

Heuristic Evaluation of F*** This

For a more in-depth overview of A9, please refer to the [A9 assignment spec.](#)

1. Problem/Prototype Description

F-This is an app to help people quit their unhealthy addictive behaviors by suggesting healthier replacement behaviors.

2. Violations Found

Our violations are organized on Google Sheets - [click here to view.](#)

3. Summary of Violations

A Google Sheet Template is provided [here to help you calculate numbers.](#)

Category	# Viol. (sev 0)	# Viol. (sev 1)	# Viol. (sev 2)	# Viol. (sev 3)	# Viol. (sev 4)	# Viol. (total)
H1: Visibility of Status	0	1	3	0	3	7
H2: Match Sys & World	0	1	0	1	2	4
H3: User Control	0	0	2	2	4	8
H4: Consistency & Standards	0	8	3	0	8	19
H5: Error Prevention	0	1	1	1	5	8
H6: Recognition not Recall	0	0	2	0	1	3
H7: Efficiency of Use	0	0	1	1	2	4
H8: Minimalist Design	0	6	0	0	4	10
H9: Help Users with Errors	0	0	1	0	1	2
H10: Help & Documentation	0	0	1	0	6	7
H11: Accessible	0	4	1	0	2	7
H12: Value Alignment & Inclusion	0	0	2	1	7	10
Total Violations by Severity	0	21	17	6	45	92

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
Sev. 0 Ex: Eval A count / total sevs 0 in table #3	N/A	N/A	N/A
Sev. 1 Ex: Eval A count / total sevs 1 in table #3	38.09%	23.81%	61.90%
Sev. 2	64.71%	29.42%	41.18%

Ex: Eval A count / total sevs 2 in table #3			
Sev. 3 Ex: Eval A count / total sevs 3 in table #3	66.67%	33.33%	33.33%
Sev. 4 Ex: Eval A count / total sevs 4 in table #3	33.33%	100%	0%
Total (sevs. 3 & 4) Ex: Eval A = sum(sev 3: sev 4 counts) / sum(sev 3: sev 4 in table #3)	55.56%	55.56%	22.22%
Total (all severity levels) Ex: Eval A total sev count / total sevs (green cell) in table #3	51.06%	31.91%	46.81%

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

5. Summary Recommendations

The medium-fidelity prototype for F*** This showcases a well-designed modern branding and leaves a strong impression on users.

Despite its bold look, accessibility is hindered by **low contrast between white or black text**, suggesting the need for adjustments in text color, font size, and spacing to enhance usability. Most of the violations we found were H4 violations. The logo, navbar, and skip button were not present on some pages, so we recommend improving consistency by making sure these elements are always present where applicable. We also encourage you to edit the copy - perhaps by extracting it from the app into a single doc - to ensure that the tone remains consistent.

We strongly recommend an adjustment to the complex onboarding task: users should be directed to the addiction setup task flow after the app setup workflow, with the ability to reconfigure the app's setup post-completion. The preferences page should store user-inputted information for reference. Despite these considerations, the prototype demonstrates high-quality work and significant potential for the final product.

The tasks the app currently supports are all non-daily tasks. We encourage the team to consider what the daily, boring work of habit change looks like in their app. The focus should shift towards daily interactions, addressing behavior change and maintenance. Consideration for how users update the app on their progress or setbacks is essential.

The app's overall interface design is solid, featuring a minimalistic and humorous approach to engage users. Some recommendations include refining the app's tone consistency and value alignment, avoiding swings between snappy/sarcastic and passive/pleading tones. Improving user control and freedom, allowing easy changes to chosen solutions and skipping questions during account creation, would enhance the user experience. Clarity in communication, specifically regarding the purpose of features like Spotify integration and location sharing, would contribute to a more user-friendly interface.

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.