# LunchBunch Heuristic Evaluation

Scott Bezek
sbezek@mit.edu
6.813 – 4/22/11
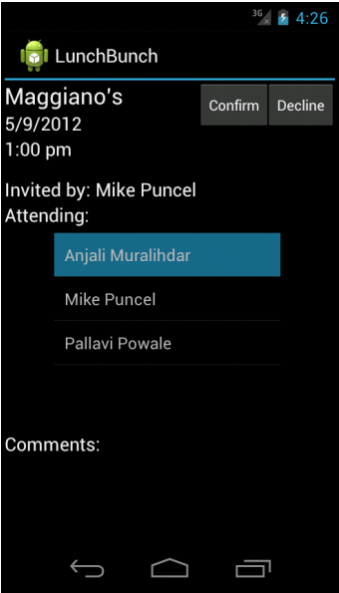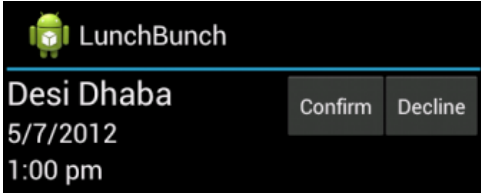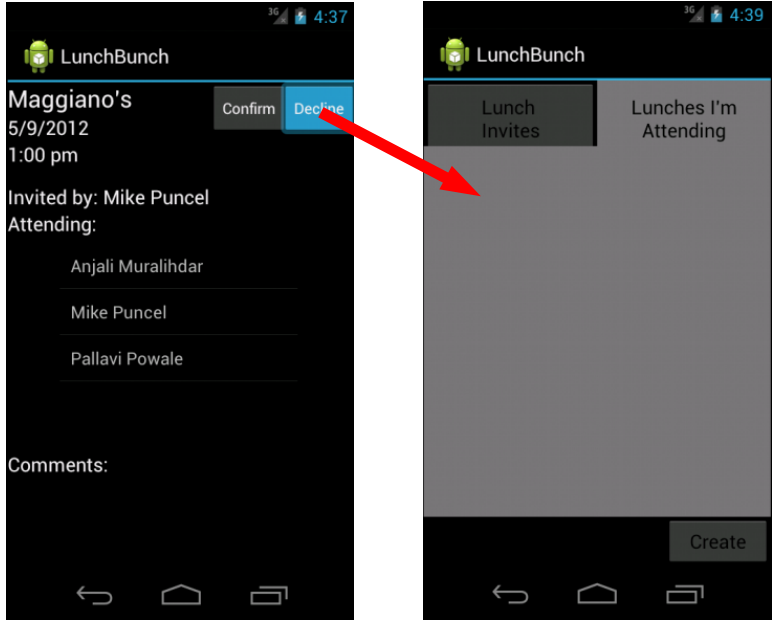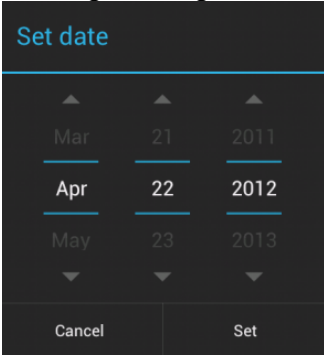
**Preface:**
Although I have an Android device running 2.3.3, the APK provided required 4.03, so all of my testing was done using the Android Emulator on a computer instead. This may have affected the way in which I interacted with the app (e.g. I'm less likely to have tried long-holding or dragging things, since those actions aren't as natural with a mouse). It also means I may have missed features like sensor input (accelerometer, etc), or multitouch, since those aren't possible within the emulator.

Although it isn't technically a usability issue, I highly recommend reducing the sdkVersion in your manifest.xml from 15 down to 10 so that your application can reach its target audience; Android 4.0.3 (API Level 15) currently only makes up 2.4% of all Android users (http://developer.android.com/resources/dashboard/platform-versions.html).

**Issues:**

| # | Severity | Issue | Heuristic |
|---|----------|-------|-----------|
| 1 | Minor | Selecting people to invite uses "radio-button" (circular) style, which suggests only one can be selected (external consistency issue). Should use square checkbox elements instead.  | Consistency & Standards |

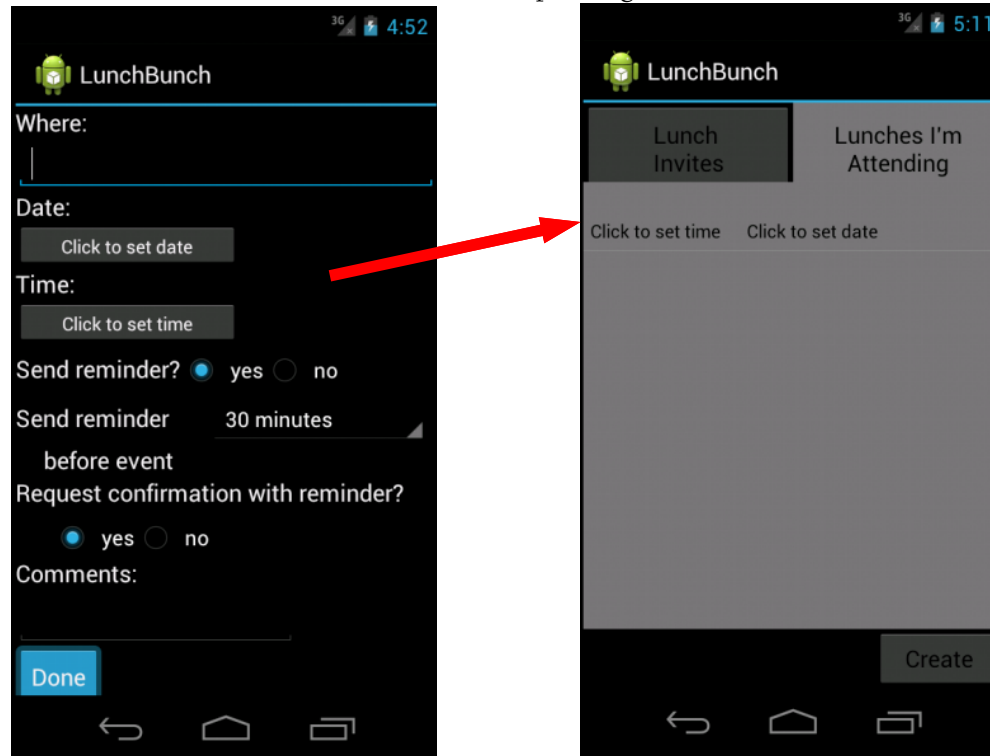| 2 | Cosmetic | When viewing an invite, names get highlighted when touched, but there's no action. The highlight makes it seem like it's a clickable element. Recommend removing touch-highlight (make list items disabled). | Consistency & Standards |
|---|---|---|---|
| | | | |
| 3 | Major | It's not clear what "confirm" and "decline" do when viewing an *accepted* invite. The writeup in GR2 explains that they're for collecting a last-minute head count, but that's not obvious from the interface itself. Although this will likely make more sense once the push-notifications are implemented, it's still a bit confusing having to "confirm" a lunch that I've already accepted. | Help & Documentation |

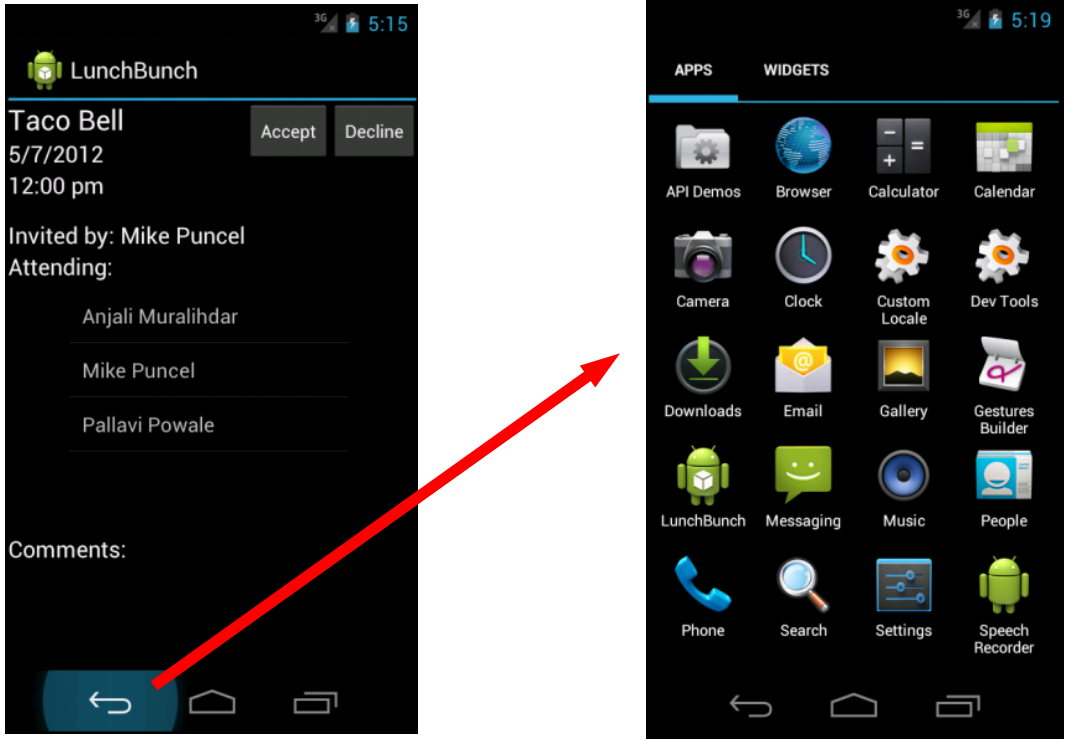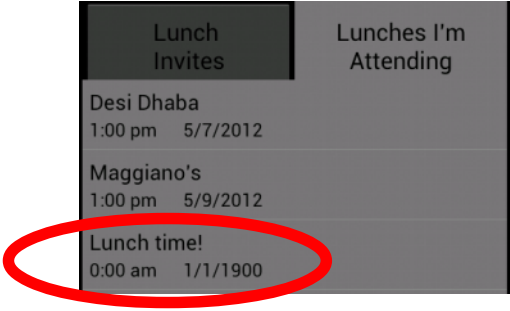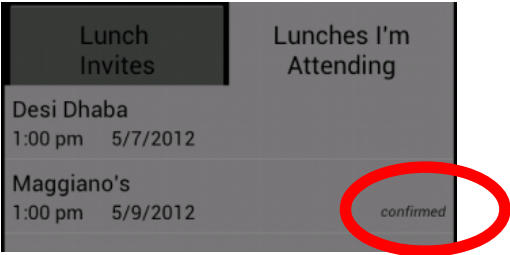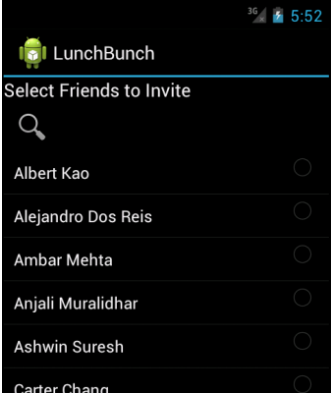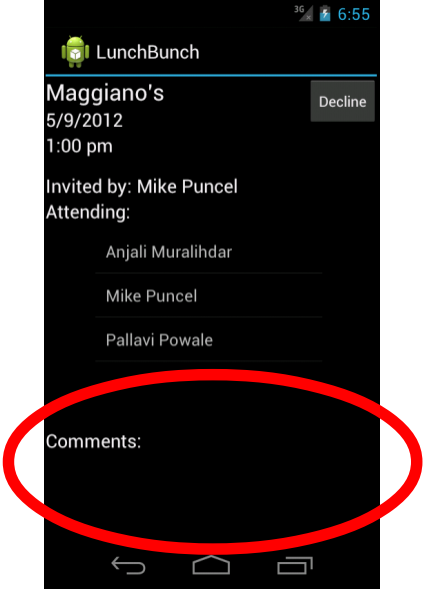| 4 | Catastrophic | Clicking "decline" causes the invitation to disappear forever without warning/confirmation (and no Undo, or list of declined invites to restore it from). There needs to be some way to recover from accidentally tapping the Decline button.  | Error Prevention |
|---|---|---|---|
| 5 | Cosmetic | When creating an invitation, the date selection is hard to use – there's no context (weekdays vs weekends) and it takes a bunch of scrolling to change dates. A calendar view might be better.  | Match the real world; Flexibility & efficiency |

| 6 | Major | No validation during invitation creation. Allowed to create a lunch event with no location, date, or time specified. Although this may be an omission because of a lack of a real backend, it would be nice to have validation feedback even before pressing "Done"  | Error Prevention; Error reporting, diagnosis, and recovery |

| 7 | Catastrophic | When viewing an invitation, must Accept or Decline immediately, no Back/Cancel button as part of interface. Pressing the Android Back button exits the application instead of just dismissing the invitation view.<br> | User control & freedom; flexibility & efficiency |
|---|---|---|---|
| 8 | Cosmetic | Can select a date in the past when creating an invitation. It doesn't make sense to create an invitation for a date/time that's already passed.<br> | Match the real world; Error Prevention |

| 9 | Minor | Can't change (or request to change) the date, time, location, invitees of a lunch after the invitation has been created/sent. Details of events are seldom known completely ahead of time, so it would be helpful to be able to change the details within LunchBunch. | Error prevention; User control & freedom; Match the real world |
|---|---|---|---|
| 10 | Good | After confirming an invitation, the text "confirmed" appears next to that item in the list. No need to click on the event to see if you've confirmed or not – it's immediately visible.<br><br> | Visibility of System Status |
| 11 | Major | There's no way to cancel an invitation that's already been sent. I can only decline my own lunch (but others won't see this). Should be able to completely cancel a lunch (and notify invitees) in case something comes up. | User control & freedom; Match the real world |
| 12 | Minor | No clear indication of who is invited vs. who is attending (vs. who is confirmed?). The label says "Attending:" but then is it not possible to see who all has been invited (but not yet accepted)? What about people who have declined?<br><br>If this is actually just showing those who have accepted (and are "attending"), then it would be useful to also see who else has been invited. If this is actually a list of all invitees, then something like a checkmark next to those who have confirmed/accepted might be useful feedback here.<br><br><br><br>(are these people actually attending, or just invited?) | Visibility of system status; Help and Documentation |

| 13 | Good | When selecting people to invite, there is a scrolling list of contacts, rather than just a search feature.  Browsing is a useful option when selecting people to invite, so you don't accidentally forget anyone. | Recognition, not recall |
|---|---|---|---|
| | |  | |
| 14 | Cosmetic | When I first looked at an event, I expected to be able to edit the "Comments" section to add my own comments about it, but it is instead read-only and written by the event creator.  It would be helpful to make this distinction more clear, or alternatively, allow anyone to enter their own comments for any invitation. | Help & documentation OR User control & freedom |
| | |  | |

| 15 | Cosmetic | After confirming a lunch invitation, the list view says "confirmed" (which is Good as noted above), but there's no indication of this when looking at the detail screen.  Even though the "Confirm" button is no longer visible, there's nothing affirmative indicating that you've already confirmed it.<br><br>One idea is to add text like "You have confirmed this event" near the Decline button.<br><br> | Visibility of System Status |

**Other Comments (implementation bugs, rather than usability issues):**
If you click the tab that's already open, the application crashes.

There seem to be some strange things going on with the Activity stack when you use the app – try repeatedly creating new lunch events, then press back a few times – you will be brought back to the creation page and then back to the list view and then back to the creation page, etc until you finally back out of the app.  You probably want to specify that the activities are SingleInstance in your manifest to prevent multiple instances of the same activity from ending up in the activity stack like that.