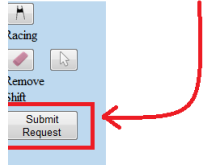

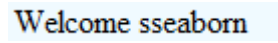
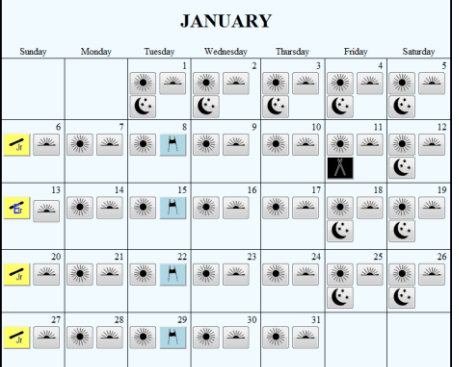

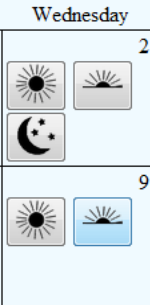
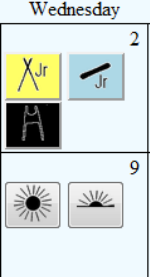
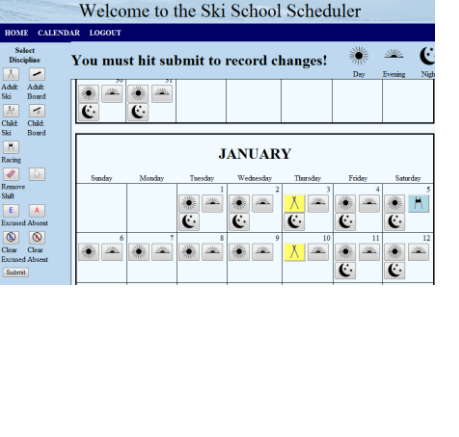


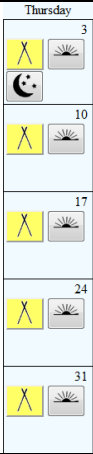
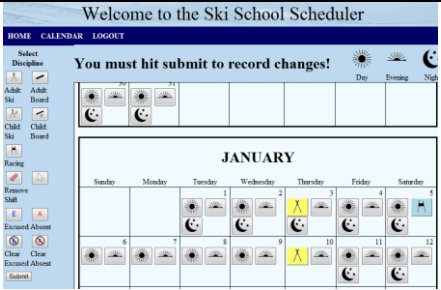
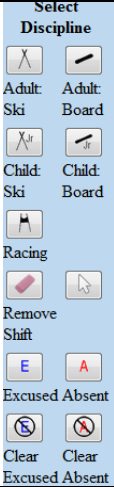

### Heuristic Evaluation: Ski School Scheduler

*Note: There are a number of important aspects of the design that I am unable to comment on (in particular feedback and some aspects of learnability) because most of the site functionality is not implemented. I cannot comment much on the administrator's calendar because I don't understand what it does (whose schedule it shows).*

	Severity	Detail	Screenshot / Example
1	Minor	(Consistency & standards) Inconsistent labeling: "submit" refers to "submit request" on instructor's page.	<p><b>You must hit <b>submit</b> to record changes!</b></p> 
2	Major	(Visibility of system state) User interface inconsistent with system state until the user clicks on "submit". Perhaps use a different color or style to show schedule items pending submission.	Open the calendar. Select some discipline, schedule a bunch of events. Now which events are already saved, and which will be lost if the user does not submit?
3	Major	(Efficiency) The "Home" page serves no functional purpose. The user must manually select "Calendar" from the nav. Bar to continue to the useful section of the UI.	
4	Good	(Feedback) The home page displays a login message with the user name in it.	

5	Cosmetic	(Matching the real world) Calendar looks very busy. There is little visual feedback regarding density of scheduled events. This is inconsistent with a real paper calendar, where days with no events look blank.	
6	Cosmetic	(Readability) Events marked as “Excused”, or “Absent” use blue or red labels over the existing icon and color. This occasionally offers poor contrast (blue on black, red on yellow).	
7	Cosmetic	(Consistency) Buttons for each of the three times of day are not displayed in a linear way, so there isn't a clear ordering of these buttons. It would be better to show the three buttons in a single row or a single column.	
8	Good	(Efficiency) Scheduled events on the calendar use color to convey time of day the event is scheduled for (yellow : day, blue : evening, black : night)	
9	Catastrophic	(Efficiency) The administrator's calendar presumably shows the union of all instructors' schedules, but offers no way of seeing which instructor is responsible for a particular event (only accessible by checking the instructors' calendars one by one, and seeing whether or not they have the even scheduled).	

10	Major	(Choice of metaphor) The user selects a “mode” from the panel on the left, and “paints” it onto the available slots in the calendar. This is not consistent with any calendar tool I am familiar with (more similar to art tools). Moreover, the cursor reflects the discipline selection everywhere on the screen, not only where it can be applied. As such, it is difficult to learn.	N/A
11	Good	(Feedback) Although inconsistent with other web apps, the current mode is shown by the icon used for the cursor.	Select any discipline or any other tool from the panel on the left. Observe that the mouse pointer icon reflects the current mode.
11	Minor	(Error recovery) The “painting” model outlined in 10 makes scheduling error-prone and difficult to undo (user can accidentally click on the wrong time, one that already has an event scheduled. This wipes out the scheduled event with no clear method of undoing the change).	Open a calendar with some events already scheduled. Select a discipline, click on a scheduled event. The schedule is overwritten without warning, with no clear way to undo the action.
12	Minor	(Efficiency) Following the “painting” model outlined in 10, one would expect to be able to cancel discipline selection and revert to a normal pointer by right-clicking at any time.	Select any tool from the panel on the left. Right-click. The tool does not revert to the standard pointer.

13	Minor	(Efficiency) In order to create a repeating class schedule, one needs to repeatedly click on the same time and date at every date. This may be somewhat unavoidable with the “painting” model outlined in 10. Google calendar has a neat solution for this by specifying pattern of repetition and end date.	
14	Major	(Standards) buttons are not the right affordance to show calendar entries. What is the intended effect when the user clicks on them? Perhaps it would make sense to use labels, and turn them into buttons when selection is expected (for example when a discipline, or the eraser, is selected).	
15	Minor	(Error reporting) Performing illegal actions (for example excusing unscheduled events) does nothing with no feedback.	Open the calendar. Select the eraser. Click on any button with the “day”, “evening”, or “night” icons. Nothing happens.
15	Cosmetic	(Consistency & standards) The choice of icons is not very effective: the eraser does not obviously resemble an eraser (eraser icon works for art tools because it is located next to pencils and paintbrushes, offering useful context), and the icons for event disciplines are not clearly representative of the content.	
16	Cosmetic	(Minimalist design) Day, evening, and night icons are very busy. Perhaps it would make more	

		<p>sense to omit these icons and use day, evening, and night colors, as the interface already does for scheduled events.</p>	
<p>17</p>	<p>Good</p>	<p>(Matching the real world) The layout is consistent with pin-up calendars. This is clearly a calendar.</p>	