

Jessica Mar

PSYC 173

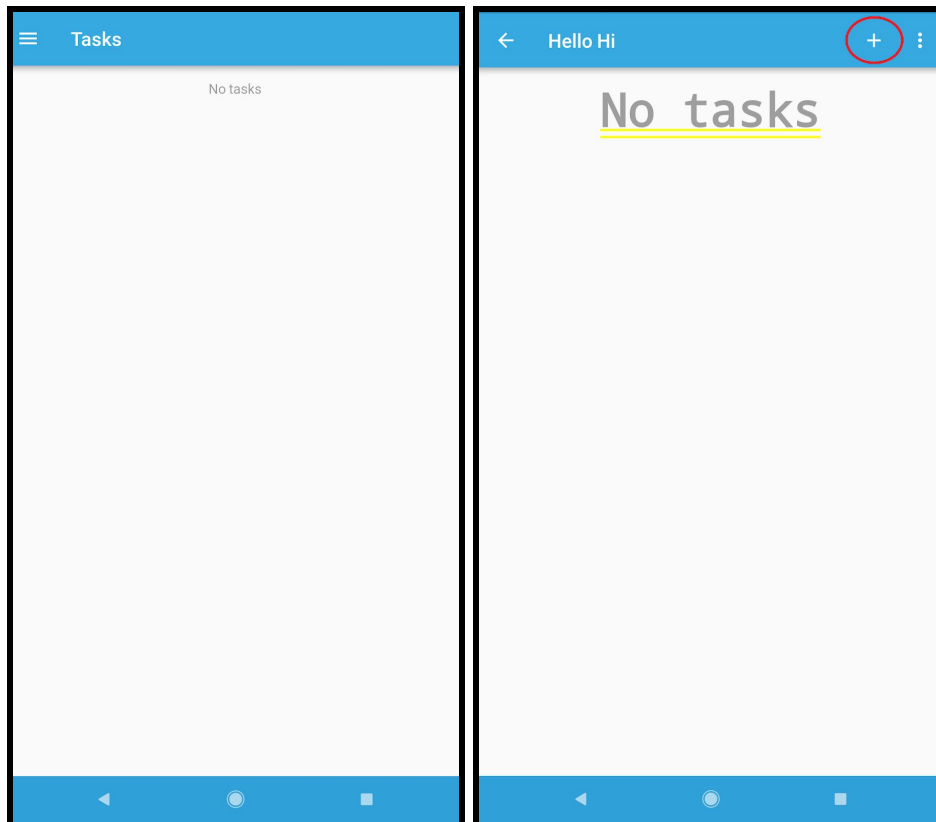
Professor Palmer

December 6th, 2018

Software Interface Heuristic Evaluation

Software Interface: Fuze Follow-Up Systems app

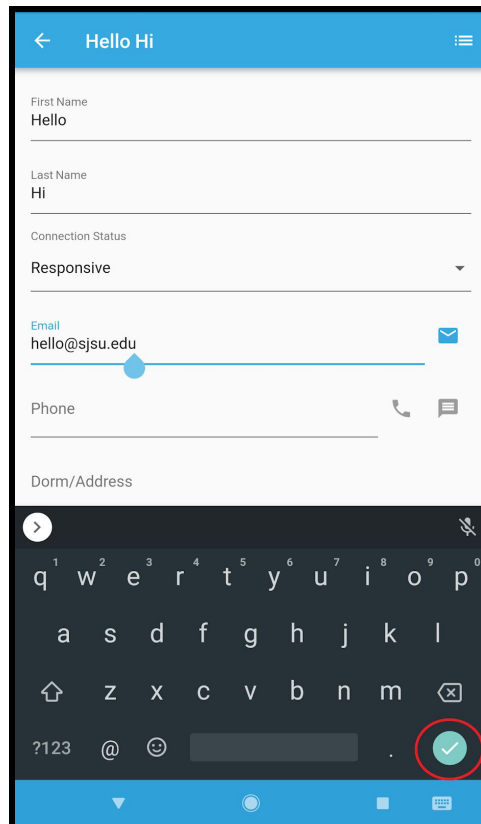
Issue #1: Creating a New Task is only possible through current contact details, compared to the actual Task menu with no ability to create a new task.



Heuristic Violated: Lee's principle of display design #2-Minimize information cost

Proposed Solution: Add the option to create a New Task in the actual Task menu.

Issue #2: Save button not immediately obvious. Text forms need to be saved through check mark located on keyboard instead of a separate indicator within the app.

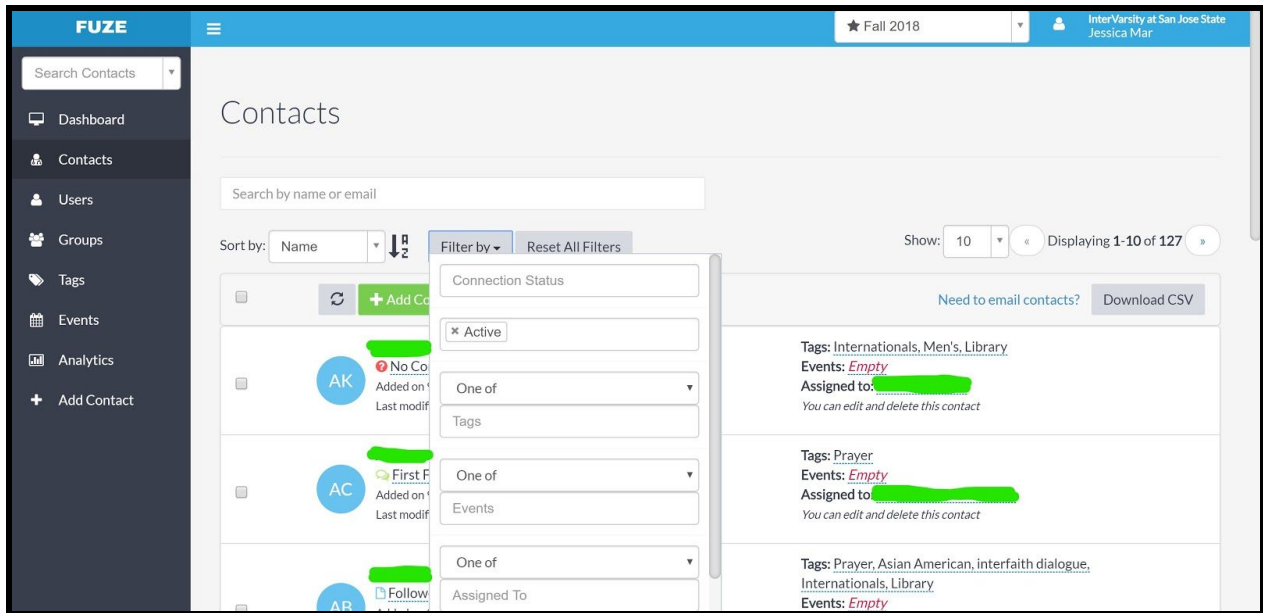


Heuristic Violated: Lee's principle of display design #5-Make displays legible

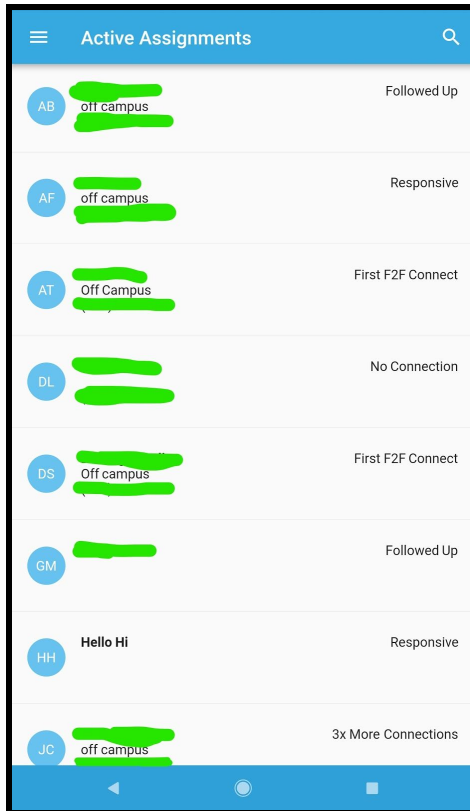
Proposed Solution: Have the form saved when the back arrow on the top is tapped or create a more visible "save" option.

Issue #3: Having filters available for sorting through contacts (available on web version but not app version)

Web version:



App version:

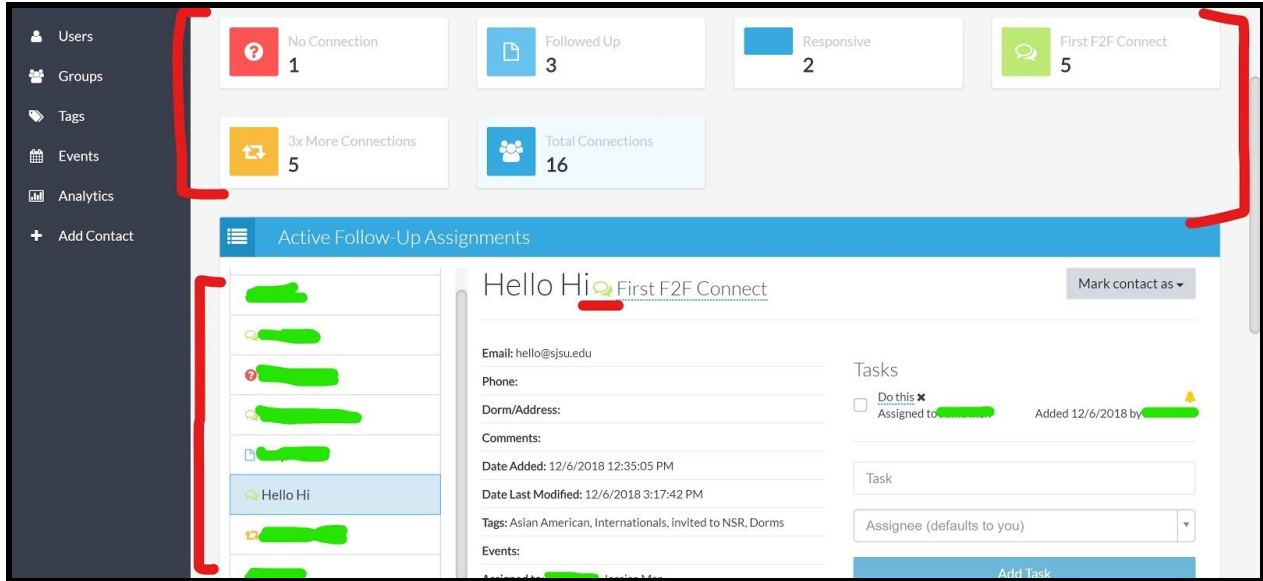


Heuristic Violated: Lee's principle of display design #13- Be Consistent

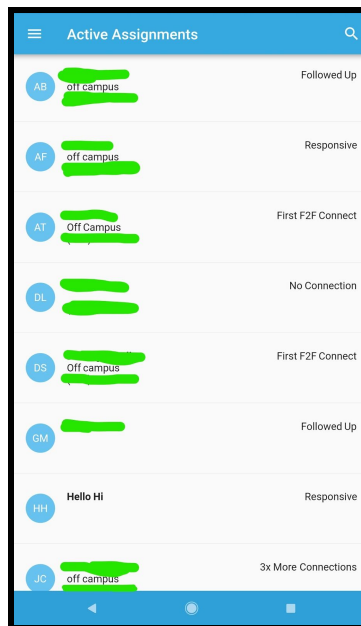
Proposed Solution: Include filters for sorting through contacts in the app version.

Issue #4: Not having the colors for differentiating through levels of connection (as seen on web version) available on the app version.

Web version:



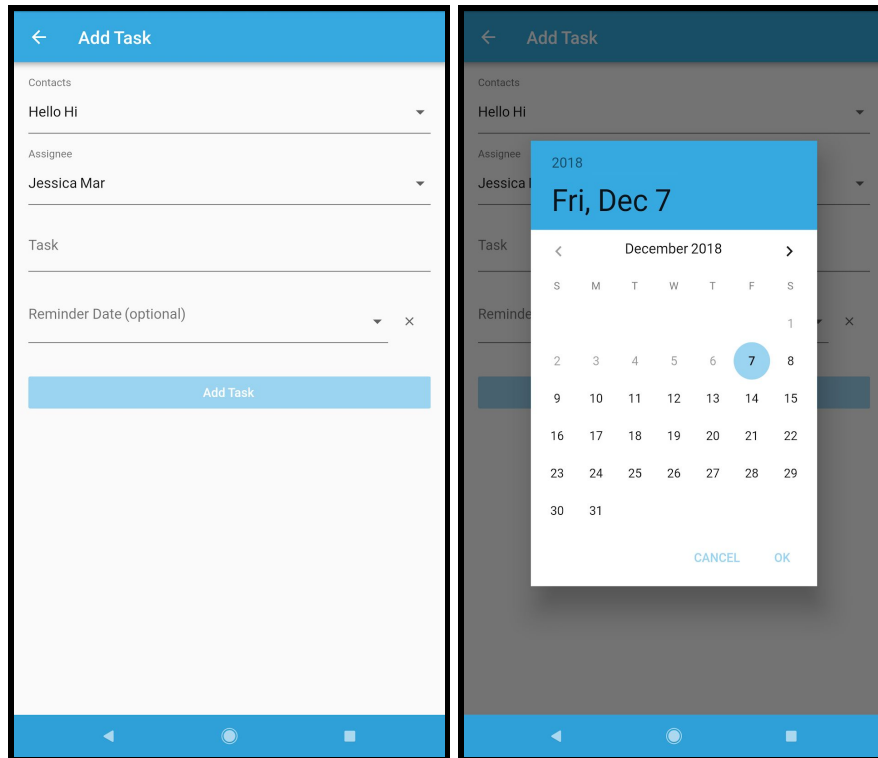
App version:



Heuristic Violated: Lee's principle of display design #8-Exploit redundancy gain

Proposed Solution: Have the symbols positioned next to the connection status as a way to differentiate the contacts visually.

Issue #5: Tasks do not have an option to time the reminder of the task. They only have the option to select the day of the reminder.



Heuristic Violated: Lee's principle of display design #7- Support top-down processing

Proposed Solution: Usually reminders for tasks include an option for time of day for easier notification. A solution would be to simply add a time option alongside the day option.