

User Evaluation

Heuristic Evaluation

- Lab study
- Field study

	Positive	Negative	Solution
Consistency ↓ Standard	Consistent keyboard (from OS)	Delay in keyboard appearing	consistent app or not appear across all apps
Recognition & Recall	Show message history	do you want to send? No message	Show it
Error Recovery	Say when message doesn't send	No notification when an	Notify

measure text entry speed

Pre-study	Task	Post-study	Quantitative
<ul style="list-style-type: none"> Ethics consent form Demographics Experience Background 	<ul style="list-style-type: none"> Data capture KS/ WP MI Lab study stop watch logging some paragraph Accuracy 	<ul style="list-style-type: none"> Debriefing Interview Questionnaire opinion why Rank 	<ul style="list-style-type: none"> Time, length, ... Qualitative Descriptive, objective subjective & objective