for it to stand out to the user. The shadow that is currently implemented is not very apparent.

c. Fix: Use different colors to highlight the pop-up to better inform the user of the state of their action (i.e. whether the sync was successful or not).

17. **H6: Recognition not Recall /** Severity 1 / Found by A

a. Description: No guidance on what websites users should sync to their portfolio.

b. Rationale: The user is expected to recall what websites would be helpful to sync to their portfolio. It would be better if the application provides some

examples as to which websites would be beneficial for freelancers to showcase their experiences.

   c. Fix: Provide some examples of websites that would be useful for freelancers e.g. LinkedIn, GitHub, etc.

18. **H11: Accessible Design /** Severity 2 / Found by D, C, B

   a. Description: There are so many people that pop up on the "Search" screen.

   b. Rationale: Users might be overwhelmed by the amount of information presented on this page with such little white space between them.

   c. Fix: Present the search screen people in a list format, or create more distance between results.

19. **H4: Consistency & Standards /** Severity 1 / Found by D

   a. Description: The color of the selected user's (Armita) profile image switches from orange to red on the mutual connections page.

   b. Rationale: Users might see the change in color of the image and think it's a different person or status.

   c. Fix: Keep the color of the profile orange throughout.

20. **H11: Accessible Design /** Severity 3 / Found by D

   a. Description: The bar showing someone's previous works is very tiny and dense.

   b. Rationale: This visual content is not very legible, and there isn't much distinguishable contrast between the different options.

   c. Fix: Add a drop-down or separate screen for users to view a profile's previous works.

21. **H12: Value Alignment & Inclusion /** Severity 3 / Found by D

   a. Description: The options for "Update with AI" (website and resume) neglect people who do work in other fields like music and video.

   b. Rationale: There are numerous fields that involve creations in areas that are not simply coverable through websites or resumes. For example, there should be an option for musicians (i.e. Spotify) and filmmakers.

c. Fix: Add options for at least audio and video files, or something like a ZIP file containing miscellaneous file types.

22. **H1: Visibility of System Status /** Severity 1 / Found by D, B

   a. Description: There are no timestamps for the messages, either in the notifications tab or in the message itself. This is especially confusing given that there is a "Sort by" feature, which I'm assuming will have an option to sort by most recent messages.

   b. Rationale: A user will never know when a message was sent or received, so they won't know how recent a request was made. This is important given that people need work done on a timeline.

   c. Fix: Add timestamps to both the notifications tab and within the message itself.

23. **H5: Error Prevention /** Severity 3 / Found by D

   a. Description: The pressable buttons/icons are within the text box of the message.

   b. Rationale: Users can make a mistake (easily hitting one of the buttons) if they want to click within the box to edit or select a piece of text.

   c. Fix: The buttons should be separate from the textbox in their own compartment.

24. **H4: Consistency & Standards /** Severity 2 / Found by D

   a. Description: The buttons to update your portfolio or add a project are relatively small, and they're at the very bottom of the page. It's also confusing because these buttons are different than the pencil icons used to update the user information.

   b. Rationale: This suggests to the user that adding to your portfolio is not an important task.

   c. Fix: Consider adding a separate screen where you can update profile information and another screen for updating your portfolio/projects.

25. **H3: User Control & Freedom /** Severity 3 / Found by C

   a. Description: There is no way to delete the image, tags, or collaborators.

b. Rationale: Users should be able to delete something they inputted if it's wrong or they made a mistake.

c. Fix: Add a delete button next to each entry.

26. **H4: Consistency & Standards /** Severity 1 / Found by C

a. Description: The pencil icon to update information is really close to the neighboring text, and almost looks like it's a part of it.

b. Rationale: This might have the user wondering if the pencil icons are actually clickable icons.

c. Fix: Highlight the pencil icons or put them inside a circle or box.

27. **H10: Help & Documentation /** Severity 2 / Found by D

a. Description: In the update portfolio page, there should be a documentation pop-up or page so the user can understand what kind of information will be pulled by the AI from the resume or website.

b. Rationale: Currently, the user has no idea what information is going to be added when they input their resume or website.

c. Fix: Add a button that explains what the resume and website upload will add to their portfolio.

28. **H4: Consistency & Standards /** Severity 3 / Found by B

a. Description: There's no way to connect people in the UI, but there's a section called "your connections."

b. Rationale: It isn't clear about how to connect with other people. Does sending a message mean adding someone to the connection?

c. Fix: Add a connect button in their profile, allowing them to approve or disapprove connections.

29. **H4: Consistency & Standards /** Severity 1 / Found by C

a. Description: The "Contact" button is in a strange spot. It is above the screen header and no other button is placed in this area in any screen.

b. Rationale: The button placement is not very conventional.

c. Fix: Shift it to be adjacent to the header (Armita Hosseini) either below the other screen content.

30. **H8: Aesthetic & Minimalist Design /** Severity 1 / Found by C

   a. Description: The message sending screen has the recipient's info and it is taking up a large portion of the screen.

   b. Rationale: This screen's core function is to send a message and the recipient's info is something that only needs to be

31. **H4: Consistency & Standards /** Severity 3 / Found by C

   a. Description: It is unconventional to go to the user profile to add a new project. User data is mixed with project data for no discernible reason.

   b. Rationale: When a user is first using this application, it is unlikely that their first instinct will be to go to their profile to add a project.

   c. Fix: Add an icon in the nav bar for adding a project or make a different tab for adding a project in the profile screen.

32. **H3: User Control & Freedom /** Severity 2 / Found by C

   a. Description: After you save, there is no redirection and the user has to think about what they are supposed to do next.

   b. Rationale: The application should guide the user to the next screen after they are done editing to remove friction.

   c. Fix: Add a separate save button that redirects you to "home" or whatever the intended screen after editing your profile should be. There could be a button called "Save and Continue" or a button called "Save and Exit" and then just have a regular button that says "Save."

33. **H1: Visibility of System Status /** Severity 3 / Found by C

   a. Description: When updating a portfolio with AI, there is no indication of what it did or added after it is done.

   b. Rationale: The next logical step after creating AI content should be to show that content.

   c. Fix: Create a screen where the user can view the new content.

34. **H3: User Control & Freedom /** Severity 2 / Found by C

   a. Description: After you upload a project, it should show you that project.

   b. Rationale: The application should guide the user as to where to go next.

c. Fix: Navigate the user after updating.

35. **H12: Value Alignment & Inclusion /** Severity 3 / Found by C

a. Description: When using AI to parse your resume and personal website, the user is not prompted to verify that the content added is correct.

b. Rationale: AI-generated content can contain errors that may reflect poorly on the user or mislead other users.

c. Fix: Allow the user to see what updates are made and make them confirm all changes are factual.

36. **H11: Accessible Design /** Severity 1 / Found by D

a. Description: The color contrast between the white and gray on the home page might be challenging for someone with low vision.

b. Rationale: Fixing this would increase accessibility.

c. Fix: Adding borders or higher contrast would help.

37. **H4: Consistency & Standards /** Severity 2 / Found by C

a. Description: The Collabrio header is missing on some screens but present in others. There does not seem to be a pattern as to whether it is included or not.

b. Rationale: It is jarring to see it disappear and come back from screen to screen.

c. Fix: Keep it only on the home screen or place it everywhere (except status screens like settings or user profile).

38. **H3: User Control & Freedom /** Severity 3 / Found by B

a. Description: For the share button, it is unclear if it means I shared the project with someone else (and who I shared with), or I just reposted it in my network. But I might want to choose the people to share with, or compose a text as I repost.

b. Rationale: Users might want to choose some people to share with or add some customized message when they share.

c. Fix: Allow some user freedom to choose who to share with.

39. **H2: Match b/w System & World /** Severity 2 / Found by

a. Description: If I need to find someone in my connection, I have to go through the search button. There's no straightforward way to look at everyone I've connected with.

b. Rationale: Users might expect to use the search button for searching purposes, rather than looking at people in their connections. This can be harder when their network grows as they might forget who they've connected with.

c. Fix: Create a new button for accessing users' network. Use the search button purely for searching (exclude your network here).