

4	H8: Aesthetic & Minimalist De 3. Complex Task	1	map page is cluttered with too many irrelevant details, such as static location markers, which distract from the route planning feature.	Unnecessary information on the screen competes with more important elements, like the map route and shared transportation options.	Simplify the map view by removing non-essential details, focusing only on the current location, transportation options, and shared routes.	C
5	H8: Aesthetic & Minimalist De 4. All Tasks	1	Somewhat nitpicky, but I would recommend running on screens with an island or camera circle as it looks like the current position of the headers would get cut off or obstructed by something like the iphone notch or dynamic island.	Aesthetically will look bad if anything is cut off and look unpolished and users wouldn't be able to understand what screen they're on	Just drop them down a bit, easy to do on both Figma and when building in React (or whatever)	A
6	H8: Aesthetic & Minimalist De 5. Extra Violations	1	"hardly strictly" text is only one that has a newline in profile menu. Screenshot 2024-11-06 at 9.04.34 PM.png	Inconsistency	expand bubble	D
7	H8: Aesthetic & Minimalist De 4. All Tasks	1	Static background image can get boring	the background can be used to indicate transitions between different pages, and having one static image feels uninteresting	maybe switch up the image for a few screens to break up the solid image, much as you did on the profile menu. It could allow for a different feel for each page.	D
1	H1: Visibility of System Status 1. Simple Task	2	No immediate feedback after clicking "Going" button	Users need confirmation their RSVP was registered	Add visual confirmation and animation when RSVP status changes	C, B, A
9	H1: Visibility of System Status 3. Complex Task	2	"Added to Your Commutes!" appears without progress indicator	Users need feedback while route is being processed/saved	Add loading animation and success/failure states. Improve visibility as well.	B
10	H10: Help & Documentation 5. Extra Violations	2	Ticket verification process lacks guidance	Users may not understand why verification is needed	Add brief explanation of verification purpose and process	B
11	H11: Accessible Design 5. Extra Violations	2	Time information lacks AM/PM indicators	"7 PM" shown inconsistently across screens	Standardize time format and ensure clear time indicators	B

12	H11: Accessible Design	1. Simple Task	2	The app uses small, hard-to-read font sizes in some areas (e.g., event descriptions), making it difficult for users with low vision to read the content.	Small font sizes can be inaccessible for users with visual impairments and degrade the user experience.	Increase font size for important information and allow users to adjust text size in the accessibility settings	C, A
13	H11: Accessible Design	3. Complex Task	2	No way of editing or choosing where to enter a venue	Many venues have multiple entrances so an extra feature could be a way to connect your ticket or something and direct you to the location of that entrance, but more importantly, what if a disabled person is looking for a specific entrance	Add venue entrance customization of some form	A
14	H11: Accessible Design	2. Moderate Task	2	Text in the chats are quite small and a little too spaced out. There is also a consistency error between the color of chat text sent and ones that are being typed. The chat color is also too grey and hard to see behind the already grey text bubble	It may be hard for users to read these grey text messages with a blurred screen behind and the font may be a little small.	Also, the chat spacing could be a little tighter or at least have the bubbles be bigger if the profile will be that size to remove some of that white space. Fix the color of chat text	A, D
15	H12: Value Alignment & Inclus	3. Complex Task	2	Transportation options don't indicate accessibility features	Users with mobility needs can't easily plan accessible routes	Add accessibility information for routes and venues	B, A
16	H12: Value Alignment & Inclus	4. All Tasks	2	Social engagement areas kind of difficult to access	A big part of this is the interaction with others and your buddies, but you have to go to the Map to then go to the buddy chat, which may not be as intuitive	Maybe add some chat button in home or something to view your open chats to align with your values of connecting with others	A
17	H2: Match b/w System & World	2. Moderate Task	2	Verification process doesn't match typical ticket-checking experience	Users expect to show/scan actual tickets rather than just verify purchase platform	Allow users to upload or link actual tickets	B

18	H3: User Control & Freedom	2. Moderate Task	2	No obvious way to leave group chat once joined	Users should be able to easily exit unwanted conversations	Add visible "Leave Chat" option in chat settings	B
19	H3: User Control & Freedom	3. Complex Task	2	No definitive cancel button in the buddy finding process. Yah there's a back but I think there's just a back on every page and should be a bit different	There should be a cancel because it is loading rather than just a back button	Add a cancel button below the Finding Buddies blurb	A
20	H4: Consistency & Standards	4. All Tasks	2	Search bar appears in different positions across screens	Inconsistent placement makes feature harder to locate	Standardize search bar position across all screens	B
21	H4: Consistency & Standards	5. Extra Violations	2	"Join the Chat →" and "Route →" uses different button style than other actions	Inconsistent with primary action buttons elsewhere in app	Use consistent button styling across all primary actions	B, C, A, D
22	H4: Consistency & Standards	5. Extra Violations	2	Inconsistent placeholder text styling across search bars	Some searches show "Search for artist, tour, etc." while others show just artist names	Standardize search placeholder text format across all screens	B
23	H4: Consistency & Standards	2. Moderate Task	2	The app uses a combination of icons and text labels for navigation buttons (e. g., the "Find Buddy" button uses a person icon, but the "Plan Commute" button uses a text label).	The mix of text and icon-based buttons can make the interface feel inconsistent.	Use icons consistently for navigation buttons (or use text labels for all buttons), adhering to one style to maintain consistency.	C
24	H4: Consistency & Standards	1. Simple Task	2	Some pages use "Add to My Events" while others use "Save to My Events" for the same function.	inconsistency in terminology can confuse users, making the app feel disjointed.	Standardize the language across all screens, using the same term for similar actions, like "Add to My Events" or "Save to My Events" on all pages.	C
25	H4: Consistency & Standards	1. Simple Task	2	Interested and Going buttons are different sizes, and although the length of the words are different I think they should be the same size so it doesn't feel like its suggesting anything	The app should try to remain consistent in button sizes for actions that are relatively the same and right next to each other	Just make them the same size	A

26	H4: Consistency & Standards	3. Complex Task	2	The profile images once I have found a route are inconsistent. Matt's image appears first when I am told I have found two concert buddies, and then Izzy and Sarah's images appear as my "buddies". However, I am "logged in" as Izzy when I go to my profile menu.	It is challenging to tell in the prototype where I am or who I am supposed to be as the user. Am I Izzy (profile menu) or am I Matt (first appearing name/image on the map).	Choose one person that is who is logged in and make it consistent across all the pages.	D
27	H5: Error Prevention	1. Simple Task	2	No confirmation dialog when marking as "Going"	Users might accidentally RSVP to wrong concert	Add confirmation popup for RSVP actions	B, C
28	H6: Recognition not Recall	1. Simple Task	2	Ticket verification options (Ticketmaster/SeatGee k) lack explanatory text	Users must recall which platform they purchased tickets from	Add helper text explaining "Select where you purchased your tickets"	B, A
29	H6: Recognition not Recall	5. Extra Violations	2	Past concert buddies not easily accessible	Users must remember names to reconnect	Add "Previous ConcertBuds" section with history	B
30	H6: Recognition not Recall	1. Simple Task	2	When selecting the location of the event, yes you have a location, but there is no more information about the location beside the city.	Therefore, the user has to click the city to see the venue, but then again, what kind of venue is it or what does it look like	Maybe add some photo of the venue	A, D
31	H7: Flexibility & Efficiency of U	2. Moderate Task	2	No filtering options for finding ConcertBuds	Users can't efficiently find compatible concert companions	Add filters for age, music preferences, meeting preferences	B, A, C
32	H7: Flexibility & Efficiency of U	4. All Tasks	2	No shortcuts between related features	Users must navigate multiple screens for common task combinations	Add quick actions between RSVP, buddy finding, and route planning	B
33	H7: Flexibility & Efficiency of U	5. Extra Violations	2	No way to filter tour dates by distance/location	Users must manually scan through all dates to find nearby shows	Add location-based filtering and sorting options	B
34	H7: Flexibility & Efficiency of U	5. Extra Violations	2	No way to share concert details with non-app users	Users can't easily invite friends who haven't downloaded the app	Add share buttons with web links to event details	B

35	H7: Flexibility & Efficiency of L 1. Simple Task	2	Lack of multi-select options for events	Users have to mark each event as "Interested" or "Going" individually, which could be time-consuming for frequent users or users who want to input multiple concerts	Implement a multi-select feature for users to mark multiple events as "Interested" or "Going"	A
36	H7: Flexibility & Efficiency of L 1. Simple Task	2	After the user selects the "going button", the interested button still appears with lower opacity, but is not clickable/does nothing. Screenshot 2024-11-07 at 10.49.58 AM.png In order to change the preference you have to navigate with the back button.	If the button is there, make it usable. Users will not know that in order to change their preference they have to navigate to a different screen entirely.	Make the interested button on this page functional.	D
37	H7: Flexibility & Efficiency of L 2. Moderate Task	2	Chats for concerts/events can only be reached by clicking on the event and then joining that specific chat. There is no way to join a chat from the home screen or to browse all the chats that have been joined.	If I was trying to plan a commute with other people, I would find it quite annoying to have to navigate between two screens every time I opened my communication app before I could respond or send a message. Additionally, if I was part of multiple chats at the same time, I would want to be able to browse the individual chats rather than having to navigate by concert.	Allow faster access to chat page after I have joined it for the first time. Perhaps once the user has joined the chat for a concert / route, pin that chat to the home screen by combining it with the concert bubble.	D
38	H8: Aesthetic & Minimalist De 2. Moderate Task	2	ConcertBuds list shows too much information at once	Information overload makes it harder to find compatible buddies	Show essential information first, expand details on demand	B, C
39	H8: Aesthetic & Minimalist De 4. All Tasks	2	Profile screen shows all past shows without prioritization	Information overload without hierarchy	Show recent/relevant shows first with option to expand	B

40	H8: Aesthetic & Minimalist De 4. All Tasks		2	Concert listings repeat artist name unnecessarily	Same artist name shown in search bar and each result card wastes space	Show artist name once as header, then just locations/dates in cards	B, A
41	H8: Aesthetic & Minimalist De 5. Extra Violations		2	Redundant venue information in header and map marker	"Frost Amphitheater" appears both in title and map, taking up space	Show venue name once and use standard map marker	B
42	H9: Help Users with Errors	1. Simple Task	2	No guidance when no concert buddies are found	Users don't know how to improve their matching chances	Provide suggestions for finding more concert matches	B, C, A
43	H9: Help Users with Errors	1. Simple Task	2	No feedback when search returns no results	Users don't know if no shows exist or if search failed	Add helpful error messages with suggested actions	B, A, C
44	H9: Help Users with Errors	3. Complex Task	2	No feedback when shared route planning fails	Users don't know why they can't create a route	Add clear error messages explaining route planning issues	B, A
45	H1: Visibility of System Status 2. Moderate Task		3	No indication of users' online/offline status in chat	Users can't tell if others are available to respond	Add presence indicators for chat participants	B
46	H1: Visibility of System Status 5. Extra Violations		3	Empty state shows "will show here" without explaining how to add shows	Users don't know how to populate their upcoming shows	Add clear call-to-action button or instructions for adding shows	B
47	H1: Visibility of System Status 1. Simple Task		3	When I am on this page: Screenshot 2024-11-07 at 10.42.05 AM. png, after I have clicked "going". There is no indicator of what I just selected. This is also an H5/H6 violation	It is a nice reminder to the user of what they have just selected. If they somehow chose that by mistake, there is no way for them to tell that they have.	Add an indicator somewhere on the page that the user is "going". Maybe even name the chat "going chat" or something along those lines. It can be subtle but it should not be missing entirely.	D
48	H10: Help & Documentation	3. Complex Task	3	No explanation of different route colors on map	Users may not understand multiple route indicators	Add legend or quick tutorial for map features	B, A, C
49	H10: Help & Documentation	4. All Tasks	3	No tutorial for first-time users of key features	New users may miss important functionality	Add guided tour for RSVP, buddy finding, and route planning	B, C, A

50	H10: Help & Documentation	3. Complex Task	3	There is no estimated trip time once route has been found. Screenshot 2024-11-06 at 9.02.01 PM.png	User does not know how long it will take either to meet up with a buddy or until their destination. Users should not have to open a second maps app in order to see this travel time.	Add ETA time or other indication of how long the trip will take.	D
51	H11: Accessible Design	3. Complex Task	3	Map route planning lacks non-visual alternatives	Visually impaired users cannot effectively plan routes	Add text-based route planning options and screen reader support and choice for higher contrast colors	B, C
52	H11: Accessible Design	4. All Tasks	3	Profile's genre tags lack sufficient color contrast	White text on light background may be hard to read	Increase contrast ratio for better readability	B, C, A, D
53	H11: Accessible Design	1. Simple Task	3	The app relies heavily on color (e.g., green and red) to indicate RSVP statuses ("Going" vs. "Not Going")	Relying on color to convey information can exclude users with visual impairments, particularly those who are colorblind.	Add text labels next to the color-coded statuses	C
54	H12: Value Alignment & Inclus	1. Simple Task	3	No price information shown on concert listings	Users need cost information to make informed decisions about attendance	Add price ranges or ticket tier information to event cards	B
55	H12: Value Alignment & Inclus	4. All Tasks	3	No way to report chats or user behavior or see information on other users	Given that we are potentially meeting with random people, there should be better safeguards in the chat in case users are odd	Add some report button or a way to leave a chat	A, D
56	H2: Match b/w System & Worl	3. Complex Task	3	Transportation mode icons lack labels	Abstract icons may not be universally understood	Add clear labels under each transportation mode icon. Or, add a legend for the icons.	B, C, D
57	H2: Match b/w System & Worl	5. Extra Violations	3	Multiple users named "Grace" shown without differentiation	Doesn't match real-world way of distinguishing between people with same name	Add last initial or unique identifiers for users with same names	B, A

58	H2: Match b/w System & Worl 3. Complex Task		3	Icon that navigates to "create route" section, purple arrow, does not fit with the task that it performs. Screenshot 2024-11-07 at 11.13.25 AM.png	An arrow that makes me think of "send" rather than generating a route. It makes me think I am sending a chat rather than getting a route	Use a different icon, maybe a map or a series of nodes, or a button that says "generate route" or "find buddies'	D
59	H2: Match b/w System & Worl 3. Complex Task		3	Bus and person icon are confusing on what they represent when combined with the "greater than" symbol.	I can see that the app is trying to show me that there are no bus or public transportation routes available. However, the arrow or > sign that points from the bus to the person is indecipherable for me. I do not know whether it is supposed to be an arrow or represent an inequality of sorts.	Choose different icons / symbols to represent that there are no bus routes available, or use a small amount of text. I personally am leaning towards the text as it leaves no possible room for confusion. You could also grey or opacity down one of the icons to represent this.	D
60	H3: User Control & Freedom	1. Simple Task	3	No obvious way to undo RSVP status once selected	Users may accidentally click or change their minds	Add an "Undo" option or clear way to change RSVP status or a cancel button on home page	C, B, A
61	H3: User Control & Freedom	1. Simple Task	3	No clear way to clear search results or return to main view	Users might feel trapped in search results view	Add clear "X" button in search bar and "Back to Home" option	B
62	H3: User Control & Freedom	3. Complex Task	3	The back button on the route page takes us back to the initial route search rather than the see route page	The back button should take you to just the step prior	Make that route button take you back to the route screen before you know who your buddies are	A, C
63	H3: User Control & Freedom	5. Extra Violations	3	Buttons are only navigation method, no swiping between screens or sliding from left side of screen to return to previous screen, no animations between screens	Does not effectively utilize touchscreen capabilities, if this was a website interface, clicking or keyboard shortcuts would be the interaction method. Because this is for touch, navigation should include more options than clicking/tapping on single objects.	Interface should utilize touch and the ability to swipe and drag more. I would like to see swiping between different pages, as well as scrollable content.	D

64	H4: Consistency & Standards	3. Complex Task	3	Map interface uses custom icons instead of standard map markers	Deviates from familiar map application conventions	Use standard mapping icons that users are familiar with. Also, consider removing line behind the user's path	B, A, C
65	H4: Consistency & Standards	5. Extra Violations	3	Different home and person icon used between profile menu and profile page. Map icon not present on profile page. Screenshot 2024-11-06 at 9.04.14 PM.png Screenshot 2024-11-06 at 9.04.24 PM.png	The intention to make it clear which page the user is currently on with the filled in versus transparent icons is good but the icons themselves are different. The map icon is completely missing.	Use figma fill option to fill in blank icons, and then use the same image for the filled in and blank ones. Ensure that they are exactly the same dimensions.	D
66	H5: Error Prevention	1. Simple Task	3	No distinction between "Interested" and "Going" implications	Users may not understand the different commitments each status represents	Add explanation tooltips for each status option	B, C
67	H5: Error Prevention	2. Moderate Task	3	No confirmation when joining large group chats	Users might accidentally join noisy group conversations	Add participant count and confirmation dialog	B
68	H5: Error Prevention	3. Complex Task	3	The app allows users to select a transportation route but does not prevent them from selecting a route that conflicts with the event time.	Users could end up selecting an arrival time or transportation route that causes them to miss the event, leading to frustration.	Implement a system that checks for conflicts between the event's start time and the user's selected transportation route, and provide a warning	C
69	H6: Recognition not Recall	1. Simple Task	3	Tour dates don't show day of week	Users must mentally calculate or check calendar for day of week	Add day of week to date display (e.g., "Wed, Nov 6")	B
70	H6: Recognition not Recall	2. Moderate Task	3	No preview of how many ConcertBuds are available before clicking	Users can't tell if it's worth checking the ConcertBuds list	Show number of ConcertBuds on the button and in the area (e.g. "Find ConcertBuds (5)")	B
71	H6: Recognition not Recall	2. Moderate Task	3	Profile lacks indication of common music interests with other users	Users must manually compare music genres with others	Add compatibility indicators or matching genre highlights	B

72	H6: Recognition not Recall	3. Complex Task	3	No information on what concert / concert name not present on route generation page.	There may be multiple shows in a similar area, users should not have to navigate back to a previous screen to remind themselves who is performing.	On every page that is linked to a concert, include not only the concert location but also the name of the artist that is performing.	D
73	H7: Flexibility & Efficiency of L	3. Complex Task	3	No way to save or favorite frequent routes/meeting points	Users must recreate routes for recurring concerts	Add ability to save and reuse common routes	B, C
74	H8: Aesthetic & Minimalist De	4. All Tasks	3	Not sure if this is planned but just not yet implemented, but on the Plan Commute page of Complex task flow and the Interested/Going page in simple task flow should have pictures of the artist rather than a big area and just a small text of their name	Waste of space	Add a photo in that big area of the artist.	A, D
75	H3: User Control & Freedom	4. All Tasks	3	On many pages, the home button, profile button, and maps button have no functionality.	Makes navigation annoying.	If these buttons will be on every page, ensure that they are always functional. Copy/pasting an icon in figma that has a prototype transition will copy both the icon and the transition.	D
76	H1: Visibility of System Status	3. Complex Task	4	No indication if other users accepted shared route	Users can't tell if their route was shared successfully	Add status indicators for route sharing and acceptance	B
77	H12: Value Alignment & Inclus	2. Moderate Task	4	No safety features visible when finding concert buddies	Users need to feel secure when meeting new people	Add verified user badges and safety guidelines. SOS Button like Uber	B, A, D
78	H2: Match b/w System & Worl	1. Simple Task	4	"We you found 2 ConcertBuds!" uses unnatural language	Grammatically incorrect and doesn't match natural speech patterns	"We found 2 ConcertBuds for you!"	B, D

79 H6: Recognition not Recall 2. Moderate Task

4 Text on top of chat page is "chat"
Screenshot 2024-11-06 at 9.02.11 PM.png

The text on the top of the chat page should be the name of the concert that the chat is about. If the user is chatting in multiple concert chats, there is no way of knowing from the UI which concert chat is which without navigating back.

Change chat name to something related to the artist/concert instead of "chat"

D

Heuristic	# Viol. (sev 0)	# Viol. (sev 1)	# Viol. (sev 2)	# Viol. (sev 3)	# Viol. (sev 4)	# Viol. (total)
H1: Visibility of System Status	0	0	2	3	1	6
H2: Match b/w System & World	0	0	1	4	1	6
H3: User Control & Freedom	0	0	2	5	0	7
H4: Consistency & Standards	0	2	7	2	0	11
H5: Error Prevention	0	0	1	3	0	4
H6: Recognition not Recall	0	0	3	4	1	8
H7: Flexibility & Efficiency of Use	0	0	7	1	0	8
H8: Aesthetic & Minimalist Design	0	4	4	1	0	9
H9: Help Users with Errors	0	0	3	0	0	3
H10: Help & Documentation	0	0	1	3	0	4
H11: Accessible Design	0	1	4	3	0	8
H12. Value Alignment & Inclusion	0	0	2	2	1	5
Total Violations	0	7	37	31	4	79

** for this to calculate properly, delete any unused rows from your 'Group Heuristic Evaluation' chart!*

Severity	Evaluator A	Evaluator B	Evaluator C	Evaluator D
0	0	0	0	0
1	0.0119047619	0	0.0119047619	0.05952380952
2	0.2023809524	0.2857142857	0.119047619	0.07142857143
3	0.1071428571	0.2142857143	0.1428571429	0.1428571429
4	0.0119047619	0.03571428571	0	0.03571428571
Total (sevs. 3 & 4)	0.119047619	0.25	0.1428571429	0.1785714286
Total (all sevs)	0.3333333333	0.5357142857	0.2738095238	0.3095238095

Summary Recommendations [merge the general recommendations you made here]

Overall, ConcertBuds demonstrates a promising concept for connecting concert-goers and enhancing the live music experience through social features. The interface maintains a modern, aesthetically pleasing design with a consistent color scheme and clear hierarchy in most screens. However, several key patterns emerged during the heuristic evaluation that should be addressed to improve user experience and safety. The most critical issues center around user safety and verification, clarity of social interactions, and system feedback. The app currently lacks robust user verification and safety features essential for an app designed to connect strangers for in-person meetings. Additionally, the interface often assumes user familiarity with its features, providing insufficient guidance and feedback during critical actions like RSVP'ing to concerts or connecting with potential concert buddies. From a broader perspective, the app would benefit from a more comprehensive onboarding experience and clearer information architecture. Beyond the specific heuristic violations, there's an opportunity to better integrate the ticket verification process with the social features, perhaps by using verified ticket purchases to automatically suggest relevant concert buddies or meetup opportunities. The app could also better serve different user personas - from those seeking large group experiences to users who prefer more selective, one-on-one concert buddy matching. Additional consideration should be given to post-concert interactions, allowing users to maintain connections with their concert buddies for future events. While not strictly a heuristic violation, the platform could benefit from a reliability rating system for users based on their attendance and interaction history, helping to build trust within the community. This could be paired with more robust event planning features, such as pre-concert meetup coordination and venue-specific gathering point suggestions, to create a more comprehensive concert-going experience. Overall, awesome prototype! :)