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# Heuristic Evaluation Feedback



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September 2, 2012

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This report will summarize the Heuristic Evaluation feedback conducted in **UPL room on 29<sup>th</sup> (Wed) - 31<sup>st</sup> September (Fri)**, for the web recruitment application – Flauntpage, our team has developed so far.

The team has identified various heuristics listed in *Appendix A* for the user to find usability problems with this user-interface.

From the feedbacks gathered, from the **20** participants (refer to *Appendix B* for demographics), our team has decided to classify each feedback based on the functionalities.

The functionalities tested to gather Heuristic Evaluation feedbacks were:

- |                                    |   |
|------------------------------------|---|
| 1. Manage User Account:            | User's profile page                         |
| 2. Manage Company Account:         | Company's profile page                      |
| 3. Manage Resume:                  | Resume template with drag and drop function |
| 4. Manage Cover letter:            | Cover letter template                       |
| 5. Apply Job:                      | Job opportunities page                      |
| 6. Manage Job Post:                | Job post template                           |
| 7. Manage Job Application History: | Job application history page (Jobseeker)    |
| 8. Manage Job Application:         | Job application page (Company)              |

Lastly, the team has also classified those feedbacks which we have decided not to fix or replicated the scenarios given in the feedback into one category.

### Manage User Account – User’s profile page

No.	Problem	Description	Severity	Suggestion(s)	Status
1	Others – Missing field	Add new field – Nationality & others in job interest section	1	Create another field name called Nationality and others	Completed
2	Others – Layout format	Job interest section is too messy	1	Categorize the job interest category with 2-3 columns/ drop down list / add others field/ Smart search	Completed
3	Others – Missing field	Add new field – Date of birth	1	Create another field name called Date of birth	Completed
4	Speak the user’s language	Naming convention	2	Job interest → Area of interest	Completed

### Manage Company Account – Company’s profile page

No.	Problem	Description	Severity	Suggestion(s)	Status
1	Others – Navigation flow	Company should enter their company profile first before creating their job post	2	Redirect user to enter company’s profile first before creating job post	Completed

### Manage Resume – Resume template

No.	Problem	Description	Severity	Suggestion(s)	Status
1	Provide feedback	No validation done on date, email and etc.	2	Add in validation	Completed
2	Follow establish conventions	Address fields – missing postal codes	2	Add in postal codes fields	Completed; added in Profile Page, which can be retrieved and automatically copied to resume details
3	Speak the user’s language	Resume name/ description is not precise	2	Change of naming conventions	Decided to remain the same.
4	Others – Navigation flow	After user click on create resume, they should be able to preview the page	2	Allow preview page to be editable	Completed

		instead of directing back to homepage			
5	Follow established conventions	User do not know the elements is draggable (Drag & Drop Function)	3	Change to arrow cursor on hover	Completed
6	Follow establish conventions	All mandatory fields are not indicated obvious enough. User can't tell whether the 'Required' word is referring to the data field on top of it or below it.	1	Make the required fields suggestion obvious with either the * sign/ in red colour	Completed
7	Follow establish conventions	Create button is not intuitive, does not tell user that it is saving.	1	Change naming convention to 'Save'.	Completed
8	Others- User preference	Option to allow user to add new fields (example: 2 <sup>nd</sup> major/ degree on education)	2	Add new fields	Completed; added Degree and Field of Study
9	Speak the user's language	User is unclear on the various naming conventions of the fields	1	<ol style="list-style-type: none"> <li>1. Employment description → change naming to job roles/scope/responsibilities</li> <li>2. Language Name → Language/ Language Proficiency</li> <li>3. Education → highest education attained</li> <li>4. Employment information → job highlights/ Job scope</li> <li>5. Skills → Include writing and speaking fields (can combine with language)</li> </ol>	Completed
10	Others – Missing fields	Add new field – 'Others' in proficiency level	1	Create another field name called others	Completed
11	Others – Personal Preference	For preview, change the icon to pdf icon	1	Change preview button to pdf icon	Completed

#### Manage Cover Letter – Cover letter template

No.	Problem	Description	Severity	Suggestion(s)	Status
1	Others – Missing fields	Add new fields – Company's address and designation	2	Create additional fields name called company's address and designation	Completed

### Apply Job – Job opportunities page

No.	Problem	Description	Severity	Suggestion(s)	Status
1	Provide feedback	No success message to tell the users that he/she has successfully applied for the job	2	Need a pop up/ confirmation message to notify the user	Completed; inserted pop up.
2	Speak the user's language	View all job opportunities- Job requirement and minimum years of experience should be displayed	1	Add in the job requirements and minimum years of experience in the expandable area	Completed; Inserted "Experience/Skills" text box.
3	Others- Navigation flow	When user create a resume in this section, they will prefer going back to the job opportunities tab	2	Redirect the page back to job opportunities tab	Completed
4	Others – Provide more information	Insert company's name in job opportunities summary	1	Add in company name to job opportunities summary	Completed

### Manage Job Post – Job post template

No.	Problem	Description	Severity	Suggestion(s)	Status
1	Prevent errors	List job type availabilities	1	Provide a dropdown list for users to select	Completed
2	Speak the user's language	User is unclear on the various naming conventions of the fields	1	Rename 1. Division → departments 2. Description → Job Description 3. Description → Scope/ Responsibilities	Completed
3	Others – Missing fields	Add new fields – GPA Requirements	2	Create another field name called GPA Requirement	Completed
4	Others – Descriptions	Repeated fields – experience, skills	1	Combine experience and skills fields together → Naming: Experience/ Skills	Completed
5	Others – Missing fields	Add new fields – Expected Salary	1	Create another field called Expected Salary	Completed
6	Prevent errors	Preferred qualification (Master, PHD) to be on dropdown list	1	Change qualification fields from checkbox to dropdown list	Completed
7	Speak the user's language	Wrong naming conventions – Country of operation	1	Change naming convention to country	Completed
8	Prevent errors	Document required fields should be in checkbox	1	Change document required fields to checkbox instead of text fields	Completed
9	Follow established	No editing of company profile's in the job	2	Remove the edit button in job post	Completed

	conventions	post template		template	
10	Others – Personal Preference	Additional fields/ text area to list the requirements the companies are looking for in resume/ cover letter	1	Create another field called screening requirements (optional)	Completed

### Manage Job Application History – Job application history page (Jobseeker)

No.	Problem	Description	Severity	Suggestion(s)	Status
1	Others – Missing functions	View submitted documents	2	Option to view submitted documents	Completed

### Manage Job Application – Job application Page (Company)

No.	Problem	Description	Severity	Suggestion(s)	Status
1	Follow established conventions	Should not provide user with the function to delete	1	Remove 'delete' button from the job applications	Completed

### General

No.	Problem	Description	Severity	Suggestion(s)	Status
1	Follow establish conventions	All required fields should be in different colour or in * sign	1	Make the required fields suggestion obvious with either the * sign/ in red colour	Completed
2	Prevent errors	User is unsure of what to input for some fields	1	Provide as much drop down selection as possible, so that user does not need to crack their brains as to what to input → Help function	Completed

**Team had decided not to fix or replicate the following scenarios:**

No.	Problem	Description	Severity	Suggestion(s)	Found in
1	Others – Provide more information	Allow company to insert their direct personnel contact	1	Create an optional field for company to insert their direct contact → this is useful for us to contact the direct personnel in case of any issues, but the displaying of this information will be hidden unless the company decide to display it to the jobseekers.	Company's profile page
2	Provide feedback	Dislike steps by steps function	1	Display all tips at once	Resume Template
3	Others – Navigation Flow	Prefer redirection to Homepage after the 1 <sup>st</sup> creation of resume	2	Redirect user back to homepage after the creation of resume	
4	Prevent errors	User find it troublesome to enter every field and afraid to enter the wrong spelling	1	Auto suggestion of school/ company name/ location	
5	Others- Layout	Create resume button is too far away	1	Hover over resume tab and drop down (2 <sup>nd</sup> navigation bar)	
6	Follow establish conventions	Not intuitive as to what the save button mean	1	Have an option to 'save as draft'	
7	Others – Missing functions	Prefer an option of creating a resume with a standard template	2	Include a standard template for user.	
8	Others – Missing fields	Add new field – Point of Reference (previous boss's contact)	1	Create another field name called point of reference	
9	Speak the user's language	Tag field is not intuitive	1	Add descriptions to insert commas to separate tags or hash tags	Job Post Template
10	Follow established conventions	Too many fields to enter; prefer to fill in all job requirements in one text box	1	Categorize the job post into various sections	Job Application Page
11	Others – Missing functions	Add new function to search and preview	2	Option to search and view attached documents	
12	Provide feedback	User want to be notify when job application status changes; but do not want to be notify when rejected	2	SMS / Email notification	
13	Prevent errors	Troublesome to enter today's date	1	Auto extract today's date	General
14	Others – Missing functions	Prefer the options to choose font size, colour and style for cover letter text area	1	Use text editor plug-in to create this function	
15	Others – Personal Preference	Allow user to submit other documents (certificate etc)	1	Create an upload function for users to upload their necessary documents	
16	Provide feedbacks	Prefer to have "Help Page" to help user	1	Have a tutorial/ knowledge base tab on	

		with the navigation of the website.		the navigation bar.	
17	Provide feedbacks	Provide 'help' function in all the main/ important fields	2	Provide a question marks icon with hover over and clickable abilities	
18	Others – Personal Preference	Job Opportunities shouldn't be categorize together with personal tabs.	1	Separate the job opportunities from the personal tabs	
19	Provide feedbacks	No feedback to show that job post/ resume/ cover letter is not created	2	Prompt user to create job post/ resume/ cover letter when they have not created	
20	Follow establish conventions	Date formatting. User find it a hassle to use the calendar to find date that are a few years back	1	Separate the day, month and year for all the date (e.g date of birth, employment date etc)	

**Other suggestions/ feedback:**

1. Preview of job post → Ratings (Anonymous reviews for job posts. Comments better than rating)
2. A video demo/ guidelines on the main page of flauntpage to show all the special features
3. Shouldn't reveal the company email in job post
4. For first timer, must get them to create the profile first → must get them to enter company registration number
5. Design of the User-Interface
  - a. Can change the font to a more professional font type
  - b. Clean and simple layout, but color used is a little dull → Change the background color
6. Search function in job opportunities. Filter by date, company, position
7. Tag tab (Company) → Click to view all tags with your job post



**Appendix A**

No	Heuristics	Descriptions
1	<b>Be consistent</b>	Web pages in the same application should have the same fonts, color scheme, headers, footers, and similar layout. Terminology used in the web site should also be consistent.
2	<b>Focus on tasks</b>	Web pages should direct the user's attention to their task. Put text and controls in obvious places and use color schemes that make things clear. Avoid distracting graphics and excessively large banners or navigation bars.
3	<b>Provide feedback</b>	Form validation errors should be clearly explained, and all error messages should appear at once, so the user does not have to correct and submit multiple times. After entering data or issuing a command, the system should clearly show what has happened, in case the user made a mistake. The system should also give users navigation aids to help them know where they are in the application.
4	<b>Follow established conventions</b>	When possible, use a design that users already understand. Users will expect web sites that do similar things to work in similar ways.
5	<b>Speak the user's language</b>	Use words and images that users will be able to understand intuitively. Use tool-tip text to provide longer explanations, if necessary.
6	<b>Prevent errors</b>	The system should make it difficult or impossible for users to make mistakes. Never ask for same information more than once. Compute derivable values automatically, rather than asking users to enter them. If users need multiple pieces of information to make a decision, make sure all are visible at the same time. Prompt users for confirmation before performing important, irrevocable operations.
7	<b>Minimize clicks</b>	The system should allow tasks to be completed with as few clicks as possible. Avoid excessive use of pop-ups that users must dismiss.
8	<b>Avoid scrolling</b>	The system should require as little scrolling as possible. Avoid horizontal scrollbars and scrollbars within scrollbars. When showing a long list of items, a single scrollbar is acceptable, but seek a good tradeoff between scrolling and page loading.
9	<b>Others</b>	Any other heuristic violations that you cannot classify in one of the 8 above. Describe briefly what violation this should be classified as.

Severity	Descriptions
1	Cosmetic problem only: need not be fixed unless extra time is available on project
2	Minor usability problem: fixing this should be given low priority
3	Major usability problem: imperative to fix this before product can be released

**Appendix B**

No	Name	Gender	Faculty
1	Grace Lew Li Ming	Female	SIS
2	Jayner Tan	Female	SIS
3	Jun Liang	Male	SIS
4	Melwin Tanu	Male	SIS
5	Angela	Female	SOB
6	Kelvin Neo	Male	SOB
7	Daryl Yan	Male	SOB
8	Jackson Tan	Male	SIS
9	Kevin Lee	Male	SIS
10	Wee Huixin	Female	SIS
11	Eugene Chong	Male	SIS
12	Stephanie	Female	SIS
13	Tao Keja	Female	SIS
14	Hui Min	Female	SIS
15	Kevin Goh	Male	SIS
16	Alvino Yeo	Male	SOB
17	Melvin Sim	Male	SOA
18	Oh Meiyun	Female	SOA
19	Teo Kai Lin	Female	SOSS
20	Geraldine Kho	Female	SOSS