Heuristic Evaluation of Playdate

Reminder from CA: You do not need to implement all of these fixes! Pick the ones with high severity and at your own discretion. Another thing, some folks write feedback differently. I don't censure or change any of the feedback (unless it's egregious), so don't take it too harshly the way feedback is communicated. Feedback is always awesome because it will make your designs so much stronger! Happy feedback day!

1. Problem/Prototype Description

Playdate is designed to strengthen friendships among young adults, providing creative ideas and imposing deadlines to highlight the urgency and significance of nurturing close relationships.

2. Violations Found

Task 1: Account Setup

1. H1: Visibility of System Status / Severity: 1 / Found By: A
   a. Description: Continue button stays yellow before I've selected any interests despite instructions
   b. Rationale: Users could be unsure on whether they're allowed to move on without selecting any interests when instructions explicitly say to select 3. The Continue button looks clickable regardless of how many interests are selected.
   c. Fix: Edit the instruction to say "Select up to 3 interests" or have the continue button dynamically change when the user has selected enough interests.

2. H1: Visibility of System Status / Severity: 2 / Found By: A, C, D
   a. Description: Unclear whether I have added friends from my contacts
   b. Rationale: After a user clicks "Finish!" there is no confirmation to the user that invites or requests have been sent to the contacts they selected. If their contacts are on the app already, it is unclear if they have been added to a "Friends" list
   c. Fix: Some kind of overhead pop-up banner that says "Friend requests sent!" or a visual difference to see friends who are already on the app vs friends one is inviting

3. H2: Match Between System and World / Severity: 1 / Found By: A
   a. Description: Continue and Finish buttons are in yellow

    b. Rationale: Usually, yellow represents caution, warning, or an incomplete task. Users might be confused on completing aspects of their profile if the confirmation button is in yellow.

    c. Fix: Switching the color of these buttons to green would stay in the color scheme of the app and alleviate this issue as green typically represents completion or success.

4. H3: User Control and Freedom / Severity: 4 / Found By: A, B
    a. Description: There is no way to get back to the first page after choosing to Sign Up
    b. Rationale: A user might accidentally tap the Sign Up button for any number of reasons. If this happens, the user cannot get back and log in normally.
    c. Fix: Add a back button or a cancel option to the sign up process

5. H3: User Control and Freedom / Severity: 2 / Found By: A, B, C
    a. Description: There is no back button on the contacts screen
    b. Rationale: A user might be skipping through screens to make an account quickly and might not get to put any interests in. If this happens, they cannot go back.
    c. Fix: Adding a back arrow so users can go backwards in their sign up process

6. H3: User control and freedom / Severity: 2 / Found By: B, C, D
    a. Description: There is no way for people to unselect the people they are about to add as playmates from contacts.
    b. Rationale: If a person accidentally selects the wrong person, there is no way for the person to undo that.
    c. Fix: When a user clicks on the yellow box with check inside, it should unselect.

7. H5: Error Prevention / Severity: 3 / Found By: A, C
    a. Description: Likely to run into error on interest selection
    b. Rationale: Users could be unsure on whether they're allowed to move on without selecting any interests when instructions explicitly say to select 3. The Continue button looks clickable regardless of how many interests are selected.
    c. Edit the instruction to say "Select up to 3 interests" or have the continue button dynamically change when the user has selected enough interests.

8. H5: Error prevention / Severity: 1 / Found By: C

a. Description: In the registration step of the simple task, where the app requires only a username for login, there should be a notification or hint indicating whether the chosen username is already in use as the user sets their username.

b. Rationale: Given that the username is the sole identifier for account creation and two users cannot share the same username, it would be beneficial to include an indicator or confirmation message at this stage to inform users whether their chosen username is available or if they need to modify it.

c. Fix: Integrate an indicator or confirmation sign to notify users whether the username they have chosen is available for signup

9. H6: Recognition Rather Than Recall / Severity: 1 / Found By: B
   a. Description: There is no hint for the user to recall what their username could be.
   b. Rationale: Users might simply forget their username and have no way to log in into the system.
   c. Fix: Add a line in the input box saying hints such as "phone number / email" which will disappear when users type something.

10. H7: Flexibility and Efficiency of Use / Severity: 2 / Found By: B, D
    a. Description: There is no option to skip "select interests" or "add playmates," which makes the sign-up process really demanding.
    b. Rationale: Users may lose patience and interest towards the app when they have to complete a demanding registration process.
    c. Fix: Add a skip option (maybe in gray, because ideally you want users to put in information) on each screen.

11. H7: Flexibility and Efficiency of Use / Severity: 4 / Found By: B
    a. Description: On the very first page, there is no button for a user to log in. There is also no "forgot my password" option.
    b. Rationale: Old users might struggle here when they are trying to simply log in to the app. They probably do not wish to register a new account every time they are logged out.
    c. Fix: Add a log in or proceed button, and add a "forget my password" button.

12. H8: Aesthetic and Minimalist Design / Severity: 2 / Found By: A, B
    a. Description: Interest selection is a little disorganized and hard to parse through
    b. Rationale: Users may be looking for a specific interest (like hiking) and would struggle to find it among 23 similar icons that are not organized in any particular way.
    c. Fix: These could be organized alphabetically or even organized with a small

      search bar that users can use to find their interests.

13. H9: Help Users with Errors / Severity: 2 / Found By: D
   a. Description: Lacking error messages in case of wrong user input
   b. Rationale: Should a user input their login information wrong, there are no currently built-in error messages that would tell them whether their username or password was wrong
   c. Fix: Add error messages to the functionality of both username and password input boxes in case a user inputs their information wrong

14. H1: Visibility of system status / Severity: 1 / Found By: C
   a. Description: The adding user page lacks a status message or detailed information regarding the number of users required to be added, leaving it unclear whether users can proceed to the next step without adding any contacts.
   b. Rationale: Users may be confused in this situation, uncertain whether to move on or how many contacts they need to add, leading to ambiguity about the next steps.
   c. Fix: Clearly state in the title how many contacts are required to be added, or include a hint message indicating the number of contacts added and the total number needed.

15. H11: Accessible Design / Severity: 2 / Found By: A, B
   a. Description: Interest selection can be hard to visually sort and differentiate
   b. Rationale: The logos that make up each of the interests can blend into the background for users who have moderate to severe visual impairments. The similarity between buttons and spread of similar fonts could make it difficult for someone with dyslexia or another disability to look through the spread.
   c. Fix: Adding higher contrasts to the interest buttons or including a search bar so a user doesn't see 24 buttons at the same time.

16. H11: Accessible Design / Severity: 1 / Found By: B, C
   a. Description: There is no way for users to input their interests that are not listed in the tags displayed.
   b. Rationale: It can be frustrating for the users when they cannot find their interests listed there.
   c. Fix: Add an input box where the users can just type in their interests. It would be also helpful to display a few suggested options when they are about to type.

17. H11: Accessible design / Severity: 1 / Found by: C
   a. Description: In the registration step of the simple task, the username text on the page for adding contact is too small, making it somewhat difficult to read.

b. Rationale: The name in the contact section is crucial information at this step, so it's important to ensure the text size is large enough for easy readability by everyone.
c. Fix: Increase the text size or make it bolder to enhance readability for users.

Task 2: Recap Old Playdates

18. H1: Visibility of System Status / Severity: 3 / Found By: A
    a. Description: "History" Screen doesn't have a title
    b. Rationale: The page that shows previous playdates immediately draws your eyes to the "people" label at the top. This can be disorientating if you weren't familiar with the logo for "history" or if you're not sure which page you're on
    c. Fix: Add some kind of title of this page so that users know what information is on this section of the app

19. H1: Visibility of System Status / Severity: 2 / Found By: A
    a. Description: When a user adds a picture to their timeline, there is no confirmation that they have in fact made a public post
    b. Rationale: After creating a new video, if a user has chosen to add something to their timeline, they should be made aware that their post has gone public or has been posted. Without this, a user might have to go check their own timeline to confirm that no errors have occurred
    c. Fix: Adding some kind of notification bubble that informs the user that a new timeline post has been created after the new video has been created

20. H2: Match Between System and World / Severity: 2 / Found By: A,
    a. Description: The greyed out images in create new photo do not appear interactive
    b. Rationale: A user could be unsure if they can interact with the images being presented to them because they are not solid. Usually objects with reduced opacity are either loading or not accessible to the user, so here, it could appear that these images are not clickable objects.
    c. Fix: Making all of the images solid or having their opacity increased to 100% when a user hovers over the picture could make the images more welcoming to click.
21. H2: Match Between System and World / Severity: 2 / Found By: A
    a. Description: The option to create a new custom video is at the bottom of the history page

    b. Rationale: A user looking to add new content, which is one of the main appeals of the history page, would likely look to the top of the screen first to see the video they themselves have created as well as adding new ones. Having to visually scroll through people and moments is unnecessary if the main reason people would come to this page is to add to their timeline and to make custom videos.

    c. Fix: Move the custom videos and the option to create new content to the top

22. H2: Match Between System and World / Severity: 3 / Found By: A, C

    a. Description: The "drag and drop from media" in the timeline portion of creating a new video is above the media section where the user would first have to add the media they are including

    b. Rationale: If the user first has to pick a photo to add to the media menu and then drag it UP to timeline, it feels like the timeline option should come after the media selection portion. Having to interact with the "media" menu before "timeline" to then be able to drag things up from the "media" section means that the user goes from working from top to bottom to bottom to top and then back down while creating a new video

    c. Fix: Move "timeline" underneath "media" in "create new video"

23. H2: Match Between System and World / Severity: 1 / Found By: A

    a. Description: After successfully sharing a video, the green "Share" button becomes a "yellow" "Shared!" button

    b. Rationale: Users may correctly identify that pressing the green button confirms whatever action they are trying to complete, but having it change to yellow can give the impression that something went wrong. A green button changing to yellow, much like a traffic light, serves as a warning that the green button's action is coming to a stop

    c. Fix: Perhaps doing it the other way, where the button turns green after the sharing has been successful

24. H3: User Control and Freedom / Severity: 2 / Found By: A

    a. Description: From the "add new media" screen, going back takes you all the way back to the history page, not simply the "create new video" page

    b. Rationale: Hitting the back arrow at the top of a page carries the implication that hitting it will take you back a single page, not all the way back to before the video was created. If someone meant to add media and then changed their mind, they would have to restart and add a new title, media that they've already selected, etc.

    c.   Fix: Have the aforementioned arrow on the "add media" page take you back to the "create new video" page instead of the "history" page

25. H3: User Control and Freedom / Severity: 4 / Found By: A
   a. Description: Once a video has started, a user cannot pause, skip, reverse, or exit a video
   b. Rationale: If a user hits play on a video to see a specific instance or sort through pictures at their own pace, they are stuck watching an entire collection of photos moving at a steady pace. If they miss a picture, they cannot back up, and if they want to stop watching the video, they must switch tabs entirely. Users are locked into a potentially very long video that they may not want to watch with no way out.
   c. Add navigation options within the video to move through pictures (perhaps where you can tap to speed through images or go back) as well as an option to just close the video and return to the "History" screen

26. H3: User control and freedom / Severity: 2 / Found by: C
   a. Description: The current design of the 'Create Custom Playdate' page's duration section only allows for a selection of time in days, lacking the flexibility for users to choose the unit and enter detailed information for this section.
   b. Rationale: Users should have the freedom to enter the duration as either a specific number or a range, and not be restricted to using days as the unit. They should be able to choose their preferred unit for indicating the duration.
   c. Fix: Provide a selector for the unit of time—minutes, hours, or days—and either offer options to choose between a range and a mean time fill-in, or change the input type to a text field. This approach would give users more flexibility and allow for the addition of detailed information.

27. H3: User control and freedom / Severity: 1 / Found by: C
   a. Description: On the detailed information page for viewing a playdate in the inbox, there are only limited tags available. When creating a new custom playdate, users should be allowed to create and add their own tags.
   b. Rationale: Users should have the liberty to categorize their new custom activities using a variety of tags, including the option to create self-identified tags, ensuring a better fit for the specific nature of their activities.
   c. Fix: Offer users the option to select predefined tags for their custom playdate, and also provide the functionality to create their own custom tags to more accurately represent their specific playdate.

28. H4: Consistency and Standards / Severity: 1 / Found By: A
    a. Description: In the "create new video" menu, the white boxes have sharp corners, as opposed to every other box on the app
    b. Rationale: It is a change of pace to have the boxes that are editable suddenly have sharp corners and be complete squares as opposed to the soft corners on every other interactable object on the app. It is a change of pace that is unexpected.
    c. Fix: Just rounding the corners here will go a long way

29. H4: Consistency and Standards / Severity: 1 / Found By: A
    a. Description: Adding new media uses blue as the primary color for selecting options, when it has been green and yellow everywhere else on the app
    b. Rationale: When choosing pictures to add to a custom video, the change of font and color to blue feels abrupt. Almost like the user has moved to a new app.
    c. Fix: Change the font and color of the "playback media," "Done," and "Cancel," texts to match the rest of the app's green and yellow aesthetic. These blue colors have only been associated with "Settings" so far

30. H4: Consistency and Standards / Severity: 2 / Found By: A
    a. Description: The "Share" and "Create" buttons are both in green when other confirmation buttons in the app are yellow despite having essentially the same meaning
    b. Rationale: The difference in colors may suggest to users that these buttons work differently or that these options are correct where the others may be wrong
    c. Fix: Keep the colors of all confirmation buttons consistently green, as yellow can send the wrong message

31. H4: Consistency and Standards / Severity: 1 / Found By: A
    a. Description: The checkmarks in the "share" page of the video are in blue while other similar menus, such as the menu to add contacts, use yellow checkmarks
    b. Rationale: The change in color again is just a changeup of consistency, and a user might be put off by different menus having different colors for the same things
    c. Fix: Keep the colors consistent for the symbols that are reused in different menus

32. H4: Consistency & Standards / Severity: 3 / Found By: D
    a. Description: Past Playdates are labeled 'moments' on the recap menu

    b. Rationale: User will not know what 'moments' are in the context of this app as posts and people everywhere else have thus far been referred to as Playdates or Playmates

    c. Fix: Relabel 'moments' as 'memorable Playdates' or something similar

33. H4: Consistency & Standards / Severity: 3 / Found By: D

    a. Description: Place to upload past Playdates is labeled as 'custom videos'

    b. Rationale: 'Playdate' language is not used here, which might confuse users who are uncertain about what videos they should be creating or uploading

    c. Fix: Relabel 'custom videos' with directional dialogue such as 'create a Playdate montage!' or something similar

34. H4: Consistency and standards / Severity: 2 / Found by: C

    a. Description: The information requested on the 'Create Custom Playdate' page is not consistent with the playdate details displayed on the home and explore pages.

    b. Rationale: Users are not prompted to add tips and tags while filling out the custom playdate form, yet this information is displayed on the playdate details on the home and explore pages. This can lead to confusion about where these details come from and how the playdate will be displayed to other users.

    c. Fix: Modify the data fields on the 'Create Custom Playdate' page to include requests for tags related to the activity and tips for the activity as well.

35. H4: Consistency and standards / Severity: 1 / Found by: C

    a. Description: On the 'Create Custom Playdate' page, the duration section uses days as the unit of measurement, whereas on the detailed information page, when viewing a playdate in the inbox, the duration section uses hours as the unit.

    b. Rationale: This inconsistency can lead to user confusion about the appropriate unit of measurement for duration: should it be days, hours, or even minutes?

    c. Fix: Both sections, since they address the same aspect, should use the same unit of measurement for consistency and user convenience. It would be more practical to use a smaller unit, like hours or even minutes, for both the 'Create Custom Playdate' page and the detailed information page in the inbox.

36. H4: Consistency and standards / Severity: 1 / Found by: C

    a. Description: On the 'Create Custom Playdate' page, the duration section only offers a selection of time in days, while on the detailed information page for viewing a playdate in the inbox, the duration section specifies the time cost in hours, like '2-3 hours.'

    b. Rationale: This inconsistency can lead to user confusion about the source of the duration information on the platform, and where the duration details provided by the user will be utilized or displayed.

    c. Fix: Align the information type in both sections to be consistent: either use a time selection format for both the 'Create Custom Playdate' page and the detailed information page, or opt for sentence input in both sections.

37. H4: Consistency and standards / Severity: 1 / Found by: C

    a. Description: On the 'Create a New Video' page, there's no option for users to assign tags for 'people' and 'moment.' However, on the recap page, categories for 'people' and 'moment' appear, leading to confusion about the origin of these videos.

    b. Rationale: Since the information requested on the 'Create New Video' page differs from what's displayed on the recap page, this inconsistency can cause confusion about how the app categorizes videos into specific categories like 'people' and 'moment'.

    c. Fix: Integrate a selector or text input field to identify the 'people' and 'moment' for each video during creation. Additionally, on the recap page, list the titles of each video to make it easier for users to recall the content of each video

38. H7: Flexibility and Efficiency of Use / Severity: 3 / Found By: A

    a. Description: Adding to the timeline requires creating a new custom video

    b. Rationale: A user may want to add to their timeline without creating a custom video or add to their timeline from videos that already exist. Users who have many videos and want to do a flashback would have to create a new custom video to perform this task

    c. Fix: Separate adding to the timeline from creating a new custom video or make it possible to add items from your other videos to the timeline directly

39. H7: Flexibility and Efficiency of Use / Severity: 2 / Found By: A

    a. Description: Once a user has finished a video, they must go back to the main page if they want to watch it again

    b. Rationale: A user may want to go back to the previous video instead of moving onto the next one or closing the viewing mode entirely. The current option to back out does not allow them that functionality

    c. Fix: Allow users to go back to the last video they just watched

40. H7: Flexibility and Efficiency of Use / Severity: 2 / Found By: A

a. Description: Users must share an entire video and do not get an option to share a single event or picture from a (potentially very long) slideshow

b. Rationale: A user with a friend who has done many playdates with them cannot send a single picture from their slideshow and must instead share the entire video. This limits how efficient the sharing process is if you just want to remind your friend of a picnic you once shared instead of your entire history together

c. Fix: Add a share option to every image in the slideshow that allows a user to share a single image.

41. H8: Aesthetic and Minimalist Design / Severity: 2 / Found By: A

a. Description: The black font over pictures could be difficult to see, especially over darker images

b. Rationale: A user might find it difficult to read the titles of some image boxes if the text is always overlaid over the picture. Some pictures where someone is wearing a dark shirt or is over a dark background could make the text unreadable

c. Fix: Have the text underneath the pictures or give the text a light translucent background so that it is clear without depending on the brightness of the photo it is over

42. H10: Help and Feedback / Severity: 2 / Found By: A, D, C

a. Description: There is no explanation for the role of timeline and media in the "create new video" portion

b. Rationale: new users may not be aware of how their custom video play into their public timeline. Without an explanation of the timeline feature or information on how public their custom videos are, it can be difficult for an inexperienced user to know if they should drag media into the timeline portion

c. Fix: Adding a button next to timeline or "create new video" that explains where a post goes after it has been dragged and dropped into place on the timeline

43. H11: Accessible Design / Severity: 3 / Found By: A

a. Description: A lot of the text in this task is black text over some kind of image

b. Rationale: To users that have visual difficulties, text overlaid images that change colors and brightness could make it difficult to read text or keep up with slideshows that move at their own pace

c. Fix: Give text a brighter contrast background so that it remains consistently visible instead of depending on the picture it is printed on top of

Task 3: Invite to a Playdate (both Saved and Custom)

44. H1: Visibility of System Status / Severity: 2 / Found By: A, C
    a. Description: Clicking "Invite" on someone you want to invite to a playdate changes the invite button into a green box that says "invited." However, the button at the bottom of the popup says "Send invites"
    b. Rationale: The user has a lack of clarity where they don't know if their friends are invited as soon as they hit the invite button or after they have hit the "Send invites" button.
    c. Fix: Either have it be a selection system where friend can be selected and then sent invites or do away with the "send invites" button and have it directly invite friends when you hit the "invite" button next to their name

45. H1: Visibility of System Status / Severity: 2 / Found By: A
    a. Description: There is no visual confirmation after invites have been sent
    b. Rationale: Besides the "Invited" text that appears after one clicks invite, there is no confirmation after one hits the "Send invites button" that could let the user know if something has gone wrong or if the invites were successfully sent
    c. Fix: After sending the invites, have the user see the pending invites page, where they can see the invites that just went out

46. H1: Visibility of System Status / Severity: 4 / Found by: D
    a. Description: No confirmation message when Save button on Playdates displayed on home is clicked (overall, Save button functionality does not seem to be implemented on the prototype)
    b. Rationale: Without a confirmation message stating the Playdate has been saved to their profile, users will think the Save button has not been clicked and that nothing happened as a result of their action.
    c. Fix: Create confirmation message when Save button is clicked, implement functionality overall

47. H1: Visibility of system status / Severity: 2 / Found by: C
    a. Description: The current design of the 'Cancel' button could easily lead to accidental cancellations, as there is no confirmation step provided before the cancellation action is finalized.
    b. Rationale: If a user accidentally clicks the 'Cancel' button, it could lead to a problematic situation that isn't easily rectifiable. Therefore, there's a need for an additional confirmation step to ensure the user truly intends to cancel the invite.
    c. Fix: Introduce a confirmation step after the user clicks the 'Cancel' button. This could involve a pop-up warning message asking, 'Are you sure you want to cancel

the invite?' along with a 'Confirm' button. The cancellation should only proceed once the user clicks 'Confirm' on this warning message window.

48. H1: Visibility of System Status / Severity: 2 / Found By: B
    a. Description: It is very difficult to track the status of the task across different different pages, especially from the front page to the Invites. The navigation bar has many elements so the users can be easily distracted by other information. And even when they get to "Invites," there is no clear information linked to where they are in the task flow of "creating new playdates."
    b. Rationale: Users can get very lost within the app with too many functions and cannot continuously finish one task flow.
    c. Fix: Add a sign saying "create custom playdate" next to the "new invite" button or add a drag down list in the home page where the users can access the main functionality of the app using shortcuts.

49. H2: Match Between System and World / Severity: 1 / Found By: A
    a. Description: The "Duration" field could be unclear
    b. Rationale: The "Duration" field is actually asking how far away the deadline should be as opposed to the length of the actual task, which could be confusing if users don't understand why the figure is set to be measured in days
    c. Fix: Change the name of the "Duration" field to "something associated with deadline to "Time to complete playdate"

50. H2: Match Between System and World / Severity: 2 / Found By: A
    a. Description: The accept and decline buttons of received invitations are set up with "accept" on the left and "decline" on the right. The same goes for "view" and "cancel" in pending invitation
    b. Rationale: Usually people are used to having the accept or confirmation button on the right hand side, so it is instinct for people to go there first to accept as opposed to declining
    c. Fix: Just switch the position of the buttons

51. H2: Match Between System & Real World / Severity: 4 / Found by: D [should be H4]
    a. Description: Custom Playdate form uses *slide in* transition to fill in information all at once
    b. Rationale: Transition does not match how users are used to filling out forms on other apps or platforms, the slide in transition infers that the user is entering a new part of the app when they are in reality on the same form

      c. Fix: Revert to regular form filling out functionality and remove slide in transition

52. H2: Match between system and the real world / Severity: 2 / Found By: C
      a. Description: For first-time users, the profile page's terms such as 'completed playdates,' 'custom playdates,' and 'saved playdates' could be confusing regarding their meaning and usage.
      b. Rationale: In everyday language, 'playdate' is not a commonly used term; people are more likely to use 'activity' or 'event.' Since the homepage and explore page don't introduce 'playdates,' users might be unsure about the meanings of 'completed playdates,' 'custom playdates,' and 'saved playdates.'
      c. Fix: Alter the titles to use more familiar term, such as renaming them to 'completed activities,' 'custom activities,' and 'saved activities,' or introduce the concept of 'playdates' on the homepage and explore page for clarity

53. H3: User control and freedom / Severity: 2 / Found By: B
      a. Description: No way to return to the "create new playdate" page in the "choose playmates" page.
      b. Rationale: Users need to quit the entire thing and re-enter all the information if they recall some error in their playdate information, which would be annoying and inconvenient.
      c. Fix: Add a back arrow or "cancel" button on this page.

54. H3: User Control & Freedom / Severity: 4 / Found by: D
      a. Description: No way back to profile page after clicking into Saved Playdates
      b. Rationale: missing
      c. Fix: Add back button to allow the user to return to the prior page (profile) after viewing Saved Playdates. Additionally (not alternatively), make the profile menu button clickable from this page.

55. H3: User Control & Freedom / Severity: 4 / Found by: D
      a. Description: No save or create button to finish creating Custom Playdate
      b. Rationale: User is not able to complete the flow of creating a new custom Playdate without a save or create button, the only way to leave this screen is to go back to your profile page – leaving user with the impression that the Playdate was not saved or created
      c. Fix: Add 'save' or 'create' button to the page and finish this task flow

56. H4: Consistency and Standards / Severity: 2 / Found By: A, B

  a. Description: Every heading in the "Invite" section is capitalized and seemingly in a different font

  b. Rationale: In most other parts of the app, heading have a specific font while they are capitalized and bolded when it comes to invites

  c. Fix: Make these headings consistent with the rest of the app's fonts and headings

57. H4: Consistency and Standards / Severity: 2 / Found By: A

  a. Description: The accept and view buttons are in blue on this page but are green in some places and yellow in others

  b. Rationale: The button for confirmation is a different color here than it is in other parts of the app. The lack of color consistency can be confusing to users when essentially these buttons all function as a "confirm" or "accept" button

  c. Fix: Make these blue buttons green to reflect an affirmative option

58. H4: Consistency and Standards / Severity: 4 / Found By: C

  a. Description: "Create new playdate" has two fields named "Description"

  b. Rationale: A user has no way to differentiate how these two fields are different or if they should fill out one and ignore the other. Two fields with the same name right next to each other is highly confusing

  c. Fix: Change the second "description" field into a "tags" field to differentiate the two

59. H4: Consistency and Standards / Severity: 2 / Found By: B

  a. Description: The first letter of "Search" is capitalized while all other texts do not have a capitalized first letter. "Price" is in small font but with a capitalized first letter. (There are many many other examples during the whole task flow where the texts are inconsistent in capitalization: "Choose Playdate" vs "saved playdates" vs "Add new" on the "Choose Playdate" page.)

  b. Rationale: The users might find it disturbing when seeing texts sometimes with capitalization, sometimes without. It harms the general aesthetics of the app.

  c. Fix: Keep consistency between all text instructions.

60. H5: Error Prevention / Severity: 3 / Found By: A

  a. Description: "Create new playdate" has two fields named "Description"

  b. Rationale: A user has no way to differentiate how these two fields are different or if they should fill out one and ignore the other. Two fields with the same name right next to each other is highly confusing and could easily lead to errors

    c.   Fix: Change the second "description" field into a "tags" field to differentiate the two

61. H5: Error Prevention / Severity: 2 / Found By: B
    a.   Description: In the "choose playmates" page, the "+ New Invite" button is still visible outside the pop-up window. It is obvious and the user might click that area accidentally, which will lead to a return to the "Invites" page and all the previous data in the "create new playdate" is lost. Users have to start all over again with one small click outside of the pop-up window.
    b.   Rationale: Users might find it frustrating that there is such an obvious button present and how it can simply distract them from their task flow and create an error where they lose all their current progress.
    c.   Fix: get rid of the "+ New Invite" button in the background when the "choose playmates" window pops up. Also make sure that if users click the area outside the pop-up window, they do not automatically get out of the current flow.

62. H5: Error Prevention / Severity: 2 / Found By: B
    a.   Description: Similar to sending a playdate to someone, there is no confirmation page where the users can review all the input information.
    b.   Rationale: Users might send out incorrect playdate invites without being able to change some information.
    c.   Fix: Add a confirmation pop-up window.

63. H5: Error Prevention / Severity: 2 / Found By: B
    a.   Description: After getting to the "Choose Playmates" page, if one clicks the cross on top right, then all input filled in the last page is lost and the user has to start over again.
    b.   Rationale: It would be helpful to have a way where the users can save the progress and come back finishing the process, so they do not lose all their progress suddenly.
    c.   Fix: When the user clicks the cross, have a pop-up window asking whether the user wants to save the current playdate draft and access later.

64. H5: Error Prevention / Severity: 3 / Found by: D
    a.   Description: No cancellation confirmation when back arrow is clicked from filled in custom Playdate form
    b.   Rationale: If a user has completely filled out form, if they accidentally click the back arrow it automatically brings them back to the profile without asking

whether or not they want to save their changes, which could result in frustration and having to redo the task

   c.   Fix: Add confirmation pop-up if users try to leave the 'create new playdate'

65. H6: Recognition Rather Than Recall / Severity: 2 / Found by: B

   a.   Description: In the create new playdate page, users need to fill in a lot of information, including title, description, location, and media.

   b.   Rationale: It is very likely that users might forget some of the information about a playdate that they want to do. It will be a lot of extra effort for them to check and confirm whether they remembered the information right.

   c.   Fix: instead of just Description: [big text bar], we can have an optional playdate type: [a list of playdate types that the user can choose from] including things such as dinner, picnic, hiking, etc. When people read through the list of options, they might be reminded of their initial plan. Also, it would be nice to have the most often used location, such as one's home, saved as the top choice of the location, so people can choose easily instead of needing to type the whole address out every single time.

66. H6: Recognition rather than recall / Severity: 2 / Found By: C

   a.   Description: When selecting playmates to send a playdate invitation to, there's an option of 'Team Playdate,' but it's unclear who is in the team, requiring users to remember the members they have added to that team.

   b.   Rationale: It's challenging for users to recall all the members in each team, and they should not be expected to remember the details of team compositions.

   c.   Fix: Offer detailed information about team members, such as allowing users to click on the team name to view the full list of team members.

67. H6: Recognition rather than recall / Severity: 3 / Found by: D

   a.   Description: 'Duration' element meaning unclear on create new custom Playdate page

   b.   Rationale: User may be confused as to whether 'duration' means the duration of the Playdate (how long the friends would be hanging out) or the duration of time that will pass before the Playdate deadline expires

   c.   Fix: Change title from 'duration' to something clearer like 'deadline' or 'length of Playdate' depending on meaning, or add directional text to instruct user on its meaning

68. H6: Recognition rather than recall / Severity: 2 / Found by: D

    a. Description: Playdate title not present on Invite box

    b. Rationale: User may forget which Playdate they clicked "send" on, especially if layout shifts

    c. Fix: Add Playdate title to Invite pop-up

69. H7: Flexibility and Efficiency of Use / Severity: 2 / Found By: B, D

    a. Description: It takes three clicks from the main page to get to the custom playdate page, which is quite inefficient, especially for old users who got familiar with the app.

    b. Rationale: Users may find it a lot of work to just get to the custom playdate page and lose incentives of sending out playdates.

    c. Fix: Add a shortcut in the front page, potentially with just a "+" indicating creating a playdate.

70. H7: Flexibility and Efficiency of Use / Severity: 1 / Found By: B

    a. Description: Users cannot save their custom playdate directly at the moment when they send it out.

    b. Rationale: Users might want to save the information for one playdate invite so they can plan things similar to that one before completing it. Currently, one can only save a playdate that is completed already, but it would be nice that the users can just save it right after they fill in the information and send out the invitation, so they don't need to wait till this playdate is finished or posted to save it.

    c. Fix: Add a save playdate tick button that one can click before sending out the invite. Or have a pop up window "would you like to save this playdate?"

71. H8: Aesthetic and minimalist Design / Severity: 2 / Found By: B

    a. Description: on the page of "create new playdate," there is a repetition of "description," and there are 7 text elements in this screen with the same font size.

    b. Rationale: The unnecessary information will distract the user's attention and a lot of texts with similar font size will make it difficult for users to find a place to focus. It also negatively affects the whole aesthetics and user experience of the app.

    c. Fix: delete the second "description" above "price". Create clearer section divisions with color or lines. Make a hierarchy between text with different fonts.

72. H8: Aesthetic & Minimalist Design / Severity: 1 / Found by: D

    a. Description: Titles on saved Playdates on profile do not contrast enough with the backing photo

b. Rationale: The lack of contrast between the Playdate title and the backing photo make it difficult for the user to read

c. Fix: Increase white veil over backing photo to increase contrast between the Playdate title and the photo, or solidify the color behind the title specifically

73. H8: Aesthetic and minimalist Design / Severity: 1 / Found By: B

a. Description: At the "Choose Playdate" frame, users can still see invites and received invites on the top part of the screen as the background, which can distract them from the information that is truly important on this page.

b. Rationale: Users might be distracted by the information irrelevant to their current task

c. Fix: Cover up the whole screen with the "Choose Playdate" panel, or blurring the background further so the users will not be distracted.

74. H10: Help and Feedback / Severity: 3 / Found By: A

a. Description: A few fields have one word descriptions like "description" and "duration" but no clear elaboration on what these figures are changing

b. Rationale: A novice user may be confused setting the duration of a task or choosing the tags associated with it if they don't know how those fields in the custom playdate section are reflected when the playdate is created

c. Fix: Add a question mark logo that provides additional context to users or include a brief description of each field underneath the heading

75. H11: Accessible Design / Severity: 2 / Found By: B

a. Description: The pictures at the "Choose Playdate" panel all have black texts on top of them and the color contrast is minimal for some of the images.

b. Rationale: Users can find it very difficult to see the text on top of the images, especially those with low vision or difficulty distinguishing close linked colors.

c. Fix: Move the text description to the bottom of the image or decrease the gradient so that the text pops up more.

76. H11: Accessible Design / Severity: 2 / Found By: B

a. Description: The font size on the frame of "create new playdate" for "Price" and "days" is too small.

b. Rationale: Users with low visions will have difficulty seeing these text and selecting the $ sign icons.

c. Fix: Increase the font size to at least half of the font size of "title" "description" and "media" etc.

77. H11: Accessible Design / Severity: 2 / Found by: D
   a. Description: Invite box pop-up is too small
   b. Rationale: The Invite box pop-up takes up too little of the screen for a main task and focus, resulting in small text that may be difficult for some users to read
   c. Fix: Enlarge Invite pop-up box and increase size of contained text

78. H12: Value Alignment & Inclusion / Severity: 1 / Found By: B
   a. Description: Within "create new playdate," there are four buttons of $ signs, presumably indicating how expensive the playdate can be.
   b. Rationale: The use of such ambiguous sign in indicating the cost of a playdate might create psychological burdens for people who have a lower income background. As people with different incomes might view the same price very differently (for example, some people might think $50 dollar for a meal is $, but for some people it is $$$ or even $$$$.) It could lead to a higher tension and sense of wealth inequality between friends. (for example, a friend sends a $ playdate but the receiver feels like it is $$$ for them.)
   c. Fix: Replace the dollar signs with an optional box of cost where the user can type in specific value.

Task 4: Send Playdate to someone

79. H1: Visibility of System Status / Severity: 2 / Found By: B
   a. Description: When you click the paper plane icon on the top left of a post, a little window pops up and you can select playmates to send the playdate to. However, the search bar here only says search here and there is no header for this window.
   b. Rationale: Users might get confused about the current state of the task flow.
   c. Fix: Add a header that clearly states "Send Playdate" or write "Search platemates to send playdate" in the search bar.

80. H1: Visibility of System Status / Severity: 1 / Found By: B, C
   a. Description: When users are selecting playmates or searching for playmates, there is no indication of the current status they are in.
   b. Rationale: Users might forget about the playmates that they have already selected or get confused about what process they are in throughout the sending process.
   c. Fix: Expand the whole window and add a section title "Select Receivers," and make sure that all the people who are already selected will be on top of the list and visible to the user.

81. H1: Visibility of system status / Severity: 1 / Found by: C
    a. Description: When clicking the 'Cancel' button, there's no confirmation message or indicator to verify if the invite has been successfully canceled. Additionally, it's not intuitive that clicking 'Cancel' immediately redirects to the previous page without any confirmation.
    b. Rationale: Without a confirmation message or an indicator like a change in the button's appearance, users are left uncertain about whether they have successfully canceled the invite.
    c. Fix: Users should be clearly informed of the outcome after clicking the 'Cancel' button. For instance, upon clicking 'Cancel,' they should remain on the 'Pending Invite' page, and the invitation they canceled should disappear from the list.

82. H3: User Control and Freedom / Severity: 1 / Found By: B, C
    a. Description: Could not unselect a person when choosing the people to send playdate to.
    b. Rationale: Users might accidentally select the wrong person and being not able to correct themselves would be frustrating.
    c. Fix: When clicking on the box filled with a blue check icon, it is unselected.

83. H4: Consistency and Standards / Severity: 2 / Found By: B
    a. Description: The paper plane icon on the top right of the post is widely used in many social media platforms with the "direct message" or "private message" functionality. Facebook and Instagram do have a paper plane icon as a "share" button too, but both apps have the icon located at the bottom, next to the comment button, rather than the top.
    b. Rationale: With influences by experiencing users of all those big social media apps, people might get confused and wonder whether the icon is for DM or sharing the post.
    c. Fix: Add a text "send playdate" next to the icon (I think it is worth reminding the user because "sending playdate" is one of the main functions of this app) or move the icon to the bottom so it is similar to the layout of most social media apps.

84. H4: Consistency and Standards / Severity: 1 / Found By: B
    a. Description: The "Team Playdate" seems to have a larger icon and the text is not aligned with the names in the list. Normally, we expect that all elements of a drop down list are vertically aligned.

    b. Rationale: Users might be disturbed by the inconsistency of the design and get distracted.

    c. Fix: Replace the icon of Team Play to one that has multiple people and has the same size of the icons above. Or make the size of the current combined icons smaller so the icons and texts can be aligned.

85. H4: Consistency and standards / Severity: 1 / Found By: C

    a. Description: In the window for inviting playmates, users currently have to click a 'Close' button both when they decide not to send an invitation and again after successfully sending one. This could lead to confusion about the purpose of the 'Close' button.

    b. Rationale: When users click the 'Close' button to exit the invitation window, they might interpret it as a 'Cancel' action. Therefore, if they have to click 'Close' again after successfully sending an invitation, they might be uncertain about what action the button represents.

    c. Fix: Introduce an additional 'Cancel' button in the invitation window so users can explicitly choose it when abandoning the invitation process. Alternatively, automatically close the window after a successful invitation send-off, eliminating the need for users to click 'Close' post-invitation.

86. H4: Consistency and standards / Severity: 2 / Found By: C

    a. Description: On the inbox page, the 'Create New Invite' option functions differently compared to the 'Send Invite' window on the home or explore page. Notably, the 'Create New Invite' window lacks the option to write a message.

    b. Rationale: This inconsistency can cause user confusion regarding whether their message will be included in the invitation

    c. Fix: Either remove the message feature from the 'Create New Invite' window on the inbox page or add the message feature to the 'Send Invite' window to ensure consistency across both functions.

87. H5: Error Prevention / Severity: 2 / Found By: B

    a. Description: there is no confirmation process before the message gets sent out. It is just clicking "invite" and then it becomes "sent" right after.

    b. Rationale: Users cannot check if there are errors in the message before sending them.

    c. Fix: Add a small conformation window displaying all the people a user is sending invitations to, and the message detail.

88. H5: Error Prevention / Severity: 1 / Found By: B
    a. Description: The invite button is really close to the message bar.
    b. Rationale: Users might accidentally hit the invite when they are not ready to send out the invite yet.
    c. Fix: Move the invite button further away from the message bar. Increase the window size so it is easy for users to click the right location.

89. H6: Recognition rather than recall / Severity: 1 / Found By: C
    a. Description: When users review 'pending invitations' on the inbox page, there's no clear indication whether a message was included or what that message might be. It's ambiguous whether phrases like 'hiking at pinnacles' refer to the title of the event or the message sent.
    b. Rationale: There shouldn't be a situation where users are left to guess or remember whether they included a message in their invitations.
    c. Fix: Include the title of the playdate and the message in the reviewing window. For instance, just as there's a 'Duration' row, adding a row label before the detailed information would clarify the content, making it clear what each section represents.

90. H9: Help Users Recognize, Diagnose, and Recover from Errors / Severity: 2 / Found By: B
    a. Description: In the prototype demo, when I click the message, without first selecting the receiver, the receiver is automatically selected (which I think is a bug). Despite that, there is no error message indicating that I have not selected a receiver when I only type out the message and hit "invite."
    b. Rationale: Users are likely to send out messages with errors or fail to send messages without knowing (in the case of no receiver).
    c. Fix it: When the user did not select any receiver or did not put a message, pop a window that says "missing receiver!" or "This invite has no message attached to it."

91. H10: Help and Documentation / Severity: 2 / Found By: B
    a. Description: It is unclear what Team Playdate means when it is placed right below individuals.
    b. Rationale: The users can get confused by what the difference is between selecting each participant individually or selecting the Team Playdate.
    c. Fix: Add an info icon next to Team Playdate to help the users understand how to use it.

92. H11: Accessible design / Severity: 1 / Found By: B
    a. Description: The user has to type out the message when they are sending a playdate to someone.
    b. Rationale: Since most invitation messages are short and likely to be similar. It would be more convenient for the user if there exists some suggested input that they can just choose from.
    c. Fix: When a user clicks the "write a message…" bar, there will be a drop-down giving a few recommendations of messages that they can select from. Add a possible audio input.

Task 5: Filter playdates

93. H1: Visibility of system status / Severity: 2 / Found By: C
    a. Description: When users attempt to filter activities on the explore page by clicking a tag, there is no indicator or message to confirm whether the events have been filtered according to the selected tag.
    b. Rationale: When users click a tag, they expect a state change or a confirmation message or indicator to verify whether their selection of filters has been applied.
    c. Fix: Introduce a 'Confirm' button to apply the filter when clicked by the user, or display a message like 'Filtered by (selected tag)' once it is filtered by the chosen tag.

94. H3: User Control & Freedom / Severity: 3 / Found by: D
    a. Description: No close menu button on expanded filters menu
    b. Rationale: User would be unable to minimize the expanded filters menu
    c. Fix: Add a minimize, close, or 'Less' button on expanded filters menu

95. H4: Consistency and standards / Severity: 2 / Found By: C
    a. Description: After users select filters, the remaining events display tags that do not match the selected filters. For instance, a user selects 'nature,' 'foodie,' and '$-$$,' but the first event shows tags like 'hiking,' 'nature,' and 'fitness,' which are inconsistent with the user's choices.
    b. Rationale: Users expect consistency between the activities' tags and the tags they select through filtering. Inconsistencies can lead to confusion about whether the filters have been successfully applied.
    c. Fix: Align the wording of the filter tags and ensure only activities with the selected tags in the filter are displayed.

96. H6: Recognition rather than recall / Severity: 3 / Found By: D
    a. Description: No clear way to fully apply filters
    b. Rationale: User has to close the filters box to apply chosen filters after selecting them, this can be unclear and confusing
    c. Fix: Add an 'Apply' button that allows users to apply chosen filters.

Other App Functions:

97. H2: Match between system and the real world / Severity: 1 / Found By: C
    a. Description: For the invite section of the inbox page, the categories are not the same as those used for the calendar and to-do list, which could lead to confusion among users.
    b. Rationale: The categorization on the invite inbox page is not intuitively structured. 'Active invites' should be paired with something like 'inactive invites' (invites past their due date), while 'received invites' and 'pending invites' should be grouped with categories like 'accepted invites' to reflect a more logical real-world organization.
    c. Fix: Revise the page's categories; for example, rename 'Active Invites' to 'Accepted Invites,' and within this category, differentiate between 'Active Invites' and 'Inactive Invites' to reflect a more organized structure.

98. H2: Match between system and the real world / Severity: 1 / Found By: C
    a. Description: On the 'Active Event' page in the inbox, the design of the 'Complete' tag closely resembles a button as seen in other applications, which might lead to confusion about its functionality.
    b. Rationale: This design could lead to user confusion, as they might assume, based on experiences with other apps, that this styled 'Complete' tag is a clickable button. Discovering it's unclickable could lead to frustration and negatively impact the user experience.
    c. Fix: Alter the style of the 'Complete' tag to more clearly distinguish it as a tag rather than a clickable button. For example, changing its design to resemble a flag shape could help clarify its purpose.

99. H3: User control and freedom / Severity: 1 / Found By: C
    a. Description: Currently, in the Playdate app, users are not given the option to create custom tags to describe their interests.

      b. Rationale: Users should have the flexibility to create more personalized tags that accurately describe their interests.

      c. Fix: The app should include a feature allowing users to create and add their own interest tags.

100.   H4: Consistency and Standards / Severity: 1 / Found By: A

      a. Description: Most headings in the app are fully lowercase, while instructions are generally capitalized

      b. Rationale: Because subheadings like "Drag and drop" are capitalized despite the heading immediately above them being capitalized, it's a changeup in the consistent aesthetic of the fully lowercase app UI. The eyes give more weight to the immediately capitalized information over the heading

      c. Fix: Find a way to make the headings stand out more (bold/capitalize) or adjust the subheading and instructions that lead with capital letters to be consistently lowercase

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

      a. Description: The style of images and overflowing text is not consistent in the app. In the past playdate section, all images below text have a lower gradient. However, the saved playdates and custom playdates have images in their original color.

      b. Rationale: The inconsistency might influence users' focus and attention on a screen.

      c. Fix: Make all images below text low gradient.

102.   H4: Consistency and standards / Severity: 2 / Found by: C

      a. Description: The 'save' button uses an icon on the homepage and explore page, but the saved playdates on the profile page do not use this icon, creating confusion about whether they refer to the same feature.

      b. Rationale: Different representations of the 'save' function could lead to user uncertainty about whether the activities they mark as saved are added to their 'saved playdates' list.

      c. Fix: Include the same 'save' button icon used on the homepage and explore page in the title of 'saved playdates' to help users understand that both relate to the feature of saving playdates.

103.   H10: Help and Feedback / Severity: 2 / Found By: A, B

      a. Description: Missing high level help page

    b. Rationale: There could be a high level documentation page that answers frequently asked questions, or explains how to use the app to a newcomer who is using someone's phone. This could be useful especially because some of the key help information for a user is easy to skip and never comes back

    c. Fix: Add a high level help page like a question mark at the top of the home page

104.   H11: Accessible design / Severity: 1 / Found by: C
    a. Description: On the 'Active Event' page in the inbox, key information like the deadline and the identities of other participants is crucial, yet currently, this information is not prominently displayed or easily noticeable.
    b. Rationale: Users should be able to easily identify key information when viewing the 'Active Event' page. The current design, with its font size and text style, makes crucial details like the deadline and participant information difficult to locate.
    c. Fix: Adjust the font size and color for the information regarding the deadline and participants on the 'Active Event' page. Utilize a distinct color, like red, to highlight the deadline, and opt for a larger, bolder font to make both pieces of information more conspicuous.

105. H11: Accessible Design / Severity: 3 / Found By: A
    a. Description: Someone who is red/green colorblind could struggle to tell which logo is selected in the task bar at the bottom
    b. Rational: Users who struggle to differentiate different shades of green could struggle seeing the slight shading differences between a selected logo and an non-selected one. Paired with the lack of page titles, this could be disorienting to those with visual disabilities.
    c. Fix: Make the distinction more clear, either through a change of color or a change that affects more than color (like a thick border)

3. Summary of Violations

Category	# Viol. (sev 0)	# Viol. (sev 1)	# Viol. (sev 2)	# Viol. (sev 3)	# Viol. (sev 4)	# Viol. (total)
H1: Visibility of Status	0	4	8	1	1	14
H2: Match Sys & World	0	5	4	1	1	11
H3: User Control	0	3	5	1	4	13
H4: Consistency & Standards	0	9	9	3	1	22
H5: Error Prevention	0	2	4	3	0	9
H6: Recognition not Recall	0	2	3	2	0	7
H7: Efficiency of Use	0	1	4	1	1	7

H8: Minimalist Design	0	2	3	0	0	5
H9: Help Users with Errors	0	0	2	0	0	2
H10: Help & Documentation	0	0	3	1	0	4
H11: Accessible	0	4	4	2	0	10
H12: Value Alignment & Inclusion	0	1	0	0	0	1
Total Violations by Severity	0	33	49	15	8	105

Note: check your answer for the green box by making sure the sum of the last column is equal to the sum of the last row (not including the green box)

4. Evaluation Statistics (in %)

Severity / Evaluator	Evaluator A	Evaluator B	Evaluator C	Evaluator D
Sev. 0 Ex: Eval A count / total sevs 0 in table #3	*0*	0	0	0
Sev. 1 Ex: Eval A count / total sevs 1 in table #3	22.22%	27.78%	47.22%	2.78%
Sev. 2 Ex: Eval A count / total sevs 2 in table #3	29.69%	35.94%	21.88%	12.50%
Sev. 3 Ex: Eval A count / total sevs 3 in table #3	47.06%	5.88%	11.76%	35.29%
Sev. 4 Ex: Eval A count / total sevs 4 in table #3	22.22%	22.22%	11.11%	44.44%
Total (sevs. 3 & 4) Ex: Eval A = sum(sev 3: sev 4 counts) / sum(sev 3: sev 4 in table #3)	38.46%	11.54%	11.54%	38.46%
Total (all severity levels) Ex: Eval A total sev count / total sevs (green cell) in table #3	29.37%	28.57%	26.98%	15.08%

*Note that the bottom rows are *not* calculated by adding the numbers above it.

5. Summary Recommendations

Well done on your MedFi prototype, Team Playdate! The four of us collectively found your overall design charming, in line with your values and goals, and logically easy to explore and follow. We loved the colors of your logo and the design of your homepage in particular. The majority of the violations we found fell under heuristics H1: Visibility of System Status, H3: User Control & Freedom, and H4: Consistency & Standards – we collectively agreed that more visible status signs, more confirmation notifications for when users have completed tasks

(saving, inviting, posting, logging in), and more standardized design around the same type of task (standardizing the color of checkboxes when selecting Playmates, ensuring that buttons are orange before clicking and green after) could result in a smoother, more confident user experience. A specific example of that last point (consistency in design) comes in each task where the goal was for the user to hit some confirmation prompt to move on. The invitation side of Playdate used blue buttons, the sign-up task used yellow buttons, and the sharing and creation of videos used green buttons. Standardizing these colors could ensure that the user understands that they are completing the same tasks on different pages.

Speaking of different pages, we believed that standardized design across them could benefit your app as a whole. The invitation and profile pages in particular seemed to lack the vigor and color of your homepage, with inconsistent capitalization and boldness across titles. Aside from double checking these design choices and adding confirmation/status dialogue, we also recommend double checking for text sizes that may be too small for comfortable reading, such as the Send a Playdate popup box, and expanding these elements for accessibility and ease of use reasons. Additionally, we would recommend easier access to the create a custom Playdate or posting functionalities, as these seem to be actions users would gravitate most towards yet they are buried in your recap and profile pages.

Aside from recommendations stemming from heuristic violations, we also had a few comments to do with the app as a whole. We recommend checking your design again with the idea of long-term users who may end up with long lists of Playmates or Playdates, and perhaps rethinking the horizontal scroll function of your recap page into a longer list or drop-down album design for when users rack up the number of Playdates they've gone on. Additionally, increased emphasis on your deadline feature, which we have heard a lot about in class but which doesn't seem to be very prominent in your MedFi feature, would be great. We are also uncertain about whether this app focuses more on one-on-one playdates exclusively or also supports group activities. Although there is a Team Playdate option, all the pictures, saved & completed playdates, and invites displayed feature two people. We wonder how the app will handle playdate ideas when involving 2 people versus 5 or 10. Perhaps implementing another tag indicating the number of people involved could be beneficial. Thinking about privacy of posts may also be

beneficial as users may want to access ideas posted by people outside of their pre-existing circles, so maybe adding buttons that distinguish audiences for posted Playdates could help. There also does not seem to be a chat feature on the app, so perhaps clarifying a way for users to maintain connection past their executed Playdate could increase the success of your app in achieving your team's goals.

   Overall, great job and we can't wait to see where you go next!

Severity Ratings
   0 - not a usability problem
   1 - cosmetic problem
   2 - minor usability problem
   3 - major usability problem; important to fix
   4 - usability catastrophe; imperative to fix

Heuristics

H1: Visibility of System Status
- Keep users informed about what is going on

H2: Match Between System & Real World
- Speak the users' language
- Follow real world conventions

H3: User Control & Freedom
- "Exits" for mistaken choices, undo, redo
- Don't force down fixed paths

H4: Consistency & Standards
- Words, actions, and UI elements should be consistent across the entire platform
- Follow platform and industry conventions

H5: Error Prevention
- Minimize error-prone conditions
- Remove memory burdens, support undoing, and warn your users when necessary

H6: Recognition Rather Than Recall
- Make objects, actions, options, & directions visible or easily retrievable

H7: Flexibility & Efficiency of Use
- Accelerators for experts (e.g., gestures, keyboard shortcuts)
- Allow users to tailor frequent actions (e.g., macros)

H8: Aesthetic & Minimalist Design
- No irrelevant information. Focus on the essentials.

H9: Help Users Recognize, Diagnose, & Recover from Errors
- Error messages in plain language
- Precisely indicate the problem
- Constructively suggest a solution

H10: Help & Documentation
- Easy to search
- Focused on the user's task
- List concrete steps to carry out
- Not too large

H11: Accessible
- Users can interact with the system using alternative input methods.

- Content is legible with distinguishable contrast and text size.
- Key information is upfront and not nested for screen readers.
- Purely visual or auditory content has text-based alternatives for users with low vision and low hearing.

H12: Value Alignment and Inclusion
- The design should encode values that users can understand and relate to.
- It should make a diverse group of users feel included and respected.
- The design should prevent the reproduction of pre-existing inequities and not create additional burdens for members of disadvantaged populations.