

11.06.13

Fernanda Groetaers

Interface analysis – Botanic

Evaluation criteria:

(<http://www.joonhwan.com/courses/creative2013/622-HeuristicEval.pdf>)

1. Use Aesthetic and Minimalist Design
2. Effective Menu/Command Structure
3. Use Simple and Natural Language
4. Minimize User's Memory Load
5. Be Consistent
6. Provide Feedback
7. Provide Clearly Marked Exits
8. Deal with Errors in a Positive Manner
9. Provide Help

Rating the “problems”: Severity Ranking + Ease of Fixing Ranking

Severity Rankings	
Rating	Definition
0	Violates a heuristic but doesn't seem to be a usability problem.
1	Superficial usability problem: may be easily overcome by user or occurs extremely infrequently. Does not need to be fixed for next release unless extra time is available.
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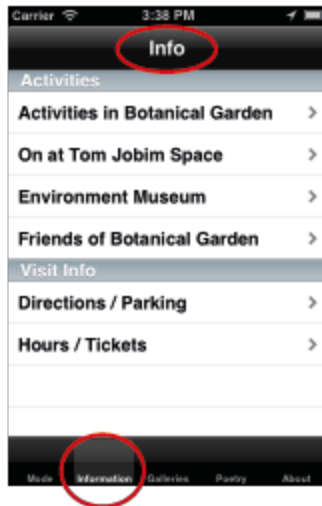
Ease of Fixing Rankings	
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0	Problem would be extremely easy to fix. Could be completed by one team member before next release.
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Problems:

1- Page INFO: the title at the top says “info”, but the tab-bar says “information”. Every other title in this section is correct but this one.

Severity: 0

Fixing: 0



2- Info/Activities: Found something curious. Still at the Info section, inside Activities and Visit Info, I’ve noticed that there is an icon that blinks on the upper-right side of the screen. This icon disappears and reappears in certain occasions (when the user “flips” to the next document, and when he/she enters the link and returns to the application). This is not a problem as far as can see, but I wanted to know why this happens.



3- Info/Galleries: When the user flips through an image gallery, the app “remembers” the last seen picture of a section. So, if the user returns to a gallery that has already been visited, it will show the last image, not the first one. I think it would be more useful if the gallery started again.

Severity: 0

Fixing: 0

4- Info/Galleries/Water: correct a few captions (Friar/Fraiar Leandro, Lake/Pond)

Severity: 0

Fixing: 0

5- Info/Galleries/Architecture: correct a few captions (Turdus/ Il putto con delfino)

Severity: 0

Fixing: 0

6- Info/Poetry: some poems have an unnecessary scrollable area.

Severity: 0
Fixing: 0

7- Info/Poetry/The Fish: minor typo at the 1st line of the 2nd strophe: "The birds"

Severity: 0
Fixing: 0 (fixed)

8- Info/Poetry/Water: part of the text is missing! The text is complete inside Poetry.h, but I think the box that contains the text is too small. Check the storyboard!

Severity: 2
Fixing: 0

9- Info/About: The titles of this section are different from the ones of "Info"; at "info" they are bold; here they are regular.

Severity: 0
Fixing: 1



10- Info/About/User's Manual: the first slide should show where the "mode" button is located. Only then, it should show the next step (currently the 1st slide).

Severity: 1
Fixing: 1

11- Info/About/User's Manual: the images of the screens relate to an older version of the app.

Severity: 0
Fixing: 1

12- Info/About: the texts produced inside the storyboard and the pdfs have different font sizes.

Severity: 0
Fixing: 1

13- Info/About/Tom Jobim Space: possibly our ITJ mates will ask us to include a link to their website.

=====

14- Visit/Tours: Rethink the trail's category names.

Severity: 0
Fixing: 0

15- Visit: Throughout the entire “Visit Mode” the “back” button does not highlight the previous section on a list.

(This happens at “Info” consistently, but not here)

Severity: 0

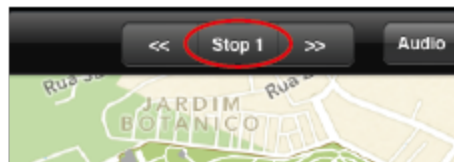
Fixing: 1?

16- Visit/Tours: when the user clicks the “start” button and the app “complains” about the user’s distance from territory, the button freezes afterwards.

Severity: 2

Fixing: ? (fixed by suppressing the need of being close to site)

17- Visit/Tours: the word “stop” is used with two different meanings throughout the app: it relates to the verb (stop=interrupt the tour) and to the substantive (stop=site). One of the two words should be replaced by a synonym.



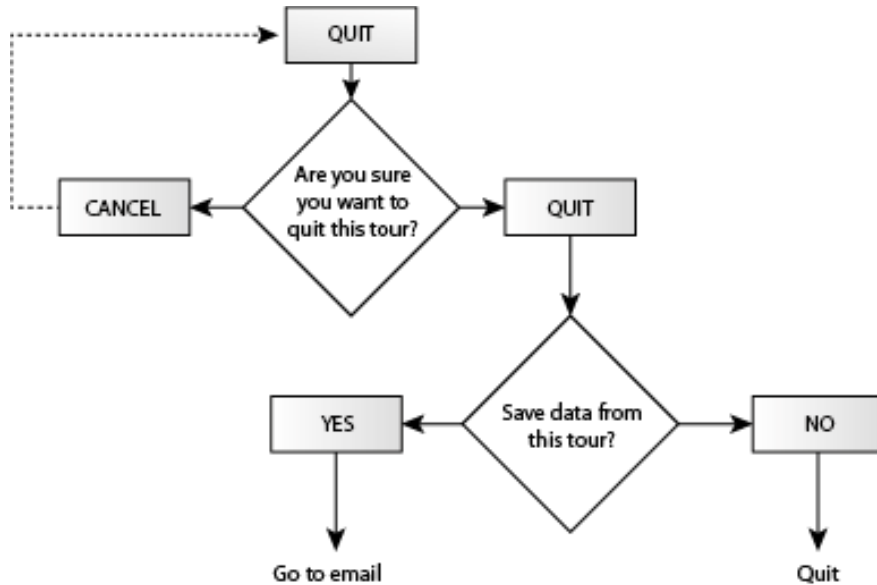
Severity: 1

Fixing: 0

18- Visit/Tours: If the user wants to stop the tour, a dialog box will appear. This box offers the option to “save” or “cancel”. There is no immediate possibility of quitting the tour without having to go through “save” and then “cancel” and then “delete draft”; it’s a long path to follow just to quit a tour. The problem is that we have two questions (end + share) and the possibility to answer to only one of these questions.



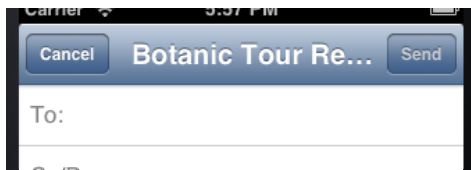
Suggestion below:



Severity: 2

Fixing: 2?

19- Visit/Tours: The screen where the user can send an email about the tour has title that is too big to be displayed (and understood).



Severity: 1

Fixing: 0

20- Visit/Map: The content related to “regular” sites (description) has a scrollable area that is larger than necessary.

Severity: 0

Fixing: 1?

21- Visit/Map: When the tour is on, the user can see the sites on the map by clicking on the arrows. The “forward” arrow works on a loop, while the “backward” arrow stops at the first site. Suggestion: either the “backward” button is also set to a loop, or it shows a “disabled” mode when at the first site.



Severity: 0

Fixing: 1?

22- Visit/Camera: This is more a suggestion. Change the pointing arrows so that the direction is more clearly indicated (an equilateral triangle is a little bit ambiguous) and we save more space for the camera itself.



currently



suggestion



ambiguous
direction

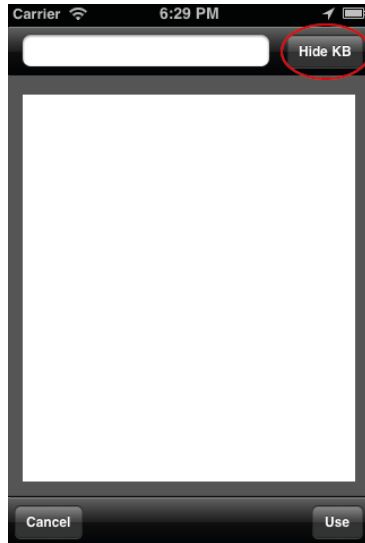


direction
is clear

23- Visit/Camera/Note: The "Hide KB" button appears even when the keyboard is not there.

Severity: 1

Fixing:????

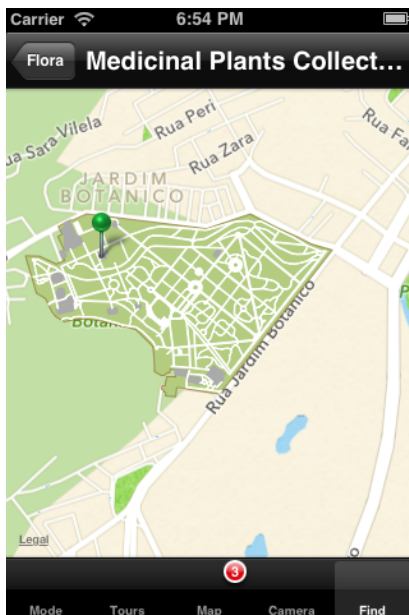


24- The “Hide KB” button itself is not very clear. Is it possible to change the “Hide KB” to an icon like the one from the iPad?



Severity: 1
Fixing:????

25- Visit/Find: Right now, if a user wants to find a site or landmark, there will be only a pin on the map and the name of the site as a title. Sometimes the title is too big and does not fit.



Suggestion: leaving the top bar empty and showing the name directly on the pin, as if it is clicked by default.



(of course, this would not apply to marks)

Severity: 0

Fixing:1?

26- Visit/Find: This is more a reminder: position user on map in relation to the pins.

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Mila de Choch Fonseca

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Problems:

1- A tela de entrada, "Select App Mode" pode dar a impressao de ser uma acao irreversivel para um usuario que acessa pela primeira vez.

Severity: 0

Fixing: 1

2- A categoria Information tem um nome muito grande para o espaco reduzido, comparada as outras categorias (Galleries, Poetry e About). Tambem eh a unica que tem o nome diferente no titulo (Info), por que nao deixar Info na categoria tambem ?

Severity: 0

Fixing: 0

3- Subcategoria do Info, Activities : Cada pagina (Activities in Botanical Garden, On at Tom Jobim Space, ...) possui pouca descricao e um link, por que nao ocupar o espaco que sobra com uma imagem? Apenas para nao ficar "vazio"

Severity: 0

Fixing: 0

4- Dentro de About, o User's Manual esta com imagens desatualizadas, de uma versao anterior do App. Isso pode ser confuso de uma das pessoas escolhidas por nos realmente for tentar seguir o Manual.

Severity: 1

Fixing: 1

5- Dentro de About, no The Book, acho que seria importante uma imagem da capa.

Severity: 0

Fixing: 0

6- Na descricao sobre o Jardim Botanico, Instituto Tom Jobim e Amigos do Jardim Botanico, acho que seria importante colocar a logo dos institutos, talvez ao final das descricoes.

Severity: 0

Fixing: 0

7- No About, ficou faltando os "Avisos" do Jardim Botanico.

Severity: 0

Fixing: 1

8- Dentro de Visit, ao entrar em uma trilha e selecionar um site no mapa, o botao que seria de midia fica vazio na maioria dos sites (ja que apenas o lago tem midia), e acho que pode confundir ou parecer faltando.

Severity: 1

fixing: 0

9- No Site's Lineup, o scroll vertical apenas pode ser acionado na pequena parte das linhas do texto. Acho que seria mais facilmente acionado se funcionasse na pagina inteira.

Severity:0

Fixing:1

10- Tambem no Site's Lineup, acho que falta uma indicacao da passagem para o proximo, talvez uma setinha para o lado ou aquela indicacao de bolinhas que fica geralmente abaixo da imagem.

Severity:0

Fixing:1

11- Os sites do tour completo estao fora de ordem, nao poderiam ser seguidos sequencialmente.

Severity:2

Fixing:1

12- Nas paginas dos sites, sobra muito espaco em branco abaixo, o scroll vai muito alem de onde tem conteudo real.

Severity: 0

Fixing: 0

13- Na Fonte Central, o botao para a panoramica fica no topo. Nao poderia ser utilizado o botao de midia, mantendo uma regularidade de midias extras que poderiam ser acessadas em cada Site?

Severity:0

Fixing:0

14- No Find, o usuario pode encontrar onde o ponto esta no mapa, mas precisaria mudar para a categoria Maps para ver onde ele se encontra. Se ele pudesse se localizar no proprio mapa do Find, poderia visualizar mais facilmente um caminho para chegar onde esta procurando.

Severity:1

Fixing: 2

18.06.13

Juliano Kestenber

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Problems:

1- In "Info Mode", the menu at the bottom could remain there, in appearance, when you enter one of the sections. For example, when you select Environment Museum, in Activities, the menu disappears. Users might want to navigate between menus when inside a specific section.

Severity: 2

Fixing: 0

2- Info Mode > Configuration > User Settings. How can a user confirm his email?

Severity: 2

Fixing: 0

3- Info Mode > About. Sections "Botanical Garden" and "Tom Jobim Space" could move to Info Mode > Info, since they are not about the app itself.

Severity: 1

Fixing: 0

4- Visit Mode > Tours. Buttons "Start" and "End" of the tour are a bit hidden, in the top. They could be as clear and visible as buttons "Explore in Map" and "View Site Lineup".

Severity: 2

Fixing: 1

5- Visit Mode > Camera. Not sure about how "Camera" section is supposed to work.

Severity: ?

Fixing: ?

6- Visit Mode > Camera > Note. When writing the note content, user could, additionally, swipe finger down in order to hide the keyboard.

Severity: 2

Fixing: 1

7- Visit Mode > Find > Access > Entrances. Map is showing 6 entrances. It could show only the three visitors entrances (as mentioned in Info Mode > Info > Directions/Parking), since a visitor may try to access the park through a Botanic Garden personnel's entrance and be blocked.

Severity: 1

Fixing: 0

8- Visit Mode > Find > Monuments > Busts. "Frei Leandro" could be replaced by "Friar Leandro", as used in other sections of the app. (FIXED!)

Severity: 1

Fixing: 0