Heuristic evaluation of visual editing on mobile

Android

WMF Design Research | Daisy Chen | October 2015

Method

5 basic editing tasks on Android mobile phone.

    Add text

    Add paragraph

    Format Text

    Add link

    Add citation

Noted any bugs or usability issues found.

High Level Outcomes

- The visual editor (on 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.

Android Observations

On the way to the first basic task...

If there is a lot of infobox before the text, users may have issues figuring out how to edit anything at all (when scrolling down to get to the text, it highlights the whole infobox). [1]

May be unclear for users how to get out of edit mode. If you jump into visual editor, you can press back (not yet undo button) and jump out, but once you've scrolled, the back button is no longer there, unless user knows to click on the border of the screen to make the grayed-out unto arrow back into a back arrow or user knows to collapse keyboard and press the return button on Android nav (or press physical return button). [2]

Red trash icon: I clicked it to see what it was and it deleted the whole infobox. Users might not understand that it is correlated with a secondary infobox/image edit tool. Generally, what is its purpose when there is a backspace on the keyboard? [1]

AT&T 🔔 11:25

Template Generated fro...

Male *intermedius* in breeding plumage

Conservation status

Extinct — Threatened — Least Concern

EX EW CR EN VU NT **LC**

Least Concern (IUCN 3.1)[1]

Scientific classification

Kingdom:	Animalia
Phylum:	Chordata
Class:	Aves
Order:	Passeriformes

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mainly on nectar, although they will also take insects, especially when feeding young. They have a fast and direct flight and can take nectar by hovering like a hummingbird but often perch at the base of flowers. The males appear all black except in some lighting when the purple iridescence becomes visible. Females are olive above and yellowish below

Android Observations

On the way to the first basic task...

What is the puzzle/template icon mean for users? What its purpose when the button isn't clickable and the user can't read past 'Generated fro...'? [1]

Blue pencil is meant for editing the infobox in this case, but it is barely visually editable. Why isn't it just visually editable (why a secondary edit 'tool')? The further nested option is 'show options' within editing infobox, and that page is just fully unreadable. [2]

[1]

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[2]

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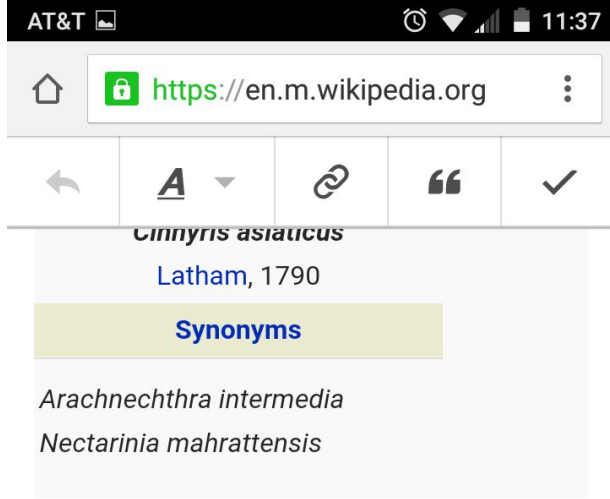ABC   ,   _   English (UK)   /   .   ↵

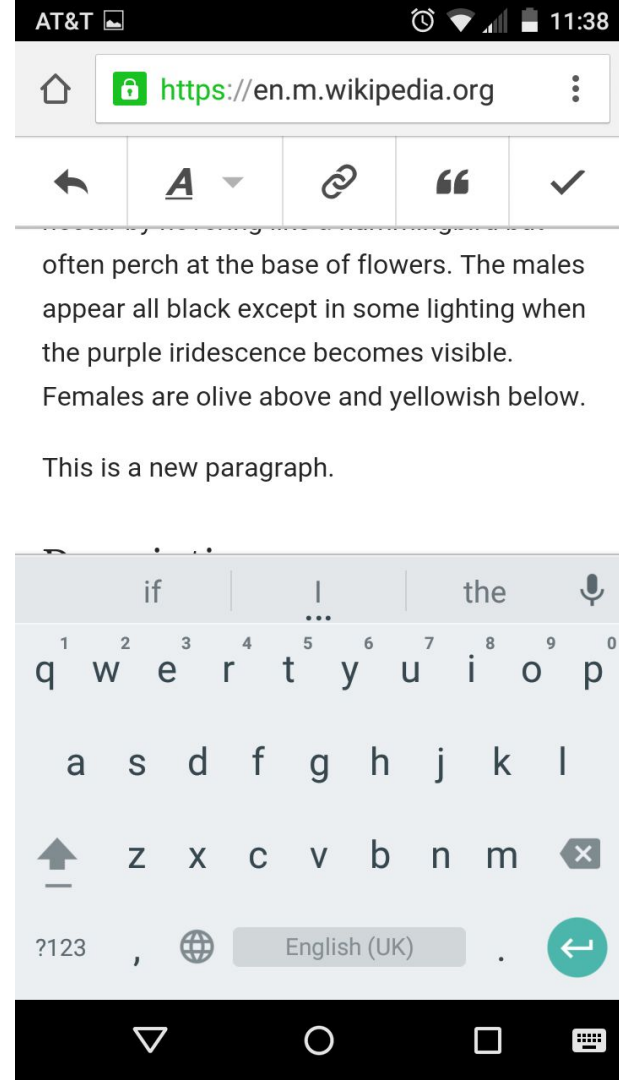# Android Observations

Adding text (small text and paragraph)

Tapped on 'sunbirds' in the second sentence of article - this is what happened. Where's the cursor? [1]

No problem with adding a new paragraph. [2]

AT&T 11:37

🔒 https://en.m.wikipedia.org ⋮

Cinnyris asiaticus

Latham, 1790

Synonyms

Arachnechthra intermedia

Nectarinia mahrattensis

Sunbird's | **sunbirds** | sunbird 🎤

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⇧ z x c v b n m ⌫

?123 , 🌐 English (UK) . ⏎

AT&T 11:38

🔒 https://en.m.wikipedia.org ⋮

often perch at the base of flowers. The males appear all black except in some lighting when the purple iridescence becomes visible. Females are olive above and yellowish below.

This is a new paragraph.

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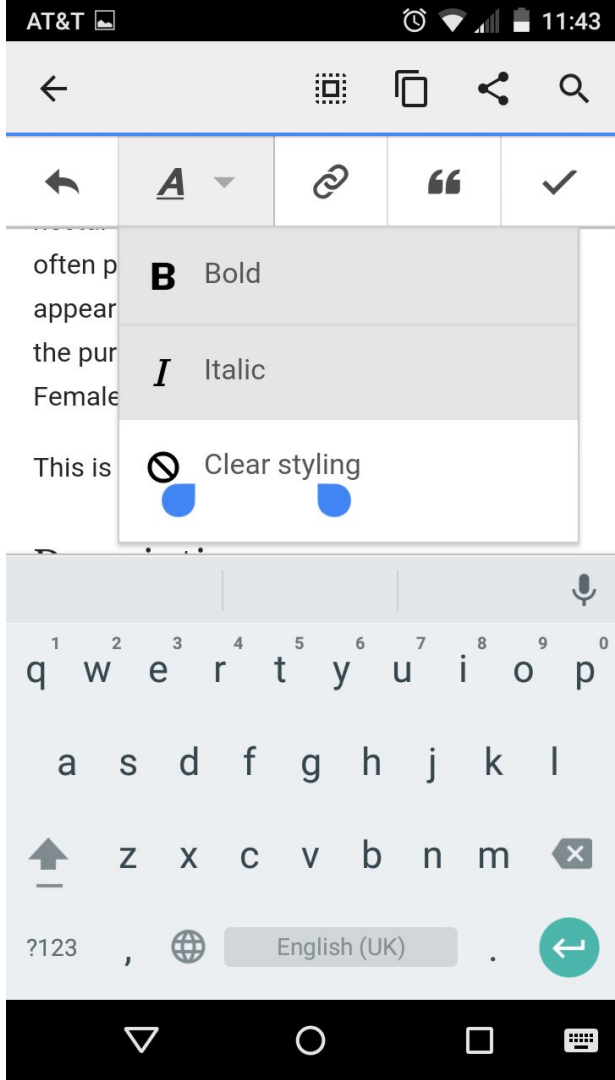
Android Observations

Formatting Text

No problem formatting text

Selection (blue dot things) appear even when dropdown is engaged [1]
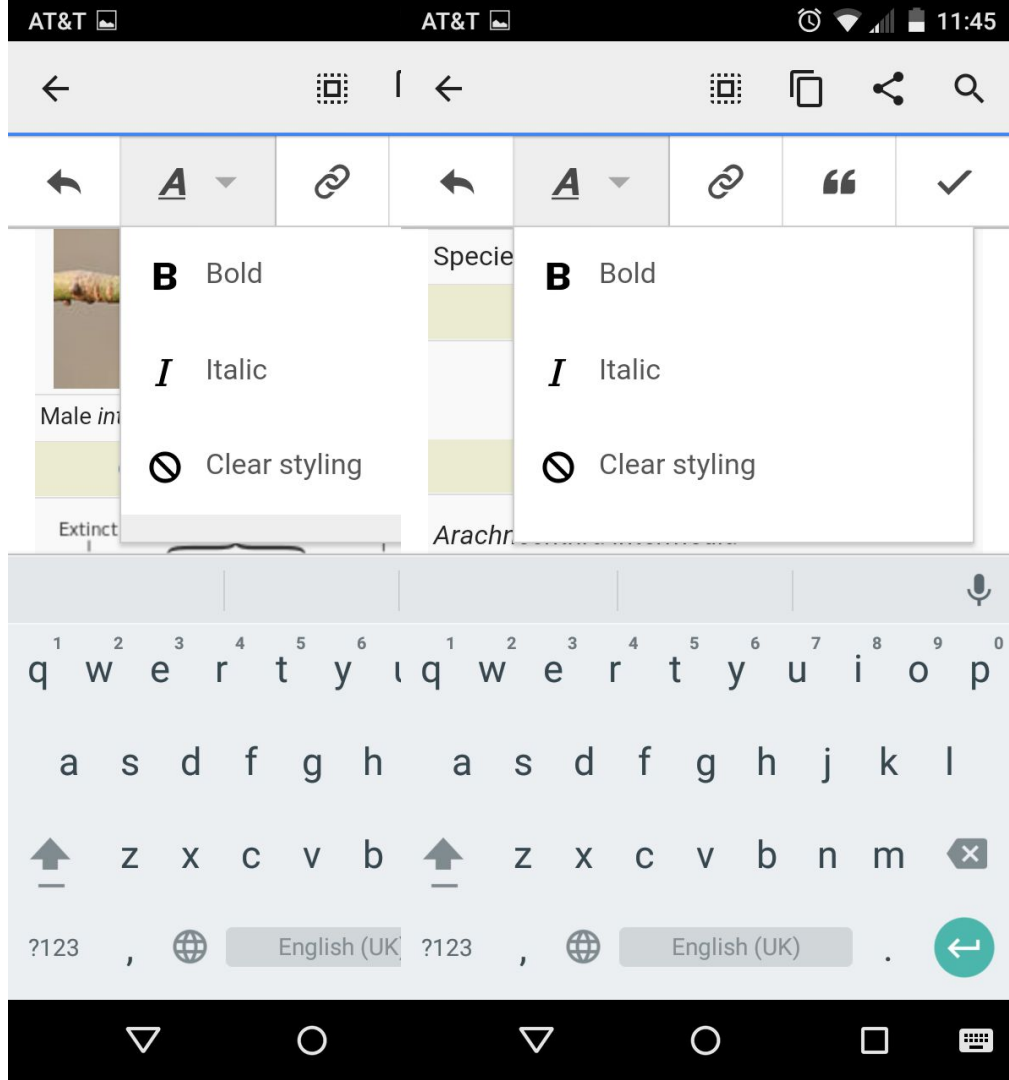
Back button and undo arrow on top of each other - could be confusing to users.

If you scroll up/down beyond the scope of the dropdown, you scroll the edit window behind it as well [2]

[1]

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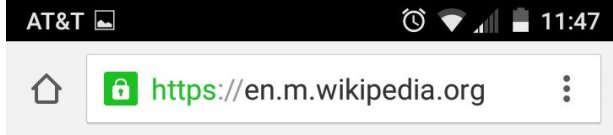?123 , English (UK ?123 , English (UK) .

Android Observations

Add a citation

Inexplicable result of dropping cursor at the end of a sentence, then pressing the cite quote button. I need to remember what sentence it was and scroll down… I try again, and same thing happens. Jumps me to a weird non-menu and the infobox… I scroll down, the cite is gone and I can't add it or the same cycle repeats. [1]

I try it in another place, and it adds the url, but when it 'saves', it jumps me here. When I try to edit it, it jumps me back here again… I don't know where I am necessarily, and even if I click red trash can or blue edit, I'm not seeing what/where I'm editing. [2]
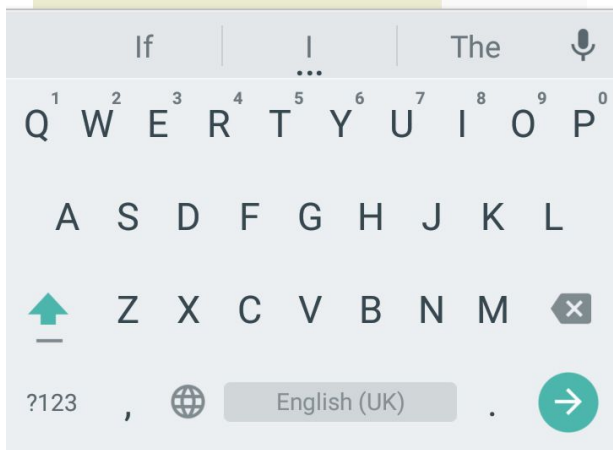
[1]

AT&T · 11:47

🔒 https://en.m.wikipedia.org

Male *intermedius* in breeding plumage

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EX EW CR EN VU NT **LC**

Least Concern (IUCN 3.1)[1]

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[2]

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🔒 https://en.m.wikipedia 🔒 https://en.m.wikipedia.org

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Purple sunbird

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Purple sunbird

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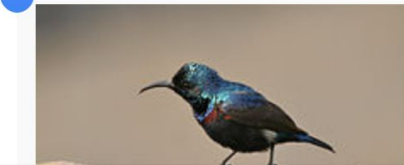
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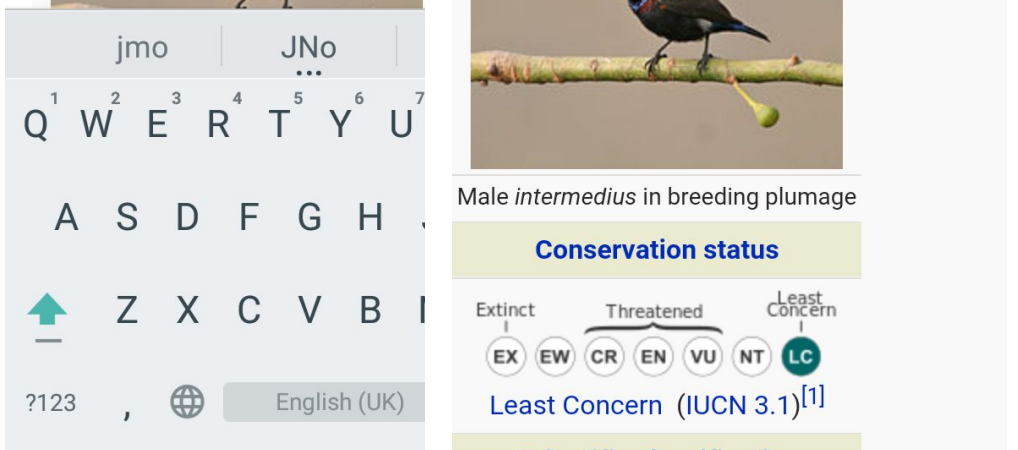
Android Observations

Add a link

Try to link sunbirds in second sentence, and hit remove; takes me here. Confusing. [1]

Hit 'open', takes me to sunbird page, works fine.

Tap the sunbird page result and click done… takes me to the same place as above [1]. Doesn't land me where my link now is, but *does* successfully add internal link.

When you select text and tap link icon, search pages offers the selected text and it is highlighted. [2] But when you go to external link tab, it is no longer highlighted, even though it'd make more sense for it to be highlighted here so you can quickly delete, and type in/copy-paste the external link URL. However, upon adding said URL, see photo. Can't click open or done. [3]

AT&T 11:57

https://en.m.wikipedia.org

Link Sunbird

Synonyms

Arachnechthra intermedia
Nectarinia mahrattensis

q w e r t y u i o p
a s d f g h j k l
z x c v b n m
?123 , 🌐 English (UK) .

AT&T 11:59

https://en.m.wikipedia.org

Link Done

Search pages External link

🔍 Insects

Entomophagy

Insects as food

Q W E R T Y U I O P
A S D F G H J K L
Z X C V B N M
?123 , 🌐 English (UK) .

AT&T 11:59

https://en.m.wikipedia.org

Link

Search pages **External link**

Www.yahoo.com

Remove Open