

Heuristic Evaluation of Perspective

1. Problem Statement

To have customers gain a deep understanding of the cultural and historical implications of topics by exploring diverse perspectives shared by people around the world.

2. Violations Found

1. [H2-4 Consistency & Standards] [Severity 3]

The interface used the string "Save" on the first screen for saving the user's file, but used the string "Write file" on the second screen. Users may be confused by this different terminology for the same function.

2. [H2-3 user control and freedom] [Severity 2]

Page: Username. There is no button for home page. Make users confused

3. [H2-3 user control and freedom] [Severity 0]

Page: Recording. If there is a function about Record testing (Preview), that will be better. User will be more brave to try record a video

4. [H2-3 user control and freedom] [Severity 2]

Page: Recording. If there is a PAUSE button. User will feel more friendly, And they will not be nervous.

5. [H2-4 consistency and standards] [Severity 3]

Page: Recording. The NEXT button make user confused. I think it should be special designed.

6. [H2-3 user control and freedom] [Severity 2]

Page: Description there is no button for my PERSPECTIVE.

7. [H2-3 User control and freedom] [Severity 1]

Page: Description I want to see the video or listen my voice when I write the description.

8. [H2-3 User control and freedom] [Severity 2]

Page: Upload After upload, It should go to my page, not the home page.

9. [H2-3 User control and freedom] [Severity 2]

Page: Upload After upload, I want to see a preview page.

10. [H2-3 User control and freedom] [Severity 3]

Page tree: I can't find the RATING of each leaf.

11. [H2-4. Consistency and standards] [Severity 2]

Page basket and Page MY PERSPECTIVE is the same one, it will confuse users.

12. [H2-5. Error prevention] [Severity 3]

Page: advanced I don't know what the target of the page ME , OTHER USERS OR TOPIC?

13. [H2-7. Flexibility and efficiency of use] [Severity 1]

Page: Advanced Some has search bar, some one doesn't country&profession.

14. [H2-5. Error prevention] [Severity 1]

Page: Search filter There is no suggestion for the search bar

15. [H2-2. Match between system and the real world] [Severity 1]

I don't get the meaning of the sun on home page

16. [H2-4. Consistency and standards] [Severity 1]

There are different button for Add Perspective

17. [H2-3. User control and freedom] [Severity 4]

Home page when I click the +perspective button, there is no guide. Maybe you can let me choose the topic first.

18. [H2-2. Match between system and the real world] [Severity 2]

Use basket as the favorite may be confusing. Basket is usually used to hold fruits and vegetables.

19. [H2-8. Aesthetic and minimalist design] [Severity 1]

In "+ My Perspective" page, "Link area" can be smaller than "file area" and "record area". Then, there will be more space for "file area" and "record area".

20. [H2-3. User control and freedom] [Severity 4]

When I'm in "Record" page, I can only edit video, audio and text separately, but how to organize them.

21. [H2-8. Aesthetic and minimalist design] [Severity 2]

In "Record" page, what is the slider on right used for? it's confusing for the sound bar.

22. [H2-8. Aesthetic and minimalist design] [Severity 2]

In "Audio" page, what is the slider on right used for?it's confusing for the sound bar.

23. [H2-5. Error prevention] [Severity 2]

In "Next page of Record", "Privacy" maybe a button or on-off, but not input box.

24. [H2-3. User control and freedom] [Severity 2]

In "Tree page", some leaves below head bar can't be clicked.

25. [H2-3. User control and freedom] [Severity 2]

After I edit the description of a audio, there's no entrance to add a record or text for one topic.

26. [H2-2. Match between system and the real world] [Severity 1]

What is the meaning of the star on basket?

27. [H2-3. User control and freedom] [Severity 0]

Where to edit personal information?

28. [H2-8. Aesthetic and minimalist design] [Severity 1]

Why use the emotion in search filter?

29. [H2-2. Match between system and the real world] [Severity 2]

In search filter, The age bar maybe used to select an area, not one age.

30. [H2-3. User control and freedom] [Severity 2]

In "basket page", there's no "more baskets".

31. [H2-3. User control and freedom] [Severity 2]

In "basket page", there's no "more leaves".

32. [H2-5. Error prevention] [Severity 4]

There's no name of each perspective.

33. [H2-2 Match between system and the real world] [severity 2]

There are several labels on the home page such as 'DESIGN', '2012 OLYMPIC', distributed on the screen without an obvious logic order. Users may confuse about what labels will be shown on home page and why they are shown on this page.

34. [H2-1 Visibility of system status] [severity 1]

The background of Home page is in deep color and the topic labels are written in black. It is hard for users to see them clearly. And also the background color of the 'Home' button is green, so it is hard to differentiate it with the background picture.

35. [H2-1 Visibility of system status] [severity 1]

On the '+ My Perspective' page, the white words are written on the white background. It is hard for users to see them clearly.

36. [H2-4 Consistency and standards] [severity 2]

There is no 'OK' button on the '+ My Perspective' page. Users may not know how to submit a new perspective.

37. [H2-4 Consistency and standards] [severity 3]

There is a 'BACK TO TREE' button on the 'UserName' page. It is not clear where the page will switch to if we click this button.

38. [H2-6 Recognition rather than recall] [severity 3]

On the 'UserName' page, there is only a '+ New Basket' button to collect perspectives. Users may not know how to add perspective into a particular basket.

39. [H2-4 Consistency and standards] [severity 2]

When we want to see what perspectives are in a basket, there are perspectives and primary sources on the page. Users may confuse about the difference between them.

40. [H2-4 Consistency and standards] [severity 3]

On the 'Tree' page, there is a basket on the right-bottom corner. Users may confuse about whether it is used to go to the basket page or to collect perspectives.

41. [H2-3 User Control and Freedom] [Severity 2]

When clicking on the tree where there are leaves that I am interested in, the screen zooms in, but I can't then zoom out.

42. [H2-3 User Control and Freedom] [Severity 1]

When clicking on a leaf, the screen zooms in which is not what I expected, I expected to get details of the leaf.

43. [H2-3 User Control and Freedom] [Severity 1]

When you click in the search bar the "search for a topic" text doesn't go away.

44. [H2-1 Visibility of system status] [Severity 2]

From the main page, if you click a topic, say EDUCATION, once on the education tree, it never tells you what page you are on.

45. [H2-8 Aesthetic and minimalist design] [Severity 3]

The tree takes over the screen, leaving the leaves very small and seemingly insignificant.

46. [H2-5 Consistency and standards] [Severity 1]

On the +My Perspective screen, it is hard to tell what is a button and what isn't. Under the drag and drop section, it appears that the +UPLOAD is a button, but it isn't, however then similar looking text/icons on the +RECORD screen are buttons, and in fact the only way to interact with that section. Also, a similar problem with the +LINK section. Since the user experienced the white icons in +RECORD to be buttons, the user might think that +LINK is a button.

47. [H2-8 Aesthetic and minimalist design] [Severity 3]

Why does the "newest" page bring up a winter scene? This seems odd, maybe instead a baby tree or something of that sort that symbolizes newest.

48. [H2-5 Consistency and standards] [Severity 4]

When you click +My Perspective, there is no way to tell which topic to add your perspective to.

3. Summary of Violations

Category	# Viol. (sev 0)	# Viol. (sev 1)	# Viol. (sev 2)	# Viol. (sev 3)	# Viol. (sev 4)	# Viol. (total)
[H2-1: Visibility of Status]		2	1			3
[H2-2: Match Sys & World]		2	3			5
[H2-3: User Control]	2	2	11	1	2	18
[H2-4: Consistency]		1	3	3		7
[H2-5: Error Prevention]		2	1	1	2	6
[H2-6: Recognition not Recall]				1		1
[H2-7: Efficiency of Use]		1				1
[H2-8: Minimalist Design]		2	2	2		6
[H2-9: Help Users with Errors]						
[H2-10: Documentation]						
Total Violations by Severity	2	12	21	8	4	48

4 Evaluation Statistics

severityevaluator	evaluator A	evaluator B	evaluator C	evaluator D
level 0	1	1	0	0
level 1	5	3	2	6
level 2	6	11	7	5
level 3	3	0	4	3
level 4	1	2	0	1
total (levels 3 & 4)	4	2	4	4
total (all levels)	16	17	13	15

evaluator #	problems found	Unique problems found		
A	16	11		
B	17	12		
C	13	8		
D	15	7		

Cumulative Unique Violations

