

Heuristic review

August 2023

Structure

Task: Log in

Task: Sign up

Task: Participate in a process

Proposals

Task: Comment on a proposal

Task: Make a proposal

Task: Sign up for a meeting

<https://decidim-redesign.populate.tools/>

- User Group: Citizens/Participants
- Device: iPhone 6s Plus
- OS: 15.4.1
- Browser: Chrome

Also:

- Device: iPhone 13
- OS: 16.3.1
- Browser: Chrome

...

Main flows:

- Initiatives
- ~~—Vote on a proposal~~
- ~~—Support a proposal~~
- Support a budget (missing on Metadecidim)
- ~~—Comment on a proposal~~
- Answer a survey

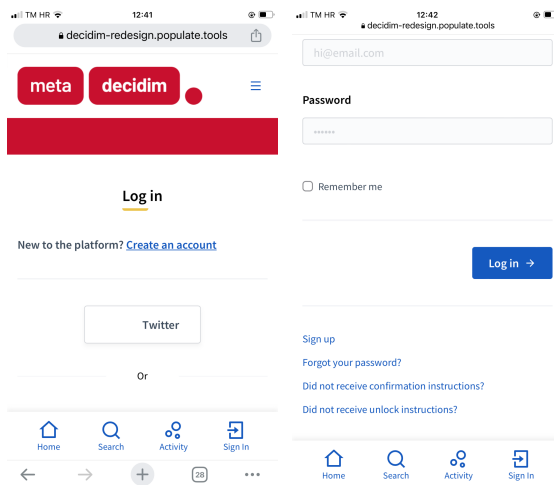
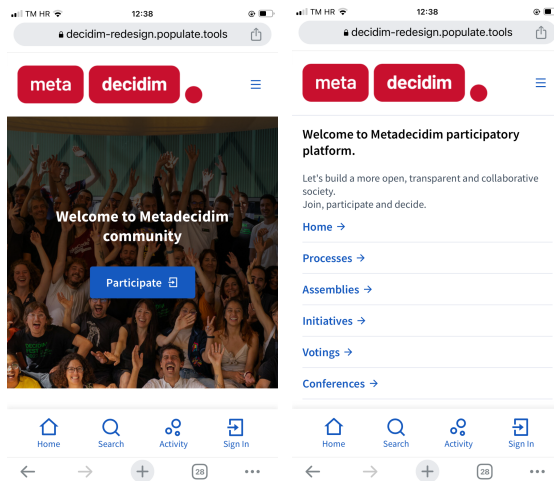
- ~~Sign up for a meeting~~
- ~~Sign an initiative~~
- ~~Create user account~~

Tested on Bug Squash Party:

- Account
- Assembly
- Initiatives
- Conferences
- Process + Processes participatory group

**The fixed down menu: "Home, Search, Activity and Sign in" is not being reviewed in this heuristic review as I understand it's planned to be removed.

Task: Log in

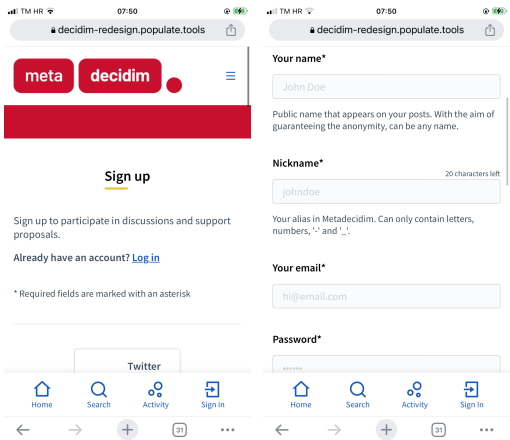


Issues	Recommendations	Status
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The logo area on top is taking a lot of real estate	Reduce the vertical space and the logo area	
The hamburger menu icon is quite small	Make the hamburger menu icon bigger	
"Sign in" button has the same icon as "Participate"	Change the icon for "Participate" or don't use any icon. Maybe also the "Sign in" action doesn't need any icon attached to it	
When you open the hamburger menu the welcome message repeats as the one on the header image	Take out the welcome message from the hamburger menu /Make it shorter and different from the general welcome claim on the homepage	
Each item in the hamburger menu has an arrow, it's cluttering	Take out the arrow alongside the items in the hamburger menu	
Difference between terms like "Processes", "Assemblies" and "Initiatives" might not be clear from the start	Provide some easy access/in context "Learn more" info about the different ways of participating. Consider renaming some ways of participations or even merging in case of too similar concepts	
Even when inside the menu, you can still scroll down the page, it's might be confusing where the menu content is finishing and the page content is starting	Use full page menu (for the hamburger menu) and allow scrolling only inside the menu	
Login fields are below the visible area	Take out the red thick line on the login page so the content can go up Consider putting input fields first and Twitter login below Consider using the overlay page for login with the "x" close button	
Twitter logo doesn't appear	Add icon or adapt the button design	
Password previews looks weak (only 5-6 dots)	Use more dots for the password preview (min 10 as it's the required number)	
Although the page is called "Log in", here is no "Log in" CTA, it is called "Sign in"	Use the CTA "Log in" in all places for the logging in action	

There are a lot of extra links on the login page: Forgot your password? Did not receive confirmation...? Did not receive unlock...?	Consider using only the “Forgot your password?” link on the login page and having other links on the “Forgot your password?” page (so, more in context)	
Fixed down menu is causing usability issues	Move the links from the fixed down menu to the hamburger menu	
Even though I click on “Remember me” checkbox, the next day I’m logged out	Keep the user logged in if they select this option	
Once you log in “Signed in successfully” message appears and it’s permanent until you click “x”	These type of informational messages that don’t require any particular action from the user might disappear after a few seconds	

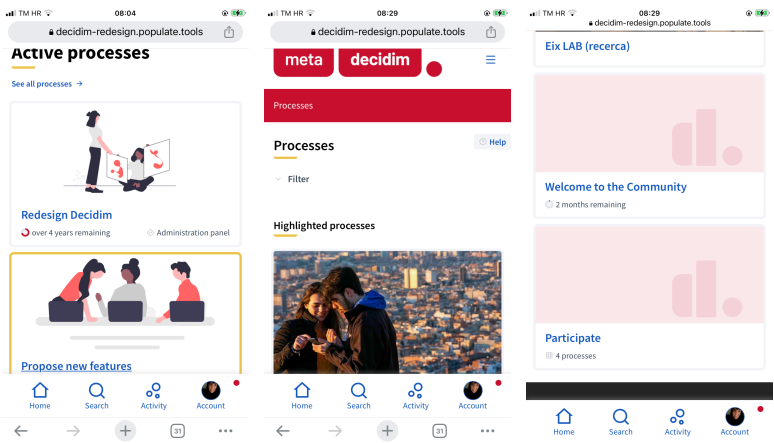
Task: Sign up

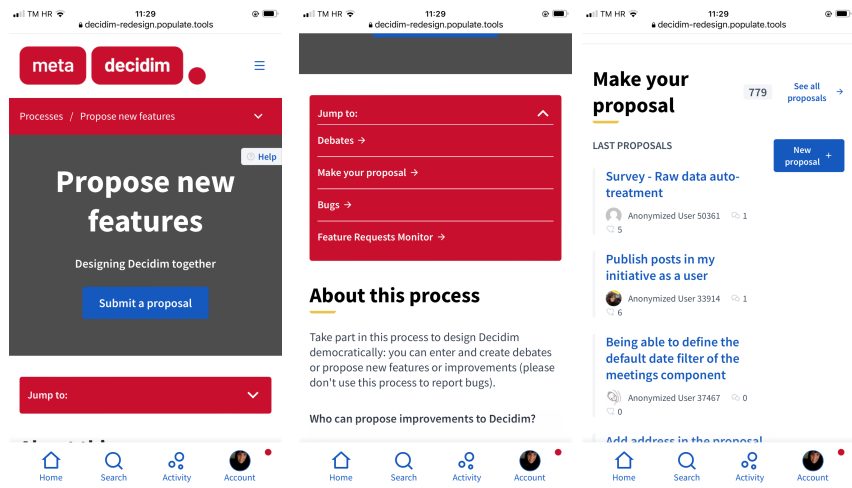


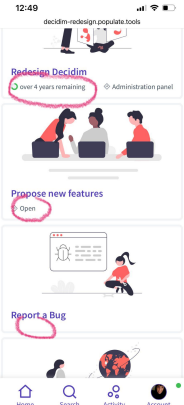
Issues	Recommendations	
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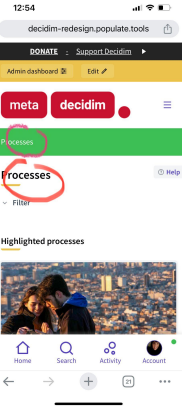
Same vertical space issue as on the Log in page	Use the same logic and layout for this page as for the Log in page (see above)	
"Sign up to participate in discussions..." text is redundant	Take out the "Sign up to participate in discussions..." text	
Feels strange the platform offers you to use any name, even more having the nickname field	Promote using real names when signing up, consider whether is the full name or the nickname publicly displayed	
Terms of service checkbox doesn't contain the "*" and it's probably obligatory	Add "*" next to terms of service text	
Contact permission checkbox is quite vague, what is relevant information?	Provide a better explanation with the contact information, which information will users receive and how often	

Task: Participate in a process

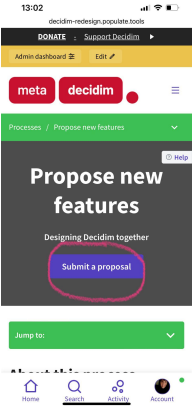


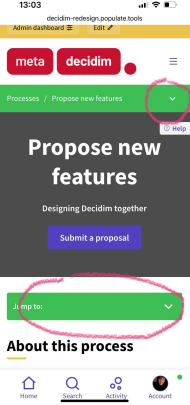
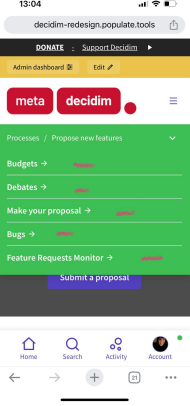


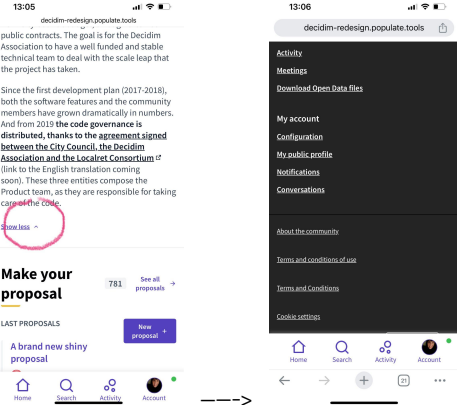
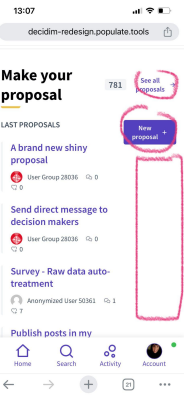
Issues	Recommendations	Status
HOME PAGE Processes cards: Presentation cards for the processes on the homepage are not always consistent, information below the title varies (see on process group page) 	Present the information in a consistent way: "See all..." link always on the left side of the page. Present time remaining in the process, not just the "Open" label.	

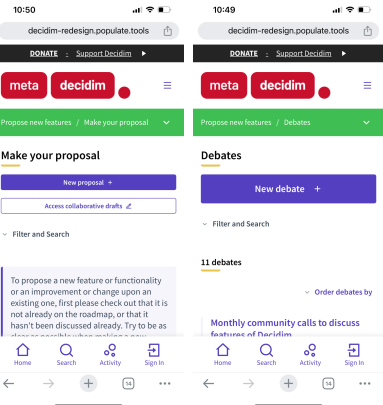
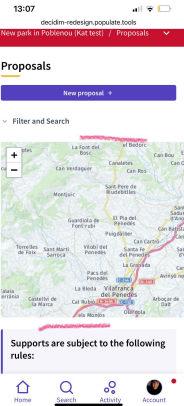
Phase label: There is an “Administration panel” label on some processes, not sure what it means. When I click on it it takes me to the same page if I click anywhere over the image	Take off “Administration panel” label / If it’s just for Admin view, make it clickable. Consider using the “Current phase:” text before the label and take out the icon. Text in light grey	Pending design proposal
Scrolling through homepage the feeling is that the “Last activity” sections takes a lot of space while not being that relevant	Make “Last activity” section shorter, max 3-5 posts	
I’m not able to find “Meetings” section in any menu	Have same menu items on mobile as on desktop, including “Meetings”	
If I scroll down the page for a while, I need a lot of time to be able to return up and see the main menu	Make the main top page menu (logo+hamburger menu) appear on the page when starting to scroll up, so there is no need for the full scroll up	
PROCESSES PAGE		
On “Processes” page I feel like having a double page title: in the red line and just below 	On “Processes” page keep only 1 page title	Issue with the breadcrumb menu (text too small)
There is a filter but I cannot see which options are selected	Show the filters in such a way that the categories are visible and show clearly in which there are selected items (ex. Active processes)	Pending design proposal
Although active processes are selected by default, the first process I see has finished in May	Show only active processes by default on the “Processes” page	Keep as is

When there are processes inside a process it is not clear	Display differently processes that contain other processes and keep consistency in labeling	Pending design proposal
There is a "Help" button that feels like taking to a general Help page	Instead of the "Help" button use "About" label or "i" icon next to the section title to make it more clear it's an in-context explanation	User test
GROUP PROCESS PAGE		
When on a group process page, the page title/breadcrumb doesn't change	When on a group process page, add the group process name in the breadcrumb menu (Example: Processes > Participate > Report a bug)	Bug
On a group process page there is a confusing link to Twitter, it's not clear what it should do	On a group process page either remove the external link to Twitter or clarify what does it serve for.	Explain the usage of this link "Ex: Use this hashtag on X"
Label "4" near the "Participatory processes" title is not aligned with the text	Align the counter label "4" with the "Participatory processes" title	UI - align
It's strange to see the section "Meetings" on the group process page, from the main navigation it feels like a way of participation in itself. The meeting displayed is attached to another process (if you click on it)	Consider a different way of pairing processes with meetings (same meeting can be paired with different processes? A meeting is a way of participating in itself?)	Bug https://github.com/decidim/decidim/issues/11594
In the "Meetings" section there is world map and 2 months of an empty calendar displayed	If the meeting is online, don't show a map If there is no interactions to be made on the calendar, don't display it	Issue en Github
There is an upcoming meeting with the date in the past	If the meeting has a different start and end date, show it	Pending design proposal

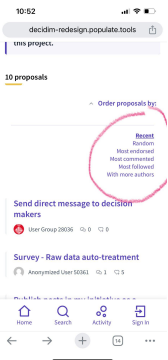
In the Proposals section there is a mix of proposals in different processes, some of which are not even in this group process (ex. "Decidim for Dummies")	Consider does it make sense to display "Proposals" section on this page as it's a mix from different topics Fix bug	Bug https://github.com/decidim/decidim/issues/11595
There is no link to see all proposals	If this sections keeps existing, add consistency to it and have "See all" link below the title. Inconsistencia al no poder "Ver todas" las propuestas. Pensar cómo lo solucionamos. Possible solution: "Last Proposals" title and no counter?	TBD
PROCESS PAGE		
The most prominent CTA is "Submit a proposal", it might be too early in the process as at this point user might not have enough info about the process 	Consider removing the "Submit a proposal" button from the header image and keep it only on the "See all proposals" page	TBD (Admin redesign)

It's confusing to have the menu doubled (the breadcrumb menu vs. Jump to menu) 	Keep only the main navigation through the breadcrumb menu on this page	TBD
The page content sections are not consistent with the menu items (ex. In the menu there is "Debates", "Bug"s, "Feature request monitor" section, while on the page they don't appear). "Make your proposal" appears on both sides so it feels like an error 	Keep consistency in the page content and the menu items - keep a preview of each section on the page Discutir si generar automaticamente el content block al crear un componente des del admin o no. Para asi asegurar consistencia entre menú y landing page.	TBD (Admin dashboard config)
When I click on "More information" in "About this process" and then suppress this text, the page doesn't scroll up to the	When clicking on "More information" in "About this process" and then suppressing the text, the page should scroll up to the relevant content	Bug solo en Iphone

content, but I only see the footer 		
“Make your proposal” section looks messy on mobile, it’s divided in 2 columns 	Organise the content in 1 column, having items one below the other	To Design
If you want to check all proposals it’s confusing as the menu item is called “Make your proposal”	Call this item in the menu “See all proposals”	
PROPOSALS PAGE		

✓ Buttons for “New debate” and “New proposal” are not consistent 	Use the same button format from the “New debate” for “New proposal” (higher button version)	Crear el issue y revisar que no esté reporatdo nil@dec...
✓ If the map is in place, it occupies a lot of page real estate and pushes the support rules below. 	- Make the map smaller and expandable, place it below the support rules. - Poder esconder el mapa como participante	Issue creado
✓ Map interaction is not user friendly. When you click on the pin, the map preview moves and a big label appears.		Issue creado

10:32 decidim-redesign.populate.tools New park in Poblenou (Kat test) / Proposals Proposals New proposal + Filter and Search Pacificació i Urbanització dels accessos Admin 06 02 0 Supports are subject to the following rules: Home Search Activity Account		
✓ Map expands when doing horizontal scroll 10:45 decidim-redesign.populate.tools Admin 06 02 0 New proposal + Proposals New proposal + Pacificació i Urbanització dels accessos Admin 06 02 0 Supports are subject to the following rules: Home Search Activity Account	Resolve the bug	nil@dec...

✓ On Proposals page, the “Order” feature is not complying usability standards as the clickable areas are too small 	Consider using a full page overlay for filters and ordering results	Hacer mockup + user research (bechmark) Tanto para filtros cómo para la función de ordenar katoo.u...
✓ Sometimes when landing on a page, filters display and push the relevant content below for a few seconds	Consider using a full page overlay for filters and ordering results	Bug a reportar andres...

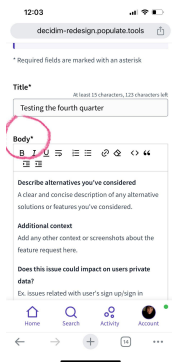
Proposals

Task: Make a proposal

Issues	Recommendations	Status	Priority	To-do
WIZARD				
✓ On “Make your proposal” page there is a “Access collaborative drafts” button which is not clear. As a first time user, you have no idea what	Put the page description on top, “New proposal” button just below, a sentence of explanation and the “Access collaborative drafts” button below. Filter/Search/Order below “10 proposals” title.	Not a bug -	discard	

does it means.				
✓ When creating a proposal it's not clear if the bold text in the description field should stay there or should be deleted. Also, when deleting the example text it's easy to delete the titles in bold by accident.	Have multiple input fields where the title is outside the field and the example text overwrites automatically when you start typing. Have in mind the copies: title fields (fixed) and placeholders texts.	Reviewed -		

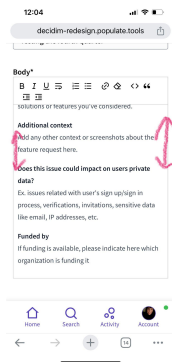
✓ Description field is called "Body"



Change name to "Description". Review the consistency across diferent components.

Reviewed -

✓ There is a usability issue with scrolling while inside the description field on mobile, there's no space on the page left to scroll down.

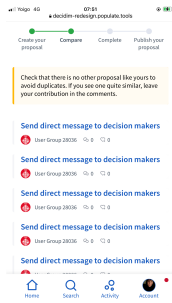


Having multiple fields might resolve this issue, also leaving more horizontal space on the sides.

Reviewed -

Plecs

✓ In the “Compare” step there’s an error, my own proposal displays multiple times.

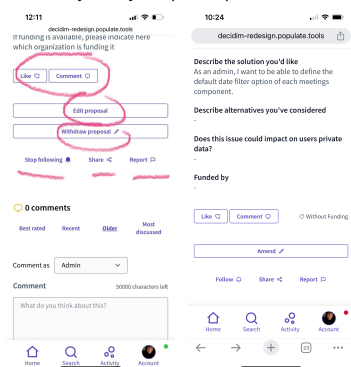


Create the issue to delete the compare step and have only 2 steps

Bug ▾

carol@...

✓ EPIC: Once published, the part of the screen with proposal interactions has a lot of options and there is no good information hierarchy or layout put in place.



Consider redesigning this part of the page.
Have in mind the case when “Support” action is on. “Amend” action will not be active in proposals anymore.

Reviewed ▾

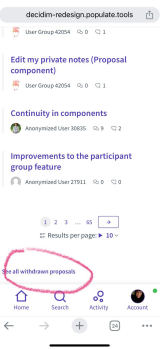
Katarin...
Hacer un mockup de las distintas vistas según rol de participante

✓ When filling in the proposal's description in the form, I copy/pasted the text and although I reached max characters there was no warning.

Allow users to write beyond the max characters limit and mark an error when they reach the limit. Allow passing to the next step once they correct the text length.
There's a PR <https://github.com/decidim/decidim/pull/11491>

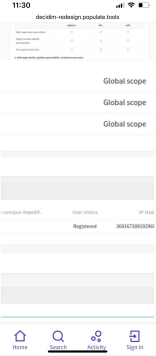
Reviewed ▾

PROPOSALS LIST

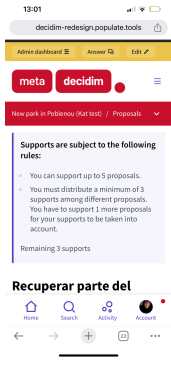
✓ Page counter could have better UI and usability	Consider a redesign and have minimal touch areas in mind (not in place right now)	Needs mo... ▾		
✓ "See all withdrawn proposals" at the bottom of the page is not clear 	Make this link more prominent and give it some context/explanation. Provide better UI structure for this text. Define a quick fix.	Reviewed ▾	Hacer mockup del quick fix y abrir el issue en GH katoo.u...	
✓ Some elements on this page are really small, like the comment or the like icons	Review the usability standard for mobile	Not a bug ▾		
✓ Counter of the proposal list		Bug ▾	Reportar carol@...	Done
✓ Error en la càrrega de la llista de propostes al habilitar la geolocalització		Bug ▾	Reportar nil@dec...	
Revisar sticky bar de (home, search, etc..) y pensar cuando debe aparecer y qué botones	Asignado a Diseño del pliego.	Reviewed ▾	Escribir las User stories	
✓ Recuperar el sticky button de "Supports"	Asignado a Diseño del pliego	Reviewed ▾	Escribir las User stories	

Pending: On the "Compare" step check the process when deciding to transform your proposal to a comment on an existing proposal.

Task: Comment on a proposal

Issues	Recommendations	Status	To do	Project
PROPOSAL PAGE				
✔ On the Proposal page when you click on an image attached, the expected behavior is to see it bigger and it opens in new tab 	Display the image full screen in a modal, in the same tab with the option to close “X”	Reviewed -	Prioridad Baja	
✔ Sometimes the image attached is too big, it occupies the whole screen and you have to scroll through it 	Make a standard size for all attached images	Bug -	Report katoo....	Maintainers - a

✓ On the Proposal page when the “Support” action is activated, the explanatory text on top is not clear.



Clarify the content for support rules and counter. Most common scenario: user lands through a direct link, votes and closes the page > the vote is not being taken into account.

Needs m... ▾

✓ Explorar la posibilidad de eliminar el like y que todo quedé

Needs m... ▾

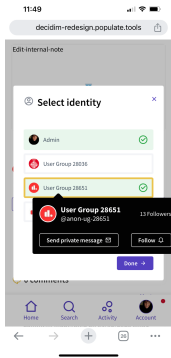
✓ If I click on the heart icon I'm not sure if I'm endorsing the proposals in any way by doing so

It should be clear what is the purpose of this action. How does a “like” affect a proposal?

TBD ▾

Not a bug ▾

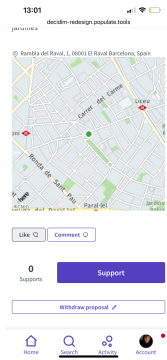
✓ Revisar los problemas de clickabilidad (menús, like etc.) If I click on the heart icon there's a delay in case of selecting from multiple profiles. For users it feels like the button is not working.



Bug ▾

Report
bug
nil@d...

✓ If the proposal is geolocated, the map occupies a lot of space on the page. Also, feels like I can navigate through it and it takes me to an external webpage.



Make the map smaller and expandable, clarify the click action. Ex: " See on OpenStreetMap". Consider having a map collapsed by default (Ref. Booking/Idealista)

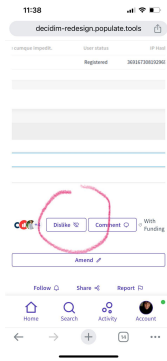
Not a bug -

✓ "Support" button as the main action on this page is located very low on the page

Put "Support" button fixed on the bottom of the page

Not a bug -

✓ When I click on the heart icon, the button text goes to "Dislike". Feels like I'm being invited to complete the dislike action.



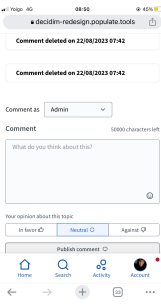
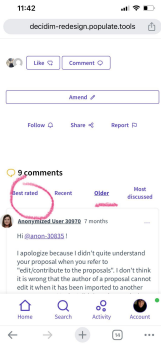
~~Change the status to "Liked"~~. This button will be removed

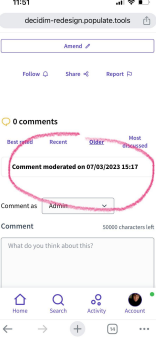
TBD -

✓ You can still give a thumb up/down or reply to a deleted comment (it was own deleted comment and it lasted until the page refresh)

Disable this action for deleted comments

Bug -

Deleted comments are very prominent on the page 	Change the design to more subtle notification	Reviewed -		
✓Best rated” option in “Sort” is not clear as there is no rate feature 	Change the copy to “Most supported”	TBD -		
✓At the same time, the default option in “Sort” is “Older” and it’s confusing, as I’m expecting to see the oldest comments.	Put the default option first on the list and call it “Newest”			

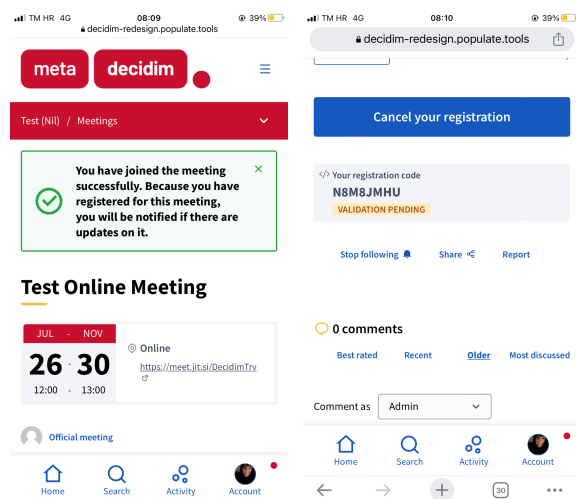
“Comment moderated” info is not clear to which comment it refers and what does it mean 	Make it visually clear to which comment it refers and also clarify the action. Ex. “Moderated by the Admin”	TBD ▾		
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User stories plec proposals

- [DDP19][Proposals] Automatically geolocate proposals from mobile devices based on their location or from the browser.
- [DDP20][Proposals] Map proposals in georeferenced regions (not just points), e.g., mapping of uses. The proposal creation form should allow you to select a region on a map.
- [DDP21][Proposals] Enhance navigation for geolocated proposals: add categories/scopes to a legend on the proposal map for direct navigation.
- [DDP22][Proposals] Allow adding fields that won't be published on the proposal creation form.
-  [DDP23][Proposals] Improve user experience and usability to ensure a minimum of 2 supports when more than one is required, such as displaying a warning if the minimum is not met or showing a support count.
- [DDP27][Proposals] Co-authorship of proposals: Allow co-authorship in proposals.

- [DDP28][Proposals] Grid view: Enable viewing proposals in grid mode (card + image).

Task: Sign up for a meeting



(There are some comments about general usability mentioned in the previous section)

Issues	Recommendations	
There's an hour below the date range and it's not clear to which day is it referring	Explain how multiple days meetings are working	
When you register a meeting, there's a confirmation message saying you've joined the meeting	Clarify terms "register" and "join" Possible notification copy could be: "You've successfully registered to this meeting. We'll let you know if there are any updates."	

This page feels messy in general: double title, multiple days online meeting, cancel registration big CTA, registration code pending to validate (although you can already join the meeting), options to follow, comment, being in favor/neutral/against.

Review the content and layout of this page. Consider simplifying the available possibilities

Task: Sign an initiative



Issues	Recommendations	
Breadcrumb menu is going to the second line with the page title in it	Use "... " to keep the menu in 1 line. In case of multiple items, display only the last 2 (current and previous page)	
"Already signed" feels like i signed it twice	Change copy to "Signed" after signing the initiative	
Initiative description is way down the page while you can sign it right from the top	Push the initiative description up, just below the image Put the "Sign" button below the text	

Signature counter is not clear. What happens when it comes to 3/3?	Add an explanation, ex: "This initiative needs to have 3 signatures in order to be pushed forward"	
All initiatives have the state "Published", it doesn't provide any relevant info	Take out this label if the other option is "Unpublished" and these are not visible to users	
Image preview is missing	In case an initiative doesn't have a photo, use a default one	
When on "Initiatives" page an initiative has an image, that image is not displayed in the header once on that initiative's page	Keep consistency, either use the image on both places or don't use images If images as just "extra" information, don't display them on the main "Initiatives" page	
There are active options for comments sorting (best rated, recent, etc.) although there are 0 comments	Inactivate these options in case there are no comments to order	
On the bottom of all pages there's a reference code, not sure does it form part of the testing pages, but it's confusing	Take out the reference and the version number from the bottom of the pages	

Task: ...

Next steps

- Affinity diagram session in order to prioritize feedback?
- Which issues do we need more data on? Which should we prioritize in our next usability test?

Discuss:

Where do we agree? Where do we disagree?

Which issues seem most detrimental to the overall experience?

Which issues could be most problematic for our organization or business goals?

What steps can we take in the short and long term to address these problems?