

## Heuristic Evaluation Overview

A heuristic evaluation is a method for finding usability problems in a user interface. It's generally difficult for a single person to run this method because one person will never be able to find all the problems in an interface. So we ran a 4 person heuristic evaluation of Slate. After the individual sessions, we gathered, reviewed and compiled all our findings. We looked through over 90 different issues and narrowed down to a total of 64. We still need to review some more so that we can eliminate the ones that are not as important or a focus of the scope.

### Findings:

- 64 total issues spread across the different pages of Slate
  - 21 issues within Application Review
  - 4 issues universal
  - 11 issues within Filters
  - 3 issues within Home (only because we are trying to focus more on the user flow of faculties)
  - 12 issues within Queue
  - 10 issues within Reader
- Application Review
  - Most of the issues relates to problems with the navigations, interactions with the annotations, and other documentations
- Universal
  - The main issues relates to the difficulties with collaboration and communications within Slate
  - Terminologies and references that users may not understand
- Filter
  - Most of the issues regards to visibility, search, and list of the available filters
- Home
  - Main issue we found here was the unrecognizable menu header, icons without a label is difficult to understand and remember
- Queue
  - The biggest issues we found here relates to the user experience of the queue. The way it works and the functionality of it can be refined and improved
- Reader
  - The issues we found in Reader mostly relates to the visibility and controls of the interface. Ex: no message when reader sheets are submitted and or removed, auto-saving message isn't clear, reviewing functions are hidden