

Appendix E: Heuristic Evaluation reports

No.	Good/ Bad	Name	Evidence	Explanation	Severity or Benefit		
					Rating (0-5)	Justification (frequency, impact, persistence)	Solution or trade-off
CS-HE-01	Bad	Zoom tools are not consistent	4. Consistency and standards.	Zoom tool in the main area is on the left, however in the pattern area it's on the right The tabs on the right side of the design area doesn't give you any feedback about which one is selected. Also, it is not consistent feedback with pattern area tabs.	1- Cosmetic problem	Freq, Impact, Pers:Low	Have zoom tools on the same side of the area.
CS-HE-02	Bad	Tabs on the right side of design space, doesn't give feedback	1. Visibility of system status, 4. Consistency and standards.	User can't hide/show all the notes at once in the design space	2-Minor usability problem	Freq: Common, Impact: Medium, Pers: Low	Have the selected one a different color.
CS-HE-03	Bad	No easy way to hide/show all of the notes in web flow	7. Flexibility and efficiency of use	Drop downs on the left side, doesn't give any visibility about how many more options there are to choose.	2-Minor usability problem	Freq:Common, Impact:Medium, Pers:High	Have an option to hide/show all notes at once.
CS-HE-04	Bad	Drop downs doesn't give any indication about how many options there are.	1. Visibility of system status	In the Notes panel, you can't jump to a specific note because of navigation	2-Minor usability problem	Freq:Common, Impact:Low, Pers:High	Have visibility about the options, i.e: Pattern (3/5)
CS-HE-05	Bad	Can't jump to a note	3. User control and freedom	In the notes it says there are 5 notes, but when you just look at the sticky, it	2-Minor usability problem	Freq:Common, Impact:Medium, Pers:High	Enable user to jump to a note, either have the "3/5" area clickable or have a drop down.
CS-HE-06	Bad	Notes itself doesn't give proper feedback	2. Match between system and the real world, 1. Visibility of		1- Cosmetic problem	Freq, Impact, Pers:Low	Have a match between the real world, if there are more than one note,

		about how many notes there are	system status	looks like there is just one.			then make it look like there are more stickies under the first one.
CS-HE-07	Bad	Dynamic and static panels look alike	4. Consistency and standards.	The properties panel is dynamic (it changes if user clicks to another element), the other panels are not; but all the panels look the same	2-Minor usability problem	Freq:One-time, Impact:Medium, Pers:low	Have the dynamic panel look different than the other panels, have it reflect that it is dynamic.
CS-HE-08	Bad	It is not intuitive what will happen to the project tab hierarchy when zoom controls are used	1. Visibility of system status	The user is in the "WebFlow 1" if she zooms out to the "eSpace 1" level, what will happen to the tab hierarchy, will there be 2 eSpace 1 or what?	2-Minor usability problem	Freq:Common, Impact:Medium, Pers:High	Make the behavior more intuitive for the user
BP-HE-01	Bad	Drop down for the various options available in project list	6. Recognition vs Recall	The user has to remember the various options available	2	freq, impact, persistence: low	Have little tabs onto the side for various options
BP-HE-02	Bad	Icons for undo and redo	4. Consistency and Standards	The icons we currently have are used for moving back and forth the location	2	freq: common impact: everytime persistence: always	Using the standard icons which has arrows is one solution
BP-HE-03	Bad	Properties parameter in the panel	4. Consistency and Standards	It is standard that the properties panel has the title properties	2	freq, impact, persistence: low	Title the panel with properties
BP-HE-04	Bad	The icons on the right panel, the design tools and actions	6. Recognition vs recall	The user has to remember the different icons what they stand for	3	freq: common impact: high persistence: everytime frequency is every	Having names next to icons would be helpful
AM-HE-01	Bad	Changing left panels	4: Consistency and Standards	panels are changed like options within panels; these should work differently to imply their different effects	3: major usability problem	time users want to switch panels; impact is low, since it's not likely to hamper their work that much;	use side-to-side arrows as main means of switching, or tab the panels

						and persistence is medium, since this could be forgotten after not using the system for a while	
AM-HE-02	Bad	Properties panel nameless	2: Match between system and real world	the properties panel does not have a name, which it really should to let users know what it is	2: minor usability problem	high frequency, low impact, low persistence	give it a name
AM-HE-03	Bad	OutSystems bar takes up a lot of space	7, maybe 8??	the black strip with OS logo takes up a lot of vertical space, giving less to the important design area	2: minor usability problem	high frequency, medium impact, medium-high persistence low frequency; medium (possibly high) impact; low-medium persistence (coming back to platform after time away) medium frequency; low impact; low persistence	shrink it, but maintain the workspace/designspace accessibility
AM-HE-04	Bad	Unclear how to switch spaces	4: Consistency and standards	not completely clear that the workspace/designspace labels are used for switching between the two views	2: minor usability problem	medium (possibly high) impact; low-medium persistence (coming back to platform after time away) medium frequency; low impact; low persistence	make them more like the buttons/interactive widgets in the rest of the software
AM-HE-05	Bad	Zooming for patterns on wrong side	4: Consistency and standards	zooming in design area is on left, but zooming in patterns preview is on right	1: cosmetic problem	medium frequency; low impact; low persistence	move it to the other side
AM-HE-06	Good	Nested tabs for open work		nesting tabs so that the project hierarchy is obvious is nice			it needs one more level though ;)
AM-HE-07	Bad	First icon in Notes unclear	2: Match between system and real world; 4: Consistency and standards	Meaning of first icon in Notes "panel" is not clear (I think it's "new")	2: minor usability problem	medium frequency; medium-low impact; medium-low persistence	change it to a more normal icon, such as the dog-eared corner in Word (if it's a "new" icon)
AM-HE-08	Bad	Space feedback in same colour in both spaces	4: Consistency and standards	both the Workspace and Designspace have the "workspace" indicator in red and the "designspace"	3: major usability problem		pick the highlighting to work one way or the other, and use it consistently

AM-HE-09	Bad	Requirements vs. Change Requests	2: Match between system and real world	indicator/label in white I don't know what the difference is between "Requirement" and "Change Req"	3???		get ride of "requirement"; I don't think they are important in this setting
AM-HE-10	Bad	Pluralization	2: Match between system and real world	in left-most list of workspace, "Bug" and "Change Req" need to be pluralized	1: cosmetic problem		add pluralization (i.e., s's)
AM-HE-11	Good	Clear hierarchy in middle workspace panel		filtered by projects, the bugs are housed in eSpaces, which are in turn in projects. The hierarchy is made clear by boxes/shading and different expand/collapse icons			
AM-HE-12	Bad	Plus/Minus symbol in workspace unclear	6 maybe??	There are two icons, plus and minus, in bottom of middle panel of workspace. Don't know what they do- in design space, +/- zoom, but not sure what zoom would do here	2 or 3	not really sure...	remove them, or make their effects more obvious...
KL-HE-01	Good	"My to do list" label conveys "customizability"	"My to do list" is the title of the list the user can populate with tasks, bugs and other to dos.	Match between system and real world: it is important for the user to realize that this list is customizable. Adding the word "My" to an interface is common across web 2.0 services			Users might be thrown away by having such a feature - it has to sound legit
KL-HE-02	Bad	"space" word is overused in system glossary	There exist a Workspace, Designspace as well as eSpace	Consistency and standards: there might be confusion about these 3 terms. They do not represent something similar or of same type.	3	Freq: H - these terms are encountered at every step while the user is coding and also navigating through	Use "bench" instead of "space" for the Design and Work terms

KL-HE-03	Good	Shortcut for adding/removing items	"+/-" symbols for accelerated addition/removal of items in middle window (items list)	Flexibility and efficiency of use: it is easy for the user to spot and use the icons to add/remove items, instead of selecting this common function from the menus.		his work. Impact: L - this feature does not prevent him from working, but may be confusing. Pers: M - it might take a while for new users to separate the terms.	Icons might be taking up space when the screen is cluttered
KL-HE-04	Bad	Tab nesting is odd	the second tab aligns left inside the first, but the third aligns right inside the second tab.	Consistency and standards: tabs should look balanced and aligned consistently	3	Freq: H - this happens when Webflows are open, which is most of the user's developing time. Impact: L - this feature does not prevent the user from completing his work. Pers: L - Users should easily figure out that alignment doesn't really imply anything about the tab levels.	align all tab levels the same (align left)
KL-HE-05	Bad	Contextual menu is not linked to what its for	the contextual menu of what the user is working on is placed	Visibility of system status: the user cannot know what these icons pertain to	4	Freq: H - this happens a lot as most of what the	maybe label that menu, or reshape that bar to have a gap/divider

			at the top right of the DS. They are placed on the same bar as the "standard menu icons" (currently back/forward/save/open)	unless he connects them with the fact that they change based on what he has selected (a task, code, collaborators window or neither). Their placement on the same bar as the other menu icons make them seem related to those, instead of what the user is working on.		user works with has a contextual menu. Impact: M - if the user doesn't notice these icons, he will not be able to complete some tasks. Pers: M - it might be hard for users to find and understand those icons Freq: H - this menu houses the most important information for the design space and users interact with it a lot. Impact: H - the user has to be able to understand what's going on in order to quickly select what he is looking for. Pers: M - the user maybe be able to figure out the menu layout especially with trial and error with exploring the drop down options Freq: H - the user will encounter this with every item he selects, which is	between each set of icons
KL-HE-06	Bad	Left menu layout in DS is cluttered	Left menu in DS has the section drop down (Patterns), an item drop down (Pattern M), as well as the Suggestions/Search tabs at the same height level of the menu box	Aesthetic and minimalist design: there is a lot going on with the 2 drop downs and the tabs on the right next to them.	4		label the dropdowns, reorganize the menu real estate, move the tabs to the top/other side?
KL-HE-07	Bad	Properties panel is not linked to an item	The properties panel of the logic items is on the left side of the screen - but there is	Visibility of system status: it is not clear that the properties pertain to the logic item	4		rename the properties panel and add item title

nothing that tells the users what properties these are, or what they are about

very often. Impact: L - user has to realize that the menu pertains to the code in order to complete some tasks. Pers: M - it might be hard for users to realize what these properties are about