

# Heuristic Evaluation of SPUR

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

## 1. Problem/Prototype Description

*[Insert one sentence description of the project idea and UI you are evaluating.]*

SPUR by Team 5 presents Team 3 is an application that helps people who are unsure of what to do easily find and plan an activity by providing: suggested activities, details on activities, and opportunities to plan activities with friends.

## 2. Violations Found

### 1. H4: Consistency & Standards / Severity 3 / Found by: A, C, D

- The interface used the string “Save” on the first screen for saving the user’s profile, but used the string “Update” on the second screen. Users may be confused by this different terminology for the same function.
- Fix: Use the same string on each screen.
- **Mention the task that the violation applies to**

### Task 1: “View Activities, Reject Them, or Save Them”

#### 1. H1 Visibility of system status / Severity: 2 / Found by: B

- a. The pin icon shows a distance from the activity, but it does not tell the user their current location, nor the exact location of the activity.
- b. Since there is a social aspect to the app, users might want to quickly know and share their location with friends. Users might also be new to the area, and would like more context about the location of the activity to decide if they are interested.
- c. Include the user’s location and an exact location of the activity.

#### 2. H3: User Control & Freedom / Severity: 3 / Found by: A, B, D

- a. Description: When users click on the downward arrow to see more about an activity, the screen with more information about the activity has no back button.
- b. Rationale: Users may be confused about how to navigate back to the initial activity screen.
- c. Fix: Add a backwards button to the screen with additional information about the activity.

#### 3. H3: User Control & Freedom / Severity: 4 / Found by: A, D

- a. Description: While viewing activities, and adding them or discarding them, it’s possible to get “stuck” on a discarded screen.
- b. Rationale: Users should not be getting stuck on the “discarded” screen of an activity, and should have freedom to navigate back or forward to another activity.
- c. Fix: Create a mechanism for users to leave the discarded screen, such as a clear arrow that will take one to the next activity to view.

#### 4. H3: User Control & Freedom / Severity: 3 / Found by: A, B, C, D

- a. Description: When users navigate through the suggested activities, there is no

- way for users to go back to an activity they have already viewed.
- b. Rationale: Users might accidentally discard activities that they actually wanted to add, and with the current model, users will not be able to find these activities again.
  - c. Fix: There could be a backwards button added, or users should be able to swipe back towards an activity that they may have accidentally discarded.
5. H4: Consistency & Standards / Severity: 1 / Found by A, B, C
    - a. Description: There is a very minor inconsistency where the arrows at the bottom of the screen are in different places for different activities cards.
    - b. Rationale: There's a small chance that this inconsistency may be confusing to users, where they might believe that the arrow leads to different things.
    - c. Fix: Place all the arrows at the bottom of the activities cards in the same location for each card.
  6. H8: Aesthetic and Minimalist Design / Severity: 1 / Found by: C
    - a. Description: The discarded/added card overflows a bit from the activity card at the top
    - b. Rationale: The inconsistency makes the app feel unpolished
    - c. Fix: Make the add, remove overlay the same size
  7. H4 Consistency and standards / Severity: 1 / Found by: B
    - a. Description: Swiping left or right on different cards results in different UI changes. For example, swiping left on the first card ("Pickleball") does not move the card slightly to the right, but swiping left on the second card ("Painting") does.
    - b. Rationale: Users could be confused why not all swiping behaviors are the same.
    - c. Fix: Change the swiping behavior of the first card to match that of the other cards.
  8. H4 Consistency and standards / Severity: 1 / Found by: B
    - a. *Description:* The last card ("Book Club") is not centered, whereas the first card ("Pickleball") and the middle card ("Painting") are centered.
    - b. *Rationale:* Users could be confused why not all cards are centered.
    - c. *Fix:* If the off-centeredness is to show that this is the last activity card, then it might make sense to also off-center the first card, so that they match like bookends. However, users might not remember the format of the first card, so it will make more sense to just center the last card, and then add a more obvious sign (i.e. with text) that the user is on the last card.
  9. H7: Flexibility & Efficiency of Use / Severity: 4 / Found by A, B, D
    - a. Description: Overall, there is some difficulty with the swiping mechanism, where it's a bit counterintuitive that users have to swipe left and right to see activities, and also swipe left or right to discard the activities or add them to liked activities.
    - b. Rationale: Users may struggle to understand the difference between swiping left and right to add or discard the activity, or swiping left and right to view the activity.
    - c. Fix: Either create a different mechanism for adding the activity to liked activities or discarding it, or make a different mechanism for looking through activities, such as scrolling up and down.
  10. H8: Aesthetic & Minimalist Design / Severity: 1 / Found by A

- a. Description: A very minor aesthetic concern is that there is a small bit of a gray box visible in the activity cards on the explore page, at the top where the image is placed.
  - b. Rationale: Since this may just be a design error, it may confuse users as to why there is a gray box behind the image.
  - c. Fix: Delete the gray box behind the images on the explore page.
11. H9: Help Users with Errors / Severity: 2 / Found by: A, B, C, D
  - a. Description: Once users reach the end of the list of activities, there's nothing to indicate that they have reached the end of the list of available activities.
  - b. Rationale: Since users can't keep swiping at the end of the list of available activities, they may become confused or frustrated as to why they can't keep viewing activities.
  - c. Fix: Add a message at the end of the activities list that tells users that they have reached the end of available activities that they can view.
12. H10: Help & Documentation / Severity: 2 / Found by: A, B, C, D
  - a. Description: When viewing an activity, there are five icons that show up right below the activity, but it is unclear exactly what each icon indicates, except for the one in the middle that says "0.1 mi".
  - b. Rationale: Users may become confused about what exactly each icon means, especially since the profile icon and the dumbbell icon can be interpreted in many ways.
  - c. Fix: Add additional text as was done for the middle icon so users can infer what the context of each icon is, or add a small title under each icon like what was done in the taskbar to make it more clear what each one means.
13. H10: Help & Documentation / Severity: 4 / Found by: A, D
  - a. Description: When a user first starts on the explore page, it's not very intuitive that the user has to swipe left and right to go through the activities. It's also not obvious how to add the activity or discard it.
  - b. Rationale: Users may be frustrated because they may be unsure how to navigate between screens or add or discard an activity since it's not very obvious that they have to swipe left or right.
  - c. Fix: Upon entering the screen, I would add something that tells users how to navigate between activities and how to add or discard it (maybe some type of initial onboarding). Another thing that may help the swiping mechanism for navigating appear more obvious is having a tiny bit of the next activity showing for on the right of the screen. This may cue to users to think that if they swipe, they can access more activities.
14. H11: Accessible Design / Severity: 2 / Found by: A, C
  - a. Description: The five icons in the middle are very small compared to the overall activity card, as well as the font size of the title of the activity.
  - b. Rationale: It may be hard for users to see the icons since they are pretty small, which may reduce the accessibility of the app.
  - c. Fix: Make the five icons in the activity cards much bigger. Something that may help with that is getting rid of the box around them so that there is more space to

make them bigger.

15. H11 Accessible design / Severity: 2 / Found by: B

- a. The text “Discarded” or “Added to Liked Activities” appears in white font on top of an image.
- b. Users could have trouble reading the white font, especially because the green and red backgrounds are quite light, and also the background images could have a lot of white in them
- c. Add a darker rectangle background just behind the text.

16. H12. Value Alignment & Inclusion / Severity: 3 / Found by: A, C

- a. Description: As of now, it’s unclear whether the suggested activities are based upon the user’s interests, or if they are activities suggested at random.
- b. Rationale: Some users may not be able to engage in activities such as pickleball, or may not like the suggestions that the app is giving them.
- c. Fix: This may already be in your plan for the app, but when onboarding a user, ask about their specific interests/categories of activities they prefer, and provide suggestions for the activity based on user preferences.

**Task 2: “Get more information about an activity or event”**

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

- a. Description: Currently, there’s nothing that indicates whether an activity is scheduled at a specific time, whether the activity is already completed, or what the page would look like in these conditions.
- b. Rationale: Users may become confused whether they have already completed an activity, and how to keep track of their activities if the “My activities” page simply has a long list of activities without any kind of categorization.
- c. Fix: Perhaps add categorizations of activities, or a way for users to see active activities vs. past activities.

2. H3: User Control & Freedom / Severity: 3 / Found by: A, B, D

- a. Description: When a user clicks on the activity and additional information is provided, again, there’s no clear way to navigate back to the original activity.
- b. Rationale: Users may be confused about how to navigate back to the initial activity screen.
- c. Fix: Add a backwards button to the screen with additional information about the activity.

3. H4 Consistency and standards / Severity: 1 / Found by: B

- a. Description: This might have just been a mistake while working in Figma, but pressing on the down arrow on different activity cards causes the description card to appear from different sides of the screen. For “Pickleball”, the screen appears on top, but for “Painting” and “Bookclub”, the screen appears from the right.
- b. Rationale: Users could be confused about why certain screens show up differently.
- c. Fix: Standardize where the screens will appear (most likely from the bottom since scrolling will be implemented in the hi-fi).

4. H4 Consistency and standards / Severity: 1 / Found by: B
  - a. Description: This also might have just been a mistake while working in Figma, but the description card for “Book Club” shows a little bit of the previous card to the left of the screen (like it does after swiping right on the main card) and it moves a bit to the right. For other cards, this does not happen.
  - b. Rationale: Users could be confused about why certain screens show up differently.
  - c. Fix: Standardize how the screens will appear.
5. H4: Consistency & Standards / Severity: 2 / Found by: C, D
  - a. Description: When clicking on some activities it opens the details, while at other times it removes all of the activities from the list
  - b. Rationale: Same action with different outcomes, confusing to user
  - c. Fix: Open the details for all the activities on click.
6. H4: Consistency & Standards / Severity: 3 / Found by: A, B, C, D
  - a. Description: The activity tab is not centered in the middle of the page like how many other elements throughout the app are centered.
  - b. Rationale: Users may think there are additional features to this page because of the offset placement of the activity tab.
  - c. Fix: Center the activity tab.
7. H4: Consistency & Standards / Severity: 2 / Found by: A
  - a. Description: Under the activities page, when a user clicks on a saved activity, the card that provides more information about the activity is slightly offset, whereas in the other pages such as the explore page, the additional information tab is centered on the screen.
  - b. Rationale: Users may be confused at the inconsistency of the placement and positioning of these cards, and may try to guess at the significance of these inconsistent placements.
  - c. Fix: I would suggest making the additional information card about the activity centered like the other additional information card (on the explore page), or offset like it is in the activities page.
8. H5: Error Prevention / Severity: 2 / Found by: A, B, D
  - a. Description: Currently, when a user adds an activity to their activities, there’s no way to edit or delete the activity.
  - b. Rationale: Users may accidentally add an activity to their liked activities, and may become frustrated if they are unable to delete it.
  - c. Fix: Add an option to edit or delete the activity.
9. H5 Error prevention / Severity: 3 / Found by: B, C
  - a. Description: There is a checklist under “What you need”, which the user will be able to check off items by tapping on the boxes. However, tapping on the screen will exit the description card.
  - b. Rationale: Users could accidentally exit the description card when they are trying to tap on the checklist.
  - c. Fix: Change the way users exit the description card, or turn the checklist into bullet points.

10. H8: Aesthetic & Minimalist Design / Severity: 2 / Found by: A, B, C
  - a. Description: When viewing one's activities, there are five icons that appear on the initial activity screen. They appear again when you click to view additional information about the activity right above "What is it?" which is a bit unnecessary.
  - b. Rationale: Users may be overwhelmed or feel a sense of clutter, especially if the icon is repeated on both screens without there being a need to repeat it.
  - c. Fix: Delete the icons off of one screen and have them only on one screen, or put the icons above the colored text box including the "What is it" section to reduce the amount of clutter.
11. H8: Aesthetic & Minimalist Design / Severity: 1 / Found by: A, C
  - a. Description: The size of the font for the title of the activity in the "My Activities" page is too big, and is also a bit too close to the icons underneath it.
  - b. Rationale: Users may perceive the activities list as being too cluttered, since the font is pretty large and the icons are close to the activity title.
  - c. Fix: I would suggest making the title font of the activity smaller, and also spacing the icons and the title apart a bit. You could also make the activity "cards" a bit longer to support these changes.
12. H12: Value Alignment & Inclusion / Severity: 1 / Found by: A
  - a. Description: Currently, the activities page doesn't contain more information about the activity other than it's distance, description, and a checklist. This may not enforce accessibility because things like how much the activity will cost, how physically exerting the activity is, and other important information is missing.
  - b. Rationale: Some activities may not be as accessible to users in terms of cost, the kind of physical toll it may take, and other factors. It would be helpful for users to be aware of these facts before they do the activity.
  - c. Fix: Add additional information about the activity as shown on the icons, such as estimated cost, amount of physical exertion, and even the time commitment the activity might take.

### **Task 3: "Coordinate an activity with other people"**

1. H1: Visibility of System Status / Severity: 2 / Found by: C, D
  - a. Description: Currently, there is no way to know what happens when a Spur is accepted and the only option is to "Leave" which has unreal results
  - b. Rationale: Users will want to know what activities they have signed up to, and be able to navigate between them without leaving
  - c. Fix: Be able to click on the activity before accepting, add a abc button on the detail spur
2. H1: Visibility of System Status / Severity: 3 / Found by: A, B, D
  - a. Description: Currently, users can't see additional information about activities until after they accept the activity.
  - b. Rationale: Users may want to see additional information about the activity before making the decision to accept it or reject it. They may not want to do the activity after seeing the description or seeing the items that they need.

- c. Fix: There should be an option for users to see more about an activity before they have to choose rejecting or accepting it.
- 3. H1: Visibility of System Status / Severity: 2 / Found by: A
  - a. Description: Currently, when users accept an activity, although they can see a profile picture of the attendees of the activity, there are no names/usernames provided for the attendees.
  - b. Rationale: Users will want to know the names of the people that are attending the same activity as them.
  - c. Fix: Add names/usernames underneath the profile pictures of attendees.
- 4. H1: Visibility of System Status / Severity: 2 / Found by: A, D
  - a. Description: Currently, when making a spur, there's no option to indicate what time the activity will be, or some way to coordinate timing.
  - b. Rationale: The most difficult barrier to meeting up for these activities may be time, so it's an important detail that users should communicate about in creating their spur.
  - c. Fix: Add an additional time factor/variable when creating a spur.
- 5. H2: Match b/w System & World / Severity: 3 / Found by: A
  - a. Description: Currently, this prototype has imprecise language on the "Spurs" page, with placeholders such as "Sender".
  - b. Rationale: The word "Sender" is unclear, since I'm not sure if anyone can send a user a request for a spur, or if they have to be an added friend.
  - c. Fix: I would clarify the language of "Sender" to something more specific, such as "friend".
- 6. H3: User Control & Freedom / Severity: 3 / Found by: A, B, C, D
  - a. Description: When users accept an activity, there's a button at the top right that says "leave". It's unclear of whether this means the person is leaving the activity or whether the activity is currently in session, especially since that is the only way to navigate back from that page.
  - b. Rationale: Users may be confused whether clicking leave means to leave the page or leave the activity.
  - c. Fix: I would change the language to "leave activity" or even include a back button if the user is not directly leaving the activity.
- 7. H6 Recognition rather than recall / Severity: 3 / Found by: B, D
  - a. Description: After sending a Spur, on the "People" tab, there is only information about who accepted or rejected the invite, but no information on who has yet to make an action.
  - b. Rationale: Users are not provided the full list of attendees they sent invites to, rather, they have to remember it themselves.
  - c. Fix: Add a "Pending" section
- 8. H3: User Control & Freedom / Severity: 3 / Found by: A, B
  - a. Description: When users create a spur, the top right button says "end". Again, it's a bit unclear as to what exactly this means.
  - b. Rationale: Users may be confused whether clicking end means to directly end the activity, as there's no way to navigate back to the previous screen.

- c. Fix: I would include a back button.
- 9. H4: Consistency & Standards / Severity: 2 / Found by: A
  - a. Description: On the initial “Spurs” page, the icons on the activity tab are center-aligned, but on the next page upon pressing accept, the icons are left aligned.
  - b. Rationale: This inconsistent placement may lead users to perhaps think that they are two different things.
  - c. Fix: I would choose left-aligned or center-aligned for the icons, and keep it consistent across the screens.
- 10. H4: Consistency & Standards / Severity: 2 / Found by: A
  - a. Description: Currently, it’s slightly unclear the difference between activity, and spur.
  - b. Rationale: It’s unclear whether users are directly pulling spur activities from their list of saved activities, or if they can do these activities independently as well.
  - c. Fix: Under the change activity tab, make it clear to users that they are pulling from their list of saved activities.
- 11. H6: Recognition not Recall / Severity: 3 / Found by: A, D
  - a. Description: In the activity tab after creating a spur, there’s no activity title or picture.
  - b. Rationale: Without the activity title or picture, users may struggle to remember which activity this spur is for.
  - c. Fix: Add activity title and picture to the activity tab.
- 12. H8: Aesthetic & Minimalist Design / Severity: 2 / Found by: A
  - a. Description: It’s unclear why there’s an additional gray sort of crosshair behind the emoji on the initial “Spurs” page.
  - b. Rationale: Since there’s already gray lines for the picture page directly behind the emoji, users may not visually enjoy seeing.
  - c. Fix: Get rid of the gray crosshair behind the emoji/profile picture.
- 13. H8: Aesthetic & Minimalist Design / Severity: 2 / Found by: A
  - a. Description: The current activity tabs are very cluttered, with lots of information presented in a small tab.
  - b. Rationale: Users may be overwhelmed at the amount of information that is presented in such a small space.
  - c. Fix: I would suggest making the activity tab bigger to create more spacing.
- 14. H8: Aesthetic & Minimalist Design / Severity: 2 / Found by: A, D
  - a. Description: Upon creating a spur, under the people tab, there’s two different sections that say “Can’t make it”.
  - b. Rationale: Users may become confused as to why there are two different “Can’t make it” tabs, with conflicting information.
  - c. Fix: Delete one of the “Can’t make it”
- 15. H3 User control and freedom / Severity: 4 / Found by: B
  - a. Description: When creating a new Spur, there is no option to exit the page or cancel, users can only progress by pressing “Send Spur”

- b. Rationale: Users might change their mind about creating a Spur, or have accidentally clicked on it, but there is no option for them to cancel. This could cause a lot of frustration.
  - c. Fix: Add a “Cancel” button on the page.
16. H4 Consistency and standards / Severity: 0 / Found by: B
- a. Description: After sending a Spur, the user is brought to the “Activity” tab, which is to the right of the “People” tab.
  - b. Rationale: I think that by convention, the tab that is navigated to first should be the leftmost tab.
  - c. Fix: Move the “Activity” tab to the left of the “People” tab.
17. H4 Consistency and standards / Severity: 0 / Found by: B
- a. Description: The “Attendees” section is above the other sections on the invite page, but the “Interested Friends” is below the other sections in an activity’s description card.
  - b. Rationale: Users might notice this slight difference in formatting, but as long as it is intentional and makes sense, it is not a big deal.
  - c. Fix: Could standardize section chronology, but not a big deal.

### **Extra Violations**

1. H3: User control / Severity 2 / Found by: C,D
  - a. Description: Can’t remove a friend on friends tab
  - b. Rationale: If you want to unfriend someone if you no longer want to get spurs from them (think ex-boyfriend)
  - c. Fix: Add button someone or option to remove
2. H4: Consistency & Standards / Severity: 0 / Found by: A
  - a. Description: Whereas all of the navigation to the different pages of the app are on the bottom taskbar, navigating to the profile page is in the top right corner.
  - b. Rationale: It may be bothersome for users to have to click on the opposite side of the screen to navigate to their profile, while using the bottom navigation bar to navigate to the rest of the screens.
  - c. Fix: Move the profile button to the bottom of the screen alongside the other navigation buttons, or move it closer to the bottom of the screen (this is just a minor suggestion). Another consideration would be to add a task bar on the top right that can navigate to additional screens if you are running out of space at the bottom navigation bar.
3. H4: Consistency & Standards / Severity: 2 / Found by: A, B, C, D
  - a. Description: The font of the landing page that says “SPUR” is different from the font of the title on the Activities and Friends page, but then goes back to the initial font in the SPURS page.
  - b. Rationale: Users may be confused as the fonts switch back and forth between the title screens.

- c. Fix: Make all of the title screens the same font as the initial “SPUR” font.
- 4. H4: Consistency & Standards / Severity: 2 / Found by: A
  - a. Description: Throughout the different pages, there’s differing distances between where the content of each page starts. For example, the content on the “Spurs” page starts significantly higher on the page compared to “my activities”.
  - b. Rationale: This lack of consistency across the app may lead to users perceiving different pages of the app in different ways.
  - c. Fix: Make sure that all of the content across the pages all start at relatively the same place.
- 5. H5: Error Prevention / Severity: 1 / Found by: A, C
  - a. Description: At the navigation bar, there is a line that separates the navigation icons from the rest of the screen, but it doesn’t span to the end of the icons; the icons go beyond where the line goes.
  - b. Rationale: Since the line doesn’t go to the end of the screen and doesn’t completely span to the end of the icons, users may mistakenly think that this line is something that one can press.
  - c. Fix: I would either span the line to the end of the screen or at least make it long enough to span the icons.
- 6. H8 - Aesthetic and Minimalist Design / 2 / Found by: C
  - a. Description: Inconsistent roundedness of objects
  - b. Rationale: It makes it feel unpolished
  - c. Fix: Decide on a border radius and stick to it
- 7. H12. Value Alignment & Inclusion / Severity: 0 / Found by: A
  - a. Description: It seems that anyone can add friends at any time in the app. Something to consider, especially since this app is used to meet other people, is user safety.
  - b. Rationale: If an attendee of an event is a danger to other people at the event, that may be harmful to users.
  - c. Fix: There’s never a good solution to these problems, but maybe providing suggestions to users to do spurs with people they already know, if possible.
- 8. H6 Recognition Rather Than Recall / Severity: 2 / Found by: C
  - a. Description: What can’t I know who’s free on the “all” page of friends
  - b. Rationale: I may want to check who’s left to be free
  - c. Fix: Add an activity indicator
- 9. H1 Visibility of system status / Severity: 1 / Found by: B
  - a. Description: On a user’s profile, all words in “Status: Free!” share the same font, color, size, etc.
  - b. Rationale: Users might not be sure if the “Free!” part of the status is actually an accurate, real-time status because it is formatted the same as other non-static text.
  - c. Fix: Use a different font, color, size, anything to make the “Free!” part stand out and feel like a dynamic text status.
- 10. H3 User control and freedom / Severity: 2 / Found by: B
  - a. Description: When viewing a friend’s profile, there is no back button.

- b. Rationale: Users might want to simply look at their friend's profile, and then navigate back to the friends search page.
  - c. Fix: Add a "Back" button on the page.
11. H4 Consistency and standards / Severity: 1 / Found by: B
- a. Description: After navigating to a friend's profile and tapping "Spur Friend", the "Send Spur" button on the next screen is slightly different in size and location to the "Spur Friend" button.
  - b. Rationale: Users might notice this slight change in button style, especially if the two screens follow each other and are close in format.
  - c. Fix: Standardize button size and location.
12. H4 Consistency and standards / Severity: 2 / Found by: B
- a. Description: The formatting between the friends list in the "All" tab and "Free now" tab are different.
  - b. Rationale: Users could be confused about why the friend's list looks different. For me, I thought that the difference in formatting meant that the "All" tab is showing an example of a search result for friends. However, after adding the friend from below, the friend appeared in the same format so this cannot be the case.
  - c. Fix: Standardize formatting of friends list

### 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		1	5	1		7
H2: Match Sys & World				1		1
H3: User Control			2	5	2	9
H4: Consistency & Standards	3	6	7	11		27
H5: Error Prevention		1	1	1		3
H6: Recognition not Recall			1	2		3
H7: Efficiency of Use					1	1
H8: Minimalist Design		3	5			8
H9: Help Users with Errors			1			1
H10: Help & Documentation			1		1	2
H11: Accessible			2			2
H12: Value Alignment & Inclusion	1	1		1		3
<b>Total Violations by Severity</b>	<b>4</b>	<b>12</b>	<b>25</b>	<b>22</b>	<b>4</b>	<b>67</b>

**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	2 [50%]	2[50%]	0[0%]	0[0%]
Sev. 1 Ex: Eval A count / total sevs 1 in table #3	5 [42%]	7 [58%]	4[33%]	0[0%]
Sev. 2 Ex: Eval A count / total sevs 2 in table #3	15[60%]	10 [40%]	9/25 [36%]	8/25 [32%]
Sev. 3 Ex: Eval A count / total sevs 3 in table #3	10 [45%]	8 [36%]	5 [23%]	7 [31.8%]
Sev. 4 Ex: Eval A count / total sevs 4 in table #3	3 [75%]	3 [75%]	0	2[50%]
<b>Total (sevs. 3 &amp; 4)</b> Ex: Eval A = sum(sev 3: sev 4 counts) / sum(sev 3: sev 4 in table #3)	13 [50%]	11 [42%]	5 [19%]	9 [34%]
<b>Total (all severity levels)</b> Ex: Eval A total sev count / total sevs (green cell) in table #3	38 [57%]	40 [60%]	24 [36%]	17 [25%]

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

#### 5. Summary Recommendations

Good job on the prototype! I really like the swiping interaction and the playful design of the app! Your app has a great vibe, aesthetic, and does a good job of covering the comprehensive amount of features that you had envisioned. Most of the heuristic violations came from H4 Consistency and Standards, especially in your simple task. I think that nailing down how the swiping function will look and operate will help greatly, because swiping on this app should be a very decisive and important choice for the user. It's important to prevent any errors or confusion over this action. There was also a lot of variation across aspects of your app that should be as consistent as possible, such as font, placement of text and content, and other inconsistencies that may distract users. Other heuristic violations that lead to more severe ratings were A3 User Controls and Freedom and A5 Error Prevention. This is a result of perhaps forgetting to add a back button to most pages, which is a simple fix for you but a major improvement to the user. Meanwhile, most error prevention can be implemented by providing more information to

users upfront before they commit to an action. This can also be a simple fix of moving what screens are shown to a user before they press the final “commit” button.

As for overall recommendations, I am still a little unclear as to how this app will lead to users actually committing to and doing the activity. After accepting a Spur or sending a Spur, what happens next? It seems like no time, no set location, no itinerary, nothing really logistical is decided. Are users expected to contact the attendees on another social messaging app to start planning the activity? For me, the activation energy of doing an activity is not so much choosing what to do, rather, it's the planning and researching that goes into making that activity possible which demotivates me. While Spur definitely lowers the activation energy of finding an activity, finding possible locations, and finding people who are also interested, there is still a lot to do (finding the right time, finding transportation, deciding who is bringing what, etc). I think that really fleshing out the Spur invitation will reveal how much Spur is capable of in terms of getting users to actually plan the activity. If Spur is meant to only generate the initial interest of doing an activity, then that is okay too. I am also interested to see how Spur responds when a user successfully completes an activity, and what types of rewarding behavior it will use to further motivate users. Another small note, I am interested to see what more personalisation could look like on Spur! Maybe it takes into account your location, your budget, your occupation, etc. when providing activity suggestions.

Great job overall! We're looking forward to seeing how your project continues to grow throughout this quarter :)

### ***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.