

# Ski School Scheduler - Feedback

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## Summary

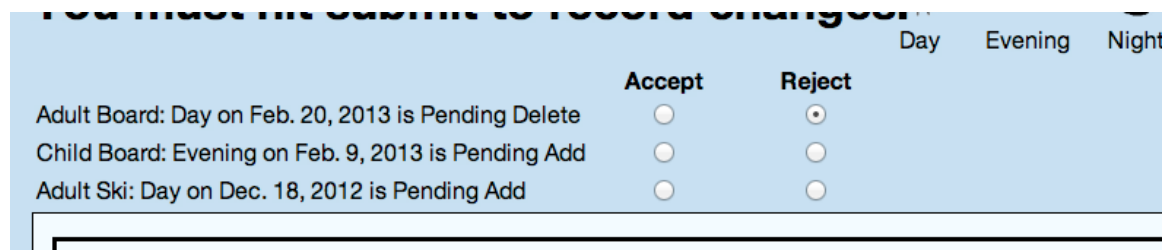
Overall, I really didn't understand the website. I can't immediately tell if its because I'm far outside the intended audience (I have never skied before) or because the actual design. I am more comfortable blaming myself for this, but for a bit of fun reading, I encourage everyone to read Christian Lindhom's piece on the "of course" principle of design. Link to Summary by Om Malik: <http://om.co/2012/04/05/the-of-course-principle-of-design/>

Overall, I had a very difficult time understanding your system. As such, I organized my thoughts into larger categories and specific issues, rather than a list of 15+ "suggestions".

## Heuristic Evaluation

### Feedback

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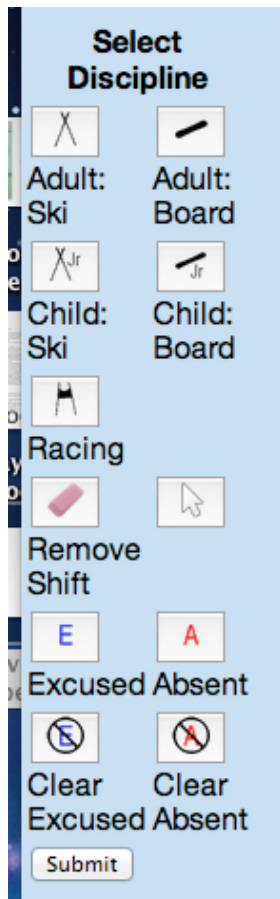
|   | Day                   | Evening               | Night                            |
|---|-----------------------|-----------------------|----------------------------------|
| Adult Board: Day on Feb. 20, 2013 is Pending Delete | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Child Board: Evening on Feb. 9, 2013 is Pending Add | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>            |
| Adult Ski: Day on Dec. 18, 2012 is Pending Add      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>            |

I literally have no idea what I'm supposed to do here. I'm accepting, and rejecting things that are, themselves, pending actions? The text is very close together with no clear emphasis on certain words. A colon demarcator is not very efficient. I would use bold on words like pending add or delete. And perhaps even some color to distinguish them. The spacing on accept and reject is too wide, so I didn't associate them as being conceptually tied together, and when there are binary states, the radio buttons are unnecessary. In fact, looking at them this way, even though I know they are radio buttons, implying one choice out of many, it was not immediately clear that they were one or the other.

Severity: **Major**

## Learnability, Feedback

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

































This menu/toolbar/box thing is absolutely critical to using your system. Otherwise the main calendar interface is absolutely unreadable. And yet, it is not outlined in any way. It is relegated to the corner of the screen, no border, no coherence. I don't know what discipline means. I, in fact, did not realize they were buttons until tap to click accidentally clicked one and the logo became a snowboard. Exactly what is supposed to be happening here, or what I'm supposed to "submit" is unclear.

Furthermore, the changing of the mouse icon is rarely effective. I suggest you find a clearer way of showing state.

The submit button also takes the user back to the "home" page, which is blank. A confusing choice, and there's no indication that anything was accomplished or saved. It seems like the app "crashed" and reset rather than completing my task.

Severity: **Major**

## Consistency and Standards, Efficiency

|   |   |   |   |  |   |   |
|---|---|---|---|--|---|---|
|     |     |   |     |     |    |    |
|    |     |   |    |    |    |    |
|    |    |   |   |  |   |   |

This interface. What does it do? What am I doing? The icons are also quite busy. I would color here as well, as a yellow circle is simpler and clearer as a sun than a possible supernova/black hole. Furthermore, the icons spacing is inconsistent. There are three possible locations for these buttons, which don't seem to do anything btw, and I couldn't tell if there was any significant to their placement. Either they should snap to their appropriate locations or the significance of the placement should be made more clear.

And as I mentioned, the fact that these look like buttons, but have no noticeable effect upon clicking (besides showing the "clicked" animation) is confusing.

I want to take this opportunity to emphasize the "Of Course" principle mentioned earlier. Everything about this interface, from the fact that you need a key to explain the images you use, to the mechanism of input is not something that's immediately obvious to me. And regardless of where you fall on the Simplicity versus Obviousness debate, the design was neither, and I found that incredible frustrating as a user. Pains should be taken to revisit the design again and try for obviousness, or to greatly refine what you have here.

ADDENDUM: I discovered, by reading the feedback from other students (as I was looking for any clues as to the functionality of your site) when I realized you could click "brushes" from the toolbar mentioned above and use them to assign the blocks to the calendar. This is reminiscent of Microsoft Paint from Windows 95 and not in a good way. Very unclear, and it seems highly inefficient to me.

Severity: **Catastrophic**

## Minor Gripes

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1. Log in page is the first thing the user sees when you enter the "URL" (I mean, it is a URL but its not like, facebook.com). I'd add some intro text or perhaps an explanation of exactly what to do
2. When there are three tabs, and one of them is logout and the other one is a blank screen, these can be combined into one screen, the calendar should be the home state.
3. Users have names, not usernames. (ha). Being greeted by my Athena handle (or what I'm assuming is their equivalent) is uncomfortable, and certainly not welcoming.



1. This. Drove. Me. Insane. I couldn't stop looking at it. For some reason, it's just a bit off. Severity: Cosmetic. But Major for crazies like me



1. Formatting problem.