

Heuristic evaluation of visual editing on mobile

Android and iOS

Method

We did the 5 basic editing tasks on both iOS and Android mobile phones.

- Add text

- Add paragraph

- Format Text

- Add link

- Add citation

We noted any bugs or usability issues found.

High Level Outcomes

- The visual editor (on both iOS and Android) is not ready yet for usability testing.
- The reasoning is that we found a lot of issues to fix before we are willing to invest the time of participants and the DR team in doing a usability study.
- Once the visual editor is more functional on iOS and Android, we will do a usability study with new editors.

General observations

- Inconsistencies in rendering
- Inconsistent keyboard action
- Check button as well as [save] for initiating a save action is confusing within the context of mobile web (to have two buttons that initiate the same action). Also, it is inconsistent with how it works on desktop.

iOS Observations

Formatting text

Selection of text is tricky

Formatting dropdown is broken (reveals no options when pressing the text button)

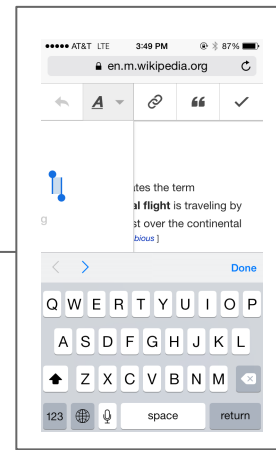
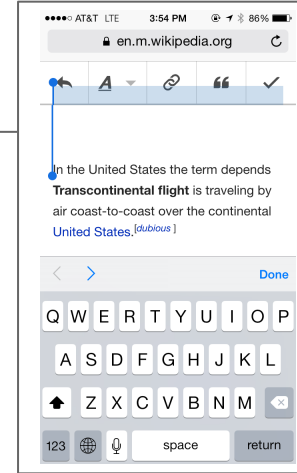
Adding text (small text and paragraph of text)

No issues, other than this (it was about selection)

Add a citation

Inconsistencies when keyboard comes up. When citation is generated from the automatic tab, the link is typed or pasted in, and people are presented a button to “Generate” a citation. This all works well. Next, person is presented with a green button that says “insert”. Then person is left on the page, with keyboard popped up (keyboard is not necessary at this point). If person presses “Done” on the keyboard, they are then presented a “save” button. Or, user can press the checkmark button to reveal a “save button”

If user presses Manual tab, everything zooms in and is unreadable. User presses done and keyboard disappears (the only option) then person is left with gigantic text and have to zoom out to see options

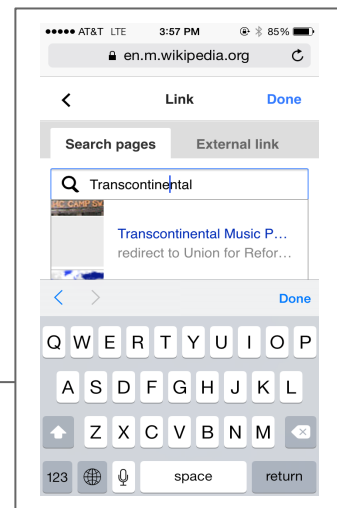


iOS Observations

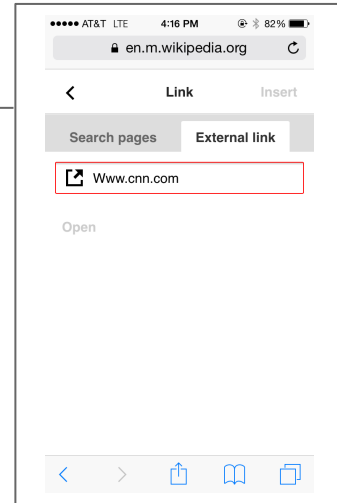
Add link:

Inconsistencies when keyboard come up.

Once a word is selected to add a link, the link search comes up and displays the link (page result) possibilities. Then the keyboard comes up and covers almost everything and user can not function within the link page search results. If user presses "done" on keyboard to close the keyboard (as it is not needed for selecting from the links search list) the underlying link search results disappear.



Inconsistent (and sometimes nonexistent) render of link dialogue (observed in external links) and, press "done" and everything stops - see screenshot



Android Observations

Formatting Text

No problem making text bold

Back button and undo arrow on top of each other - could be confusing to people

Adding text (small text and paragraph)

no issues

Add a citation

inconsistencies when keyboard come up

Android Observations

Add a link

If user decides to abandon the add link action and presses back button, then user gets a dialogue asking if they want to abandon their edit.. when what they really want to do is either start over with their link addition or abandon adding a link - not abandon their edit.

State changes without the user pressing any button.

Inconsistent rendering of link dialogue: shows remove and sometimes it shows "remove" and the search results, and open is not shown. We observed several different renders of link dialogue on the same phone in same edit session.

Why is "remove" red?

