Heuristic Evaluation of TellMeMore

1. Problem/Prototype Description

TellMeMore is a mobile application that works to foster vulnerability and connection to close friends through encouraging users to respond to thoughtful question prompts in user-created social groups.

2. Violations Found

Simple Task

Task: Answer a prompt in order to see your friend group's responses

1. H3: User control and freedom / Severity: 4 / Found by: A, B, D
    a. Description: Hitting the arrow button on the "Your response is on the way!" doesn't do anything; user has no way to navigate to the next screen
    b. Rationale: Users that cannot go to the next screen or navigate to another part of the application after they hit the arrow will feel frustrated
    c. Fix: Lead users back to the homepage automatically or with a functional button
2. H1: Visibility of system status / Severity: 3 / Found by: A, B, D
    a. Description: After submitting the response, the user cannot see that is has been posted somewhere
    b. Rationale: Users will feel unsure if their response successfully submitted
    c. Fix: Add a popup saying "response submitted!" or an icon next to the group to which their response has been posted signifying the addition of the response
3. H3: User control and freedom / Severity: 3 / Found by: A, B, D
    a. Description: Back button in the response page did not work
    b. Rationale: Users are unable to back out of responding to a question, forcing users to finish the response flow even if they accidentally hit respond to the question; users can't change their mind or mitigate errors from accidental presses
    c. Fix: Add functional back buttons to each step of the simple task flow
4. H3: User Controls and Freedom / Severity: 3 / Found by: B
    a. Problem Description: No way to save message responses as drafts
    b. Rationale: After clicking to respond to a prompt, if the user wants to deliberate on their response and not immediately send it, there is no way to save it for later. This removes the ability for the user to provide the most thoughtful responses.
    c. Suggested Fix: Have a save to drafts option.
5. H3: User control and freedom / Severity: 3 / Found by: C, D
    a. Description: Once the user hits send, there is no way to undo the response being sent.
    b. Rationale: The user may send a response by mistake and would like to undo the sending of the response, but there is no way to undo this action.
    c. Fix: Add an undo send button in the "Response Sent" pop-up
6. H3: User control and freedom / Severity: 3 / Found by: C, D

     a. Description: Once the user hits send, there is no way to undo the response being sent.

     b. Rationale: The user may send a response by mistake and would like to undo the sending of the response, but there is no way to undo this action.

     c. Fix: Add an undo send button in the "Response Sent" pop-up

7. H4. Consistency and standards / Severity: 3 / Found by: C, D

     a. Description: The icon in the "Response Sent" pop-up is unintuitive. Requires user to drag to continue.

     b. Rationale: The user may be confused by the next arrow in the "Response Sent" pop-up. They might not know they have to drag the icon. This icon may also not be the standard icon for this action.

     c. Fix: Require users to tap on the next button instead of drag, or, replace a "Check" icon or "Done" button instead

8. H4: Consistency and standards / Severity: 3 / Found by: A

     a. Description: "Respond now" button doesn't match the previous "respond" button on the homepage

     b. Rationale: The discrepancy in respond buttons can be a source of confusion, leading users to be unsure of whether there is a difference in outcomes from hitting "respond" versus "respond now

     c. Fix: Standardize buttons to always just say "respond"

9. H4: Consistency and Standards / Severity: 3 / Found by: B

     a. Problem Description: The text box for responding to a prompt and suggesting a question look a little different

     b. Rationale: In response to a question, the question on top has a light blue divider between the prompt and the text box as well as a drop shadow whereas for suggesting a question, the box is just a white box.

     c. Suggested Fix: Choose a consistent style for text boxes.

10. H6: Recognition rather than recall / Severity: 3 / Found by: A

     a. Description: The box where the user responds to the question has no filler text showing users that the user can type their response there

     b. Rationale: Users are forced to remember that they can type within the box, leading users who don't use the app regularly to potentially be unsure of how to type their response

     c. Fix: Add filler text prompting users to type in the response box

11. H6: Recognition Rather than Recall / Severity: 3 / Found by: B

     a. Problem Description: No way to go back to a question and its responses

     b. Rationale: After you have submitted your response, you are redirected to the home page but can not view the question anymore since there is no longer a prompt asking you to respond. It is unclear how to go back to see the question.

     c. Suggested Fix: Have a way to view archived questions or answered questions.

12. H7. Flexibility and efficiency of use / Severity: 3 / Found by: D

     a. Problem Description: Extra click to respond now - not friendly to repeating users.

     b. Rationale: To respond to a prompt, the user has to first be on the response page, see the reminder that the they have to respond to view friends answers. As a repeating user, someone

would already know that they have to reponf first to see their friends answers. So they don't have to click the response button again. They should be able to respond right away.

c. Suggested Fix: Removing the repeating response button for users who has responded more than once before.

13. H7: Flexibility and efficiency of use / Severity: 3 / Found by: A
   a. Description: User hits "respond" to a question on the homepage and is taken to a redundant page with the same question and another "respond now" button; user has to hit another button saying they want to respond before they can actually respond
   b. Rationale: The second page forcing the user to hit "respond" again is redundant and cause frustration as the user feels like they are not making progress towards accomplishing their task of responding
   c. Fix: Take users directly to the screen where they respond after hitting "respond" on the homepage the first time

14. H8. Aesthetic and minimalist design / Severity: 3 / Found by: D
   a. Problem Description: Redundant showing that "your response is on the way," after the response is sent.
   b. Rationale: The user has to do one extra click on the screen after answering a prompt, even though it can be pretty clear that the user has already answered the prompt.
   c. Suggested Fix: Remove the extra modal after the user clicks the "send" button.

15. H8. Aesthetic and minimalist design / Severity: 3 / Found by: D
   a. Problem Description: In the page after response, where the user is viewing their friend's responses, the "Today's prompt box takes way too many extra spaces."
   b. Rationale: The user already engages with today's prompt many times in this task flow, so it might not be necessary for the box to take up much space, which distracts the user from viewing their friends' responses.
   c. Suggested Fix: Decrease the size of the box for viewing "Today's prompt."

16. H11: Accessible design / Severity: 3 / Found by: A
   a. Description: Text in "tips for responding" button is too small to read
   b. Rationale: The small font size excludes visually-impaired individuals from being able to make use of the button due to the inability to read it
   c. Fix: Increase the font size and/or add an icon that is representative of the button's function

17. H12: Value Alignment and inclusion / Severity: 3 / Found by: B
   a. Problem Description: Not inclusive to those who have trouble accessing the keyboard.
   b. Rationale: The only way to respond to question prompts is through text. For different age groups or people that have physical difficulty using the keyboard, this can leave out a subset of the population.
   c. Suggested Fix: Allow alternate forms of responding such as voice memos

18. H12. Value alignment and inclusion / Severity: 3 / Found by: D
   a. Problem Description: Potential coercing the users to use platform.
   b. Rationale: The user might not want to participate in a discussion that day(mental fatigue, etc.) But they still want to see their friends' updates. The mechanism shouldn't forbid the users to do so.

      c.   Suggested Fix: Have a mechanism such that the users can still view their friends' responses without having to respond.

19. H1: Visibility of System Status / Severity: 2 / Found by: C
    a. Description: On the landing page, the "Respond to View!" text does not indicate which group the user is in.
    b. Rationale: Users may be confused about which group to respond to in order to view a desired user's response.
    c. Fix: Indicate which group the response is responding to below the user's name.

20. H1: Visibility of System Status / Severity: 2 / Found by: C
    a. Description: After returning to the home page after responding, a system message saying "You're all caught up!" appears.
    b. Rationale: Users may be confused about being caught up as one group still awaits a response.
    c. Fix: Indicate which group the response the user is caught up with or only display this message when the user has responded to all groups.

21. H2: Match between system and the real world / Severity: 2 / Found by: A
    a. Description: "Respond now" is an unconventional phrase on a button for replying/responding to a prompt
    b. Rationale: Users may be put off by the unconventionality of the button, being less able to connect its function to the standard function of a response button in real-world applications
    c. Fix: Adjust button to match real-world conventions, such as having an "comment" icon or just having "respond" as the button

22. H3. User control and freedom / Severity: 2 / Found by: D
    a. Problem Description: Users can't unsend "Nudge."
    b. Rationale: The user can't unsend a nudge once clicked. People have lots of notifications every day, in the case that a nudge is clicked accidentally, there should be a way to unsend it.
    c. Suggested Fix: Add a button to allow the user to undo their nudge in the case that it is clicked.

23. H4: Consistency and Standards / Severity: 2 / Found by: B, D
    a. Problem Description: The question prompt box is rounded while the response prompt box is rectangular.
    b. Rationale: Most boxes in the app are rounded while the response box is rectangular. This might be inconsistent with the app standard.
    c. Suggested Fix: Make the prompt box also rectangular.

24. H4. Consistency and standards / Severity: 2 / Found by: C
    a. Description: The Hamburger Icon may be unnecessary on the group's responses page.
    b. Rationale: Can be unclear to the user what the hamburger icon on the top right corner of the screen does in the context of this screen.
    c. Fix: Consider removing the hamburger icon, if it is not needed for the functionality of the app

25. H5. Error prevention / Severity: 2 / Found by: D
    a. Problem Description: The "Send Response" button is prone to be misclicked.
    b. Rationale: The "Send Response" button sits at the bottom of the screen close to the typing area. This is prone to be misclicked by the user.
    c. Suggested Fix: Move the "Send Response" button to the upper right corner of the screen.

26. H8: Aesthetic and minimalist design / Severity: 2 / Found by: B

a. Problem Description: In trying to view the friends' responses before responding on their own, users are blocked with the instruction "respond to view." This phrase is written three times, one for each friend.

b. Rationale: It might be repetitive and unnecessary to label all the friends with "respond to view." This creates unnecessary clutter, since all the friends' responses are blocked and all have this label.

c. Suggested Fix: Maybe add a lock icon to signify that the response can not be viewed, rather than explicit messages of "respond to view."

27. H8. Aesthetic and minimalist design / Severity: 2 / Found by: D

a. Problem Description: Duplicated message showing that the user has to submit a response before viewing others' responses.

b. Rationale: On the home screen right before we go to the prompt answering page, we already see the mechanism of the platform. So generally there is no need to remind the user again on the response interface, especially that requires the users multiple clicks to complete the action.

c. Suggested Fix: Remove the extra screen saying that the user has to respond first, since the message already got across in the home screen.

28. H12: Value alignment and inclusion / Severity: 2 / Found by: A

a. Description: User has to have friends that are technologically literate and inclined to use social media in order to participate in the application

b. Rationale: Users who don't fit in this category are excluded from using the app

c. Fix: Create ways to find and join other groups without needing to be added to a group to create responses

29. H1: Visibility of System Status / Severity:1 / Found by: C

a. Description: On the landing page, the "Respond to View!" text looks like a user's response instead of a system message

b. Rationale: Users may confused by this message for another user's response, rather than an instruction to respond to a group to view the user's response.

c. Fix: Change the color of the text, italicize, or other change, to differentiate between system messages vs user responses.

30. H2. Match between system and the real world / Severity: 1 / Found by: D

a. Problem Description: Not clear what "nudge" does in the end of the simple task flow

b. Rationale: In the context, the user can infer that the button reminds the other users listed to submit a response. But it is not clear what the button does for sure and what the action infers.

c. Suggested Fix: Maybe change the word into "send a remind" "send a friendly notification" so that the action is clearly inferred.

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

a. Description: On the landing page, the group prompt container needs does not have a border, but the remaining white containers have a blue border.

b. Rationale: Because it is inconsistent, it can make the app look less polished.

c. Fix: Add a border to the group prompt containers, or remove the border on the other containers.

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

a. Description: When viewing other viewer's responses after responding to a prompt, the response text is too close to the heart icon for like.
b. Rationale: This may create a cluttered look within the user response containers.
c. Fix: Add padding between the text and the heart icon.

33. H4. Consistency and standards / Severity: 1 / Found by: C
a. Description: The "nudge sent!" system message capitalization is inconsistent with the rest of the app.
b. Rationale: Because it is inconsistent, it can make the app look less polished.
c. Fix: Change capitalization to match the app

Moderate Task

Task: Suggest a question for the group to answer

34. H3: User control and freedom / Severity: 4 / Found by: A
a. Description: hitting the "suggest a question" button did not lead anywhere, despite this being a moderate task; I was unable to complete the task using buttons in the app, but rather, had to step through using the "next" buttons provided by the Figma interface to start this task
b. Rationale: Users would be unable to complete the moderate task using buttons provided in the app
c. Fix: Make the buttons functional or provide another way for users to start this task

35. H3: User control and freedom / Severity: 4 / Found by: A
a. Description: User has to hit the home button twice to then be able to hit the "suggest a question" button on the Home Screen
b. Rationale: Users will not understand why they are unable to freely navigate through this task; users will get frustrated and abandon this task altogether
c. Fix: Remove redundant flow of hitting the home button a second time

36. H2: Flexibility and efficiency of use / Severity: 3 / Found by: B
a. Problem Description: If the user wanted to propose the same question to multiple groups, they have to individually send it to each group
b. Rationale: For users who are experienced and want to pose the same question to multiple groups, they have to retype and send each time for each group. This could be quite inefficient
c. Suggested Fix: Have a multi-select for friend groups to send to

37. H3: User Control and Freedom / Severity: 3 / Found by: B, C
a. Problem Description: User cannot take back / delete a suggested question
b. Rationale: If a user were to send a question by mistake, there does not seem to be a way to look at past suggested questions and edit or delete them.
c. Suggested Fix: Allow for retroactive question editing

38. H3: User Control and Freedom / Severity: 3 / Found by: B
a. Problem Description: User cannot rearrange the order in which the friend groups show up in on the home page

  b. Rationale: Users might prefer to have an order in which their friend groups are laid out on their homepage. There doesn't seem to be a way to rearrange that.

  c. Suggested Fix: Allow for friend group order editing

39. H3: User control and freedom / Severity: 3 / Found by: A

  a. Description: User was prevented from exiting out of the "suggest a question" screen by the lack of back buttons

  b. Rationale: Users are unable to control their navigation on the page and will get frustrated by having to submit a response, especially if their navigation to the "suggest a question" screen was an error

  c. Fix: Add a functional back button to exit out of the screen

40. H4. Consistency and standards / Severity: 3 / Found by: D

  a. Complex Task: Build a group of friends to encourage sharing vulnerable thoughts.

  b. Problem Description: There is an inconsistency between invite / add friends on the create group page.

  c. Rationale: On the create group page, if a user clicks on "Invite Friends," they are taken to a page that says "Add Friends". On this page, it seems that the user can both add and invite friends.

  d. Suggested Fix: Change the button to say Add Friends to the Group or Invite Friends to the Platform.

41. H10: Help and documentation / Severity: 3 / Found by: A, B

  a. Description: Lack of instructions leading to confusion as to what happens after a user submits a question

  b. Rationale: User may be discouraged from submitting a question if they don't understand what it does or where their question will end up. This discouragement could similarly be reinforced if they submit a question that never shows up as a prompt

  c. Fix; Add additional instructions explaining what happens when a question is submitted

42. H11: Accessible design / Severity: 3 / Found by: A

  a. Description: Buttons for "suggest a question" and "view group" are both small fonts and hard to read

  b. Rationale: Reading these icons requires very good eyesight, excluding users who cannot read the text from using these buttons

  c. Fix: Add icons to these buttons and potentially eliminate the text altogether

43. H11: Accessible design / Severity: 3 / Found by: A

  a. Description: Color contrast between names of the Groups (i.e., "College Girls" and "BFFs") and their backgrounds is low, making the names almost unreadable

  b. Rationale: Users are unable to easily read the group names and differentiate between the groups

  c. Fix: Increase the color contrast between the group names and the background color

44. H11. Accessible design / Severity: 3 / Found by: D

  a. Moderate Task: Suggest a question for the group to answer.

  b. Problem Description: Only one way to input a message.

  c. Rationale: The user can only input using text. This is not accessible to people with different conditions.

  d. Suggested Fix: Add voice input methods for submitting daily prompts.

45. H1. Visibility of System Status / Severity: 2 / Found by: D

  a. Moderate Task: Suggest a question for the group to answer.

  b. Problem Description: The system has not clear indication after the group is successfully created.

  c. Rationale: The system should has indication on whether the group is successfully indicated rather than taking the user back to the screen directly.

  d. Suggested Fix: Adding a banner on the bottom to indicate the group has been created.

46. H2: Accessible design / Severity: 2 / Found by: B

  a. Problem Description: The select drop down menu to select which friend group to send to might be difficult to click for those with dexterity problems

  b. Rationale: The options for the drop-down menu seem a little small and can pose difficulty for older users to have accuracy in hitting as well as those with dexterity issues

  c. Suggested Fix: Have bigger buttons or a search option

47. H3. User control and freedom / Severity: 2 / Found by: D

  a. Moderate Task: Suggest a question for the group to answer.

  b. Problem Description: Users can't undo the response they suggest incase they misclick the button.

  c. Rationale: In case that the users click the submit button, there should be a quick option to go back and edit it just in case the interaction is by mistake.

  d. Suggested Fix: Add an option for the users to go back and re-edit their response in the case that they clicked submission by mistake.

48. H4. Consistency and standards / Severity: 2 / Found by: D

  a. Moderate Task: Suggest a question for the group to answer.

  b. Problem Description: Inconsistent use of submit/suggest when submitting a prompt.

  c. Rationale: In the moderate task flow, the user sees two variations submit/suggest describing the same action. Users might think that suggest mean there is an approval process.

  d. Suggested Fix: To be consistent, use submit throughout the action.

49. H5. Error prevention / Severity: 2 / Found by: D

  a. Moderate Task: Suggest a question for the group to answer.

  b. Problem Description: The "Suggest Prompt" button is prone to error.

  c. Rationale: The "Suggest Prompt" button sits in the lower right corner which is close to the typing area. This could result in a misclick since the user just typed.

  d. Suggested Fix: Move the "Suggest Prompt" button to the upper right corner of the screen.

50. H7. Flexibility and efficiency of use / Severity: 2 / Found by: D

  a. Moderate Task: Suggest a question for the group to answer.

  b. Problem Description: The user has to make one extra click through the drop-down menu to pick a group to suggest questions.

  c. Rationale: For repeating users who have groups that they frequently use, they should be able to submit a question to that group directly without having to click through another menu interface.

  d. Suggested Fix: Instead of showing a drop-down menu, show bubbles of the different groups instead, so that the user can click the group directly.

51. H8. Aesthetic and minimalist design / Severity: 2 / Found by: B
    a. Problem Description: Too much white space between the text box and the submit button
    b. Rationale: The space between the submit button and text box seems rather large and a little bit awkward.
    c. Suggested Fix: Make the text box bigger or the submit button closer to the text box
52. H10. Help and documentation / Severity: 2 / Found by: D
    a. Moderate Task: Suggest a question for the group to answer.
    b. Problem Description: The dimmed suggested question might cause more confusion than help.
    c. Rationale: It's nice there is help and a template for submitting the prompts. However, the dimmed suggested question in the box might confuse the user.
    d. Suggested Fix: Maybe add another section dedicated to tips like the one in the simple task so that it is clear what it is.
53. H11. Accessible design / Severity: 2 / Found by: A, C, B, D
    a. Description: Filler text on the suggest a question page was so light, it was unreadable
    b. Rationale: Users fail to be effectively prompted by the filler text in the response box
    c. Fix: Make the filler text slightly darker
54. H11. Accessible design / Severity: 2 / Found by: A, B, C
    a. Description: Instructions in the blue box on the "suggest a question" page were so small and in such a light font that they were unreadable against the light blue background
    b. Rationale: Users will not be able to follow the instructions if they cannot read them
    c. Fix: Increase the font size and color contrast between the text and background
55. H4. Consistency and standards / Severity: 1 / Found by: C
    a. Description: The "Your question has been submitted" pop-up is inconsistent with the rest of the app.
    b. Rationale: The other confirmation popup occurred on the same screen as the user performed the action. This popup occurs on the next screen. Because it is inconsistent, it can make the app look less polished.
    c. Fix: Change capitalization to match the app
56. H7. Flexibility and efficiency of use / Severity: 1 / Found by: C
    a. Description: The "Suggest a question" and "View Group" buttons are in reverse order
    b. Rationale: The user would more likely want to perform the "View Group" action rather than the "Suggest a Question" action.
    c. Fix: Switch the buttons
57. H8: Aesthetic and minimalist design / Severity: 1 / Found by: A
    a. Description: "Your Groups" header is very close to the top of the top of the screen
    b. Rationale: Hard to read and visually unappealing design can turn users away or dampen their experience on the app
    c. Fix: Add more margins to the header
58. H8. Aesthetic and minimalist design / Severity: 1 / Found by: C, D
    a. Description: The "Suggesting a question is a great way to personalize your TellMeMore!" message.
    b. Rationale: This message can be distracting and take away from the visibility of the task at hand.

     c.   Fix: Perhaps only show this message once, the first time the user suggests a question, or remove the message altogether.

Complex Task

Task: Build a group of friends to encourage sharing vulnerable thoughts

59. H1. Visibility of system status / Severity: 3 / Found by: A, B, D
    a. Description: After hitting "create group", user isn't informed that their group has been created successfully; new group is shown at the top of the feed but nothing is added to signify the action was successful
    b. Rationale: Users may be confused as to whether their group was created successfully, which may lead them to repeat the task
    c. Fix: Add a "group created!" popup or highlight (with color) the newly created group on the groups screen

60. H1. Visibility of System Status / Severity: 3 / Found by: B
    a. Problem Description: After user send requests to add friends, there is no indication of whether or not friend accepted
    b. Rationale: There is no status for whether or not the friends added to the chat have accepted or not, making the process of inviting people onto the app and group chats a little unclear.
    c. Suggested Fix: Add a status identifier to see whether friends accepted.

61. H2. Match between real world and system / Severity: 3 / Found by: B
    a. Problem Description: "Cadence" is confusing as a term
    b. Rationale: When creating a group, there is a category called "cadence," which is not a common word used in creating groups. This may require additional instruction or explanation to help users understand what the setting is asking for.
    c. Suggested Fix: Change the word "cadence" to something more commonly used like "frequency"

62. H2. Match between system and the real world / Severity: 3 / Found by: A
    a. Description: Hitting the plus button led to a dropdown menu rather than following the convention of "creating" something
    b. Rationale: The appearance of a dropdown menu can cause confusion for the user, potentially leading them to believe they have mispressed and abandon the complex task
    c. Fix: Hitting the "plus" button should lead the user to the group creation screen

63. H2. Match between system and the real world / Severity: 3 / Found by: A
    a. Description: User has to hit the magnifying glass icon to be able to search for friends rather than just hitting anywhere inside the search bar for friends
    b. Rationale: Users may become frustrated when nothing happens from pressing inside the search bar as they do in other applications
    c. Fix: Allow the user to begin a search by hitting anywhere inside the search bar

64. H3. User control and freedom / Severity: 3 / Found by: A
    a. Description: User was unable to back out of the new group page
    b. Rationale: Users who mispress or decide they want to navigate elsewhere are unable, leading to frustration
    c. Fix: Enable functionality in the back button or add additional means of backing out
65. H3. User control and freedom / Severity: 3 / Found by: A
    a. Description: Users cannot deselect a friendship goal after selecting one
    b. Rationale: Users cannot correct incorrect taps and may become frustrated as a result
    c. Fix: Allow for users to deselect friendship goals

66. H3. User Control and Freedom / Severity: 3 / Found by: B
    a. Problem Description: Seems to be no way to edit the groups after they've been created
    b. Rationale: There seems to be no way to edit the groups after they've been created. This can make it hard for users to change group names, edit goals of the group chat, or edit times in which they want to be notified, etc.
    c. Suggested Fix: Have a way to edit group chat settings
67. H3. User Control and Freedom / Severity: 3 / Found by: B
    a. Problem Description: Seems to be no option to delete group
    b. Rationale: There seems to be no way for a group to be deleted once it is added, which can be inconvenient is a user wanted to delete a group
    c. Suggested Fix: Have a way to delete a group

68. H3. User Control and Freedom / Severity: 3 / Found by: B
    a. Problem Description: Seems to be no option to leave a group
    b. Rationale: There seems to be no way to leave a group if added by someone else. This can leave users with little control over what groups they are a part of.
    c. Suggested Fix: Have a way to confirm or deny requests to be in a group
69. H4. Consistency and Standards / Severity: 3 / Found by: B
    a. Problem Description: Create Group button is not colored in
    b. Rationale: Most of the other buttons have a dark blue/green background with white text whereas the create group button is clear, which is inconsistent with the app standard for buttons. This might not be intuitive for users.
    c. Suggested Fix: Make this button the same color as the other buttons
70. H4. Consistency and Standards / Severity: 3 / Found by: B
    a. Problem Description: The tags for creating the group are of the same light bluish color that usually borders pictures and serve decorative purposes.
    b. Rationale: Usually buttons are of the dark bluish green color whereas the tags are light blue. This might be inconsistent with the app standard, as it doesn't seem intuitive that the tags can be pressable.
    c. Suggested Fix: Make the tags also dark blue.
71. H5. Error Prevention / Severity: 3 / Found by: B
    a. Problem Description: Users are not prompted with a confirmation of creating a group before the group is created

    b. Rationale: There aren't many error-prevention "confirmation–before-you-submit" type mechanisms in place, which could increase the error rate of the app.

    c. Suggested Fix: Have a pop-up before you create a group that confirms all the information is correct before the user commits

72. H6: Recognition rather than recall / Severity: 3 / Found by: A

    a. Description: Users cannot see what group they're posting to before they post; user has to remember it themself

    b. Rationale: Users may forget which group they're posting to and disclose information they're not comfortable sharing with a different group accidentally

    c. Fix: Show which group the user is posting at the top of the screen

73. H10: Help and documentation / Severity: 3 / Found by: A, B

    a. Description: Users are unable to get instructions from hitting the help button

    b. Rationale: Users who require additional support are unable to receive any

    c. Fix: Add additional instructions for novice and error-prone users

74. H11: Accessible design / Severity: 3 / Found by: A

    a. Description: Text in the menu that pops up from the plus button was so small it was difficult to read

    b. Rationale: Users will be unable to select an option if they cannot read the text

    c. Fix: Switch to icons for small buttons in a menu or increase font size

75. H11. Accessible design / Severity: 3 / Found by: C

    a. Description: After clicking the Search Icon in the invite friends component, the @'s and phone number text colors do not have enough contrast with the background.

    b. Rationale: It can be difficult to see this information, especially for users with visual impairments

    c. Fix: Change the size and/or color of the text to create more visibility.

76. H12. Value alignment and inclusion / Severity: 3 / Found by: D

    a. Complex Task: Build a group of friends to encourage sharing vulnerable thoughts.

    b. Problem Description: Potential gate-keeping for smaller social groups.

    c. Rationale: This format might be suitable for creating a good space between close friends. But it might also create dynamics that is prone to extra stress and gate-keeping dynamics.

    d. Suggested Fix: Include open groups where everyone can join so that not everything is invite only.

77. H2: Match between system and the real world / Severity: 2 / Found by: A

    a. Description: The button to finish the subtask of adding friends was "done adding friends" rather than the convention of just "finish" or "done"

    b. Rationale: Users may be put off by the irregular button to finish their subtask

    c. Fix: Switch to just "done" or "finish" for the button

78. H11: Accessible design / Severity: 2 / Found by: A

    a. Description: Text telling users they can always add more friends later is really tiny and hard to read

    b. Rationale: Users with visual impairments will be unable to read these additional reminders

    c. Fix: Increase the font size

79. H11: Accessible design / Severity: 2 / Found by: A

     a. Description: Instructions for "select up to six goals" are tiny and hard to read

     b. Rationale: Users cannot follow instructions that they cannot read

     c. Fix: Increase the font size

80. H3. User control and freedom / Severity: 1 / Found by: C

     a. Description: After adding a user, there is no way to unadd the user

     b. Rationale: A user can add another user to the group by mistake and there is no way to undo this action.

     c. Fix: Make the add button togglable.

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

     a. Task: Build a group of friends to encourage sharing vulnerable thoughts.

     b. Description: The "CREATE GROUP" button capitalization is inconsistent with the rest of the app.

     c. Rationale: Because it is inconsistent, it can make the app look less polished.

     d. Fix: Change capitalization to match the app

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

     a. Description: The containers in the New Group page have black borders, but the other containers have blue borders.

     b. Rationale: Because it is inconsistent, it can make the app look less polished.

     c. Fix: Change the black border to a blue border for the containers, or remove the border on the other containers.

83. H6. Recognition rather than recall / Severity: 1 / Found by: C

     a. Task: Build a group of friends to encourage sharing vulnerable thoughts.

     b. Description: After adding people, one person is in the invite friend container. This might not be a standard design.

     c. Rationale: After adding people to a group, the user cannot see a list of people that they've added so they have to remember if they added someone or go back to the menu to add people.

     d. Fix: Have a list of people who have been added to the group

All Tasks

84. H3: User control and freedom / Severity: 4 / Found by: A

     a. Description: Icons on the bottom bar were functional only some of the time, many times forcing users to have to walk through entire task flows to get to a new screen

     b. Rationale: The lack of flexibility in navigation can be a large source of frustration for users

     c. Fix: Make the functionality of these buttons consistent at all times

85. H1. Visibility of system status / Severity: 3 / Found by: A, D

     a. Description: The app does not automatically navigate to the next page from the splash screen. No instructions are provided; user has to know to tap the screen

     b. Rationale: The app doesn't provide an insight into the state of the app and how to progress to the next state. New users who are unfamiliar with the app interface may not be able to figure

out how to navigate to the next screen from the starting splash screen and may be discouraged and leave the app as a result

c. Fix: Automatically change navigate users from the splash screen to the homepage of the app without requiring users to tap

86. H2: Match between system and the real world / Severity: 3 / Found by: A

a. Description: "Nudge" icon of a bell is unintuitive

b. Rationale: Users will likely associate the bell button with notifications, leading to errors from incorrect usage of the button

c. Fix: Change the icon to be something more representative of the nudge function

87. H8: Aesthetic and Minimalist Design / Severity: 3 / Found by: A

a. Description: The app has two splash screens that the user has to step through before they can get to the homepage

b. Rationale: Users may be confused by the appearance of the second, redundant splash screen, potentially leading them to feel like no progress has been made and discouraging them from progressing in the app

c. Fix: Remove one of the splash screens

88. H8. Aesthetic and minimalist design/ Severity: 3 / Found by: D

a. Not included in the main tasks

b. Problem Description: Duplicate action buttons on the same screen

c. Rationale: On the home screen, we can see the rightmost option on the bottom bar to resemble a reflection section. However, in the quick actions, there is another reflection logo. They are duplicate actions that occur really close to each other.

d. Suggested Fix: Remove either the reflection section in the bottom bar or in the quick actions for clarity.

89. H11: Accessible Design / Severity: 3 / Found by: A

a. Description: White text of the logo on the splash screen is too light against the light blue background color

b. Rationale: Users will have difficulty reading the text, especially users who may have visual impairments, which can lead to confusion for users as their initial impression upon opening the app

c. Fix: Increase the color contrast between the font color and the background by making the background a darker shade of blue

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	4	0	**8**
H2: Match Sys & World	0	1	3	5	0	**9**
H3: User Control	0	1	2	12	4	**19**
H4: Consistency & Standards	0	6	3	6	0	**15**
H5: Error Prevention	0	0	2	1	0	**3**

H6: Recognition not Recall	0	1	0	3	0	**4**
H7: Efficiency of Use	0	1	1	2	0	**4**
H8: Minimalist Design	0	2	3	4	0	**9**
H9: Help Users with Errors	0	0	0	0	0	**0**
H10: Help & Documentation	0	0	1	2	0	**3**
H11: Accessible	0	0	4	7	0	**11**
H12: Value Alignment & Inclusion	0	0	1	3	0	**4**
Total Violations by Severity	**0**	**13**	**23**	**49**	**4**	**89**

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	7.69%	0%	85%	2/12 = 12.5%
Sev. 2 Ex: Eval A count / total sevs 2 in table #3	34.78%	21.74%	21.7%	47.8%
Sev. 3 Ex: Eval A count / total sevs 3 in table #3	44.90%	34.7 %	10.2%	28.5%
Sev. 4 Ex: Eval A count / total sevs 4 in table #3	25%	0%	0%	25%
Total (sevs. 3 & 4) Ex: Eval A = sum(sev 3: sev 4 counts) / sum(sev 3: sev 4 in table #3)	49.05%	41.55%	9.4%	34%
Total (all severity levels) Ex: Eval A total sev count / total sevs (green cell) in table #3	39.32%	24.72%	23.60%	28%

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

5. Summary Recommendations

Great start on tackling the Medium Fidelity Prototype! We appreciated the calming blue and white aesthetic of the application capturing your value of being reflective through your design and loved the larger buttons on the homepage for increased accessibility.

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https://hci.stanford.edu/courses/cs147/2023/au/calendar.html

In terms of high-level feedback, the app overall heavily relies on text to accomplish many of the tasks and subtasks. Users are almost overwhelmed with the amount of text on each screen for the buttons. And that coupled with the fact that the majority of the app involves viewing text questions and typing text responses leads to a very text-heavy design. Due to the density of text on each screen, many of the buttons and instructions are too small to read, making it difficult for users to navigate and complete tasks.

Another issue was a lack of user control in their navigation. For each of the tasks, users were forced down very specific paths to accomplish their task, leading to lack of flexibility in accomplishing each task. Users also were unable to step backwards from screens or move to separate parts of the app once they began a task.

The simple task is to respond to questions, but the overall space these questions and their response buttons take up is small compared to the seemingly less-used "quick actions" buttons at the bottom of the screen. Thus, we suggest reworking the sizing of everything on the homepage to properly emphasize the most important components.

We also noticed that there are a couple of places where redundant information affects the users' experience. For example, in the simple task, the user is taken to 4-5 different screens to complete the task and then taken back to the home screen. In addition, the use of dropdown menus in different spaces increases the complexities of the operations and forces the users to recall particular information if they don't want to make the extra click for the dropdown. There are also some inconsistencies in the UI where the radius is different across various components. But overall we think the interface makes sense and on a good direction.

This app seems to be a great balance of social interaction, and we're interested to see how you develop the self-reflection tab to balance out the social interaction. As you continue to develop the app, we recommend to show more sides of receiving notifications, friend requests, etc.! Amazing work! We can't wait to see your final product! :)

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.

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https://hci.stanford.edu/courses/cs147/2023/au/calendar.html

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.