

Heuristic Evaluation of Enosi

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

(Your TA will remove your names before the document is given to the project team. Throughout the report, use these letters to identify yourselves.)

1. Problem/Prototype Description

Enosi is a wellness-oriented app that aims to enhance physical and mental well-being by enabling users to log activities, forge communities, and connect with friends, fostering a supportive environment for individuals navigating lifestyle transitions.

2. Violations Found

Task 1: Logging an activity

1. H2: Match Between System and the Real World / Found by A, B, D

- Severity: 3
- Description: The function of the “+” button at the page's bottom is not immediately clear. Does it add tasks, friends, or communities?
- Rationale: Confusion may arise on how to engage with core functionality, such as logging an activity, as all other icons have captions, whereas this one doesn't (The plus icon is overloaded).
- Fix: Add a description underneath the “+” widget for clarity.

2. H12: Value Alignment and Inclusion / Found by A

- Severity: 1
- Description: Activity suggestions may cater to a specific audience, implying others are non-standard.
- Rationale: It may be worthwhile to consider what type of person the 6 activities speak to. It suggests that all other ones are non-standard for your platform and require a custom input.
- Fix: Create a more exhaustive list of activities or potentially refrain from suggesting certain activities. Maybe ask the user for their preference when they sign up and suggest those on the log activity page.

3. H7: Flexibility and Efficiency of Use / Found by A

- Severity: 1
- Description: Users can only report one metric for activities, where multiple may be relevant.
- Rationale: Users may want to report multiple metrics for activities like running. We understand that may be because it is easier to accumulate activities, but perhaps there is an easier way to increase that.
- Fix: Enable reporting of multiple metrics. (Such as both distance and time for running)

4. H1: Visibility of System Status / Found by A, B, C, D

- Severity: 3
- Description: It's unclear if an activity is logged after transitioning from the input to the comment page.
- Rationale: Users are confused if they've completed the task due to the optional nature of the comment field. There is no feedback showing if the activity was logged or not.
- Fix: Show a progress bar or clear status indication of when exactly an activity is logged.

5. H6: Recognition Rather than Recall / Found by B, C, D

- Severity: 3
- Description: Logbook and adding a caption have very similar UI, but the pages serve different purposes.
- Rationale: It is hard to recognize the differences between these two screens without recalling the differences between logging and adding a caption.
- Fix: Clarify the text entry's purpose, and Create substantial differences and cues between the UI of adding a caption and logging an activity. Maybe have logbook icons, or other signals.

6. H4: Consistency and Standards / Found by A

- Severity: 2
- Description: While other buttons are filled when they are pressed, the "+" button has the opposite logic.
- Rationale: Users need clarity on what state changes signify, if these buttons are not consistent, users might get confused with the app's standards.
- Fix: Standardize the indication of state changes for UI elements like the plus sign.

7. H6: Recognition Rather Than Recall / Found by A, B, C, D

- Severity: 3
- Description: After exiting from the logbook, it's very unclear where one can access it again.
- Rationale: Users should be able to easily recognize an essential feature of the app like the logbook.
- Fix: Make logbook access more prominent and intuitive. Perhaps give it its own page, or indicate what page to go to if there are new ones.

8. H1: Visibility of system status / Found by A

- Severity: 3
- Description: After logging an activity, it's unclear which community goal was helped.
- Rationale: Ambiguity for users part of multiple communities, this information should appear in a natural and logical way after logging.
- Fix: Specify which community and goal were aided in the confirmation message.

9. H4: Consistency and Standards / Found by A

- Severity: 2
- Description: The mini “x” on the pop-up window closes the window but redirects home unexpectedly.
- Rationale: Unexpected navigation can frustrate and confuse users.
- Fix: Remove the pop-up window for signing the logbook, integrating it into the main flow, or make the ‘x’ go back to the page that the pop-up is covering.

10. H11: Accessible Design / Found by A

- Severity: 3
- Description: The “x” button on the logbook pop-up is too small
- Rationale: Difficult to click, leading to user frustration, and is perhaps hard to see
- Fix: Make the logbook its own page with a larger exit button.

11. H4. Consistency and standards / Found by B

- Severity: 2
- Description: The logbook is the only ‘main’ screen that has an ‘X’ to leave it, and it has a different color compared to the other “x” buttons.
- Rationale: Users could be wondering why there is an X there, and it is unclear where clicking X should take users.
- Fix: Remove the X or make it very clear that the Logbook is within another section where having an ‘X’ would make more sense.

12. H7. Flexibility and efficiency of use / Found by A

- Severity: 2
- Description: Users must first select a metric and only then can they input a number.
- Rationale: The task flow encourages a usage pattern that may frustrate users, it removes some of their freedom, but doesn’t indicate this.
- Fix: Enable people to edit the numbers before, or grey out.

13. H2: Match Between System and Real World / Found by B, C, D

- Severity: 3
- Description: The concept of signing the logbook is new and not differentiated from adding a caption.
- Rationale: Users may not understand the difference, leading to repeated information.
- Fix: Clarify or merge the functions of signing the logbook and adding captions.

14. H4: Consistency and Standards / Found by B

- Severity: 1
- Description: Drop-down text boxes aren’t in the same format as the “Select Units” button.
- Rationale: Doesn’t match platform conventions, and feels like the units don’t belong to the page.
- Fix: Make the select units drop down a more squared shape and extend the options to the same width.

15. H12. Value alignment and inclusion / Found by B, D

- Severity: 3
- Description: In the logbook entry, the text color is very light and there is not much contrast with the background.
- Rationale: Users can either confuse this for placeholder text, or those who are visually impaired will have trouble reading what they are writing.
- Fix: Increase contrast for text written in the logbook entry.

16. H8. Aesthetic and Minimalist Design / Found by D

- Severity: 2
- Description: The activity selection grid items have heavy, bright borders that distract from the important info: the name and picture of the activity
- Rationale: the utility of the border is solely to indicate the structure and modularity of the different activities. As per minimalist design, it should do no more than that. My attention towards the actual name and picture of the activity is diluted by the bright, thick borders, making the selection process slightly less delightful and frictionless.
- Fix: 1) lighten the borders and change the color to 30% opacity black (which will appear as a light gray) 2) lean into differentiation between the activities using more visually descriptive, rich, and potentially colorful icons.

Task 2: Creating a Community

17. H8: Aesthetic and Minimalist Design / Found by B

- Severity: 1
- Description: The spacing between cards when adding friends into a new community is inconsistent; vertical spacing differs from horizontal.
- Rationale: The inconsistent whitespace doesn't contribute to the aesthetic and design of the friends' component cards.
- Fix: Equalize the horizontal and vertical whitespace.

18. H7: Flexibility and Efficiency of Use / Found by A, B, C, D

- Severity: 3
- Description: The "New Community" screen requires pressing a "+" button to access "Add" buttons that are already displayed.
- Rationale: An unnecessary step is present, as the "Add" button should provide a direct way to add friends.
- Fix: Remove the "+" icon; utilize the "Add" button as the primary action.

19. H2: Match Between System and the Real World / Found by B

- Severity: 2
- Description: The "Submit" button in the new community creation flow is misleading, as it leads to a new screen instead of submitting.
- Rationale: Users may think they have completed their task when they have not.

- Fix: Change the button text to “Next” or a similar term that indicates continuation.

20. H5: Error Prevention & H4: Consistency and Standards / Found by B, C, D

- Severity: 3
- Description: Toggling settings changes the descriptions, creating confusion about the current status.
- Rationale: Consider the “Searchability” setting, when it's off, the text displays ‘Cannot search for group’. Users might be confused that “cannot search for group” is off, so they might turn it on, which would be the opposite of their intent.
- Fix: Use consistent and clear descriptions for toggle states.

21. H7: Flexibility and Efficiency of Use / Found by A, B, C, D

- Severity: 3
- Description: The settings page during community creation is text-heavy and unclear.
- Rationale: A settings page in the middle of a community-adding flow is non-traditional and may overwhelm users.
- Fix: Remove settings from the primary flow; introduce a separate “Change community settings” task.

22. H2: Match Between System and the Real World / Found by A, B, C, D

- Severity: 2
- Description: The “+” button’s (in the header of the communities page) purpose is unclear, and potentially misinterpreted as adding a friend. It also turns turn once clicked which is confusing
- Rationale: A central interface element should have an obvious function.
- Fix: Add descriptive text under the “+” button to clarify its function or get rid of it after it’s tapped.

23. H3: User Control and Freedom / Found by A

- Severity: 1
- Description: No option to exit after selecting the “+” button in the communities tab.
- Rationale: Users may feel trapped in a flow they wish to exit.
- Fix: Allow users to tap outside to exit the selection.

24. H4: Consistency and Standards / Found by A

- Severity: 1
- Description: Variations in the placement and formatting of rows between the community and home pages.
- Rationale: Cosmetic differences can degrade the user experience and appearance of the app.
- Fix: Standardize the format of rows across pages.

25. H8: Aesthetic and Minimalist Design / Found by A

- Severity: 1

- Description: Uncertainty about the necessity of the search functionality in communities.
- Rationale: The search bar could be unnecessary and thus violates minimalist design principles.
- Fix: Consider removing the search bar from the communities page if not commonly used.

26. H4: Consistency and Standards / Found by B, D

- Severity: 1
- Description: Search functionality on the “New Community” page is inconsistent with platform standards.
- Rationale: Inconsistent processes can cause user frustration.
- Fix: Standardize search functionality for consistency.

27. H4: Consistency and Standards / Found by A

- Severity: 2
- Description: Profiles displayed differently on “New Community” page (e.g., circles vs. square photos).
- Rationale: Leads to confusion and altered profile perception.
- Fix: Standardize profile representations across the app.

28. H7: Flexibility and Efficiency of Use / Found by A

- Severity: 2
- Description: Fields on “New Community” creation must be filled out in a set order.
- Rationale: Restriction can frustrate users who prefer a different sequence.
- Fix: Allow fields to be completed in any order.

29. H2: Match Between System and the Real World / Found by A

- Severity: 4
- Description: Greyed-out “Submit” button redirects to an unintended page.
- Rationale: Unexpected redirection can confuse and panic users.
- Fix: “Submit” button should be clickable only when appropriate and lead to expected action.

30. H1: Visibility of System Status / Found by C

- Severity: 2
- Description: Unclear purpose of the “+” button on the “New Community” page. There is no ability to click it, and it does not appear to have to do with anything related to the name.
- Rationale: Unclear buttons lead to confusion and frustration. This is somewhat confusing for the user as it might lead them to try and click the button. This could certainly be frustrating as the purpose of this inviting component is not clear.
- Fix: Clarify or remove the “+” button.

31. H1: Visibility of System Status / Found by A

- Severity: 3
- Description: No indication of how many people are needed to form a community.
- Rationale: Users uncertain about progress towards community creation requirements.
- Fix: Show a member counter and minimum requirement.

32. H4: Consistency and Standards / Found by A

- Severity: 1
- Description: "Settings" header is underlined, inconsistent with other headings.
- Rationale: Underlining can seem out of place and affect design perception.
- Fix: Ensure consistent formatting of headings.

33. H2: Match Between System and the Real World / Found by A, B, C, D

- Severity: 2
- Description: "Back" button on the settings page undoes selections instead of navigating back.
- Rationale: Contradicts user expectations, leading to confusion.
- Fix: "Back" button should navigate to the previous page.

34. H2: Match Between System and the Real World / Found by B

- Severity: 1
- Description: "Submit" button on "New Community" page implies completion, not progression.
- Rationale: Misleading labels create task flow confusion.
- Fix: Change button label to "Continue."

35. H4: Consistency and Standards / Found by A

- Severity: 1
- Description: Settings toggles turn orange when selected, not matching other selection colors.
- Rationale: Inconsistent color use can disrupt visual flow.
- Fix: Align toggle colors with the app's selection color scheme.

36. H4: Consistency and Standards / Found by A

- Severity: 1
- Description: Newly created communities are marked "New" in yellow, inconsistent with app colors.
- Rationale: New color introduction can be jarring and inconsistent.
- Fix: Use an established color for new community designation.

37. H2: Match Between System and the Real World / Found by A

- Severity: 1

- Description: Extra click is required to set the name of a new community.
- Rationale: Superfluous steps can slow down interaction and cause confusion.
- Fix: Streamline community naming process.

38. H4: Consistency and Standards / Found by A

- Severity: 1
- Description: The “cancel request” button color is inconsistent with other button states.
- Rationale: Users may be confused by the meaning of the greyed-out button.
- Fix: Use color consistently to indicate button availability.

39. H10 Help and documentation / Found by A

- Severity: 3
- Description: Same as above. Where is it specified that you need to have a minimum of 3 people in order to form a group? How is the user supposed to know this? There is not documentation to help with this error.
- Rationale: This could be very frustrating for a user if they do not know this rule. This could lead errors and misunderstandings.
- Fix: Specify on the page and in the documentation the minimum number of people necessary to form a group.

Task 3: Adding a Friend

40. H4: Consistency and Standards Found by A

- Severity: 1
- Description: The “cancel request” button color is inconsistent with other button states.
- Rationale: Users may be confused by the meaning of the greyed-out button.
- Fix: Use color consistently to indicate button availability.

41. H2 Match between system and the real world / Found by A

- Severity: 3
- Description: Clicking on the greyed-out “Submit” button on this page sends you to Nicholas’ friend-requested page. While I think that this is a bug, it should certainly be fixed.
- Rationale: This is, by no means, the expected outcome of clicking the button (that appears as though it should not even be capable of being clicked). This could cause the user to panic.
- Fix: Get rid of this bug. Do not allow the user to click the “Submit” button until they should be allowed to.

42. H6 Recognition rather than recall / Found by A

- Severity: 3
- Description: After issuing a friend request, there does not appear to be anywhere I can go to see what the status of that request is or which requests I have issued in the past.
- Rationale: Given a period of time, it may be very difficult to remember who you had issued friend requests to. Currently, it seems like doing so would require that you search up all the individual requests...and remember who you had requested in the first place.
- Fix: Create a page where you can view your pending requests.

43. H4 Consistency and standards / Found by A

- Severity: 1
- Description: The walking logo does not appear on the log activities page. This is a minor inconsistency but it is an unrecognized activity.
- Rationale: This could be confusing for the user. They may be wondering why someone is able to obtain that logo when they do not see it on their log activity page.
- Fix: Standardize the activity widgets across all pages.

44. H4 Consistency and standards / Found by A

- Severity: 0
- Description: Whereas everywhere else on the app the activities and profile photos are represented in rounded squares, on the profile page, the profile photos in the mutual friends section and the activities in the top activities section are represented in circles.
- Rationale: This inconsistency may bother the user and have them wonder whether this representation means something different from how these are represented elsewhere in the app.
- Fix: Standardize the icon representation - either squares or circles

45. H8 Aesthetic and minimalist design / Found by A, C

- Severity: 1
- Description: It is still unclear what the two bars on Nicholas' profile page represent. Maybe this is a bug. Nonetheless, there is a question of whether you need these tabs in the first place. Can this information be represented without them?
- Rationale: The addition of these two bars is slightly confusing (again, maybe just a bug) and may appear unnecessary to the user. Additionally, it may be possible to represent the information that you would like to show without the use of those two tabs.
- Fix: Represent information in one unified way and do away with the tabs.

46. H11 Accessible design / Found by A, C

- Severity: 1
- Description: The "recent activities" indication is quite faint. The grey coloration does not make it easy to read. It is additionally difficult to read given that the font is quite small.

- Rationale: This may be frustrating for the user as they are trying to understand what the information in the section is meant to represent.
- Fix: Change the color and size of the font.

47. H4 Consistency and standards / Found by C

- Severity: 2
- Description: The wording is inconsistent in the page after clicking on the "Add a Friend" button; a user adds a "friend" but searches under "People."
- Rationale: Consistency in terminology helps users understand and predict actions within the app.
- Fix: Use consistent terminology; if a user is adding a friend, the interface should consistently refer to them as "friends."

48. H4 Consistency and standards / Found by C

- Severity: 1
- Description: The logo for "recent activities" slightly changes position when users click on "add friend" in a friend's profile page.
- Rationale: If elements move unexpectedly, it can confuse users and lead to a feeling of unpredictability within the app.
- Fix: Ensure that the logo for "recent activities" remains in a fixed, predictable location regardless of user actions on different parts of the app.

All Tasks:

49. H11: Accessible Design / Found by A, C

- Severity: 1
- Description: The "recent activities" indicator is faint and hard to read.
- Rationale: The low contrast and small size reduce readability.
- Fix: Use a more visible color and increase font size for these indicators

50. H11: Accessible Design / Found by A, B, C, D

- Severity: 2
- Description: The back button's color and size may be hard to read for certain users.
- Rationale: Users with vision impairments or in motion may struggle with visibility.
- Fix: Introduce a clear back icon and use accent colors for better visibility.

51. H4: Consistency and Standards Found by A, B, C, D

- Severity: 1
- Description: The activity widgets' appearance is not standardized across pages.
- Rationale: Inconsistency might lead to confusion over activity recognition.
- Fix: Ensure activity widgets look the same on all pages.

52. H4: Consistency and Standards Found by A, B, C, D

- Severity: 1
- Description: Discrepancy in capitalization, such as “enosi” being lowercase on the home page but capitalized elsewhere.
- Rationale: Inconsistent capitalization can be aesthetically displeasing.
- Fix: Standardize capitalization throughout the app.

53. H11: Accessible Design / Found by A, B, C, D

- Severity: 2
- Description: The text on the “New Community” page is too small and in multiple locations throughout the app is too small.
- Rationale: Hinders readability and could exclude users with visual impairments.
- Fix: Increase text size for improved readability and maintain a minimum of 12pt text throughout the app.

54. H4: Consistency and Standards / Found by A

- Severity: 0
- Description: Profile photos and activities have different shapes on profile pages versus other app sections.
- Rationale: Inconsistent iconography may lead users to seek hidden meanings.
- Fix: Choose one icon style and apply it throughout the app.

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			1	2		3
H2: Match Sys & World		2	3	4	1	10
H3: User Control		1				1
H4: Consistency & Standards	2	12	5	1		20
H5: Error Prevention				1		1
H6: Recognition not Recall				3		3
H7: Efficiency of Use		1	2	2		5
H8: Minimalist Design		3	1			4
H9: Help Users with Errors						0
H10: Help & Documentation				1		1
H11: Accessible Design		2	1	1		4
H12: Value Alignment & Incl		1	1	1		3
Total Violations by Severity	2	22	14	16	1	55

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) –

!!! Has 1 more because of the violation #20, which counts 2 Heuristics for the same violation

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	100%	0%	0%	0%
Sev. 1 Ex: Eval A count / total sevs 1 in table #3	77%	27%	27%	14%
Sev. 2 Ex: Eval A count / total sevs 2 in table #3	57%	43%	42%	35%
Sev. 3 Ex: Eval A count / total sevs 3 in table #3	80%	60%	49%	60%
Sev. 4 Ex: Eval A count / total sevs 4 in table #3	100%	0%	0%	0%
Total (sevs. 3 & 4) Ex: Eval A = sum(sev 3: sev 4 counts) / sum(sev 3: sev 4 in table #3)	81%	56%	44%	56%
Total (all severity levels) Ex: Eval A total sev count / total sevs (green cell) in table #3	74%	39%	35%	31%

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

5. Summary Recommendations

The user interface, enriched with potential, has been thoughtfully designed to enhance user engagement. Notably, there's an opportunity to further improve the user experience by refining the interface's consistency and predictability. Such attention to detail will not only align the application more closely with established usability standards but also make the user journey within the app more intuitive and satisfying.

In line with the spirit of continuous improvement, we suggest aligning UI elements and terminologies with more intuitive, perhaps more common industry standards. This step would benefit users by simplifying and clarifying functionalities, thereby reducing cognitive load and enabling more efficient task completion. Although some findings from our evaluation may not directly correspond to established heuristics, these insights, if addressed, could significantly enhance the overall user experience. Remember, while adhering to heuristics is crucial, it's equally important that the interface resonates with users' needs and preferences. We were particularly impressed with the UI in the "Create a Community" task, which stood out as a highlight in our evaluation.

There was substantial improvement seen since the last checkpoint. The interface now demonstrates enhanced consistency, with more intuitive flows and a stronger sense of identity throughout the app. However, we've observed that certain processes, like creating a community, could be more streamlined to reduce unnecessary steps. Also, making crucial action items more conspicuous could greatly improve usability. Furthermore, while not strictly aligning with heuristic guidelines, emphasizing key elements in their respective screens (almost like 'first reads') would be beneficial. Additionally, the presentation of the logbook could be improved; it's a fundamental part of the user flow that deserves more focus in the app.

Enosi's current trajectory is exciting, and it's impressive to see the progress made so far. Drawing parallels with apps like Strava, which users often interact with on the move, we suggest adapting the UI design to accommodate this context. This adaptation could include the use of prominent iconography, larger text, and high-contrast colors for better visibility and ease of navigation. Also, enhancing the community aspect by showcasing more than just captions for users' tasks could inspire users to reach new heights in their physical activities. Studying apps like Strava might also offer insights into adopting more traditional UI design approaches, contributing to a more consistent, efficient, and aesthetically pleasing interface. Overall, while Enosi has a solid foundation, addressing accessibility issues and spicing up the UX will be crucial in cultivating a unique and engaging community exercise experience.

Great work!

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.