

Heuristic evaluation report

Team 3

Divya Agarwal / Chiayu Hu / Rachel Kim / Rishabh Soni / Sanika Chitnis



Report overview

- Objectives
- What we did
- Overall assessment
- User flow
- Detailed analysis
 - Mobile interfaces
 - iOS
 - Android
 - Desktop interface



Objective

As the world's #1 job site, with over 250 million unique visitors** every month from over 60 different countries, Indeed has become the catalyst for putting the world to work. Indeed is intensely passionate about delivering the right fit for every hire. Indeed helps companies of all sizes hire the best talent and offers the best opportunity for job seekers to get hired. *(Source: Indeed.com)*

Our objective is to evaluate the current version of the Indeed platform, during this evaluation we will be focusing on a specific feature - Resume builder, and use heuristic evaluations to analyze -

1. What are the usability issues of the feature
2. Which heuristic standards does the issue break
3. What is the level of severity of the issue
4. Ways to improve the usability

We will be analyzing the feature through 3 mediums -

1. Mobile iOS
2. Mobile android
3. Desktop



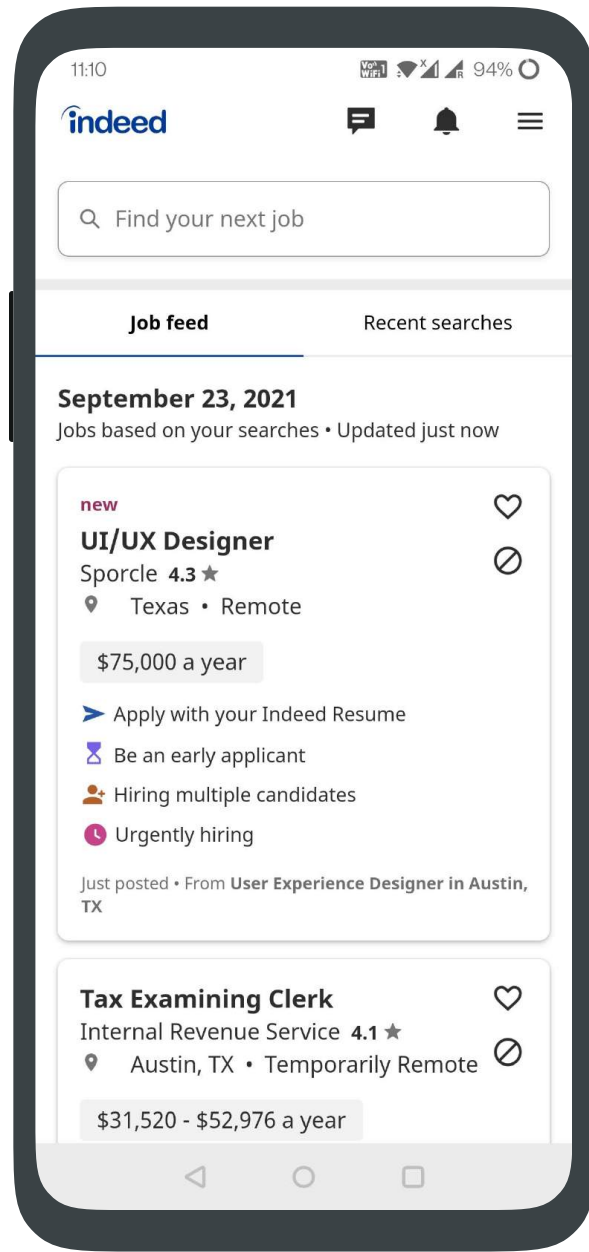
What we did

A team of 5 members reviewed static screens of the 'resume builder' feature of the indeed platform. For the evaluation, we used Nielsen Norman Group's 10 Usability Heuristics for User Interface Design. Each individual reviewed both - the mobile app as well as the desktop website. For the mobile app, the choice between android and iOS interface was based on availability.

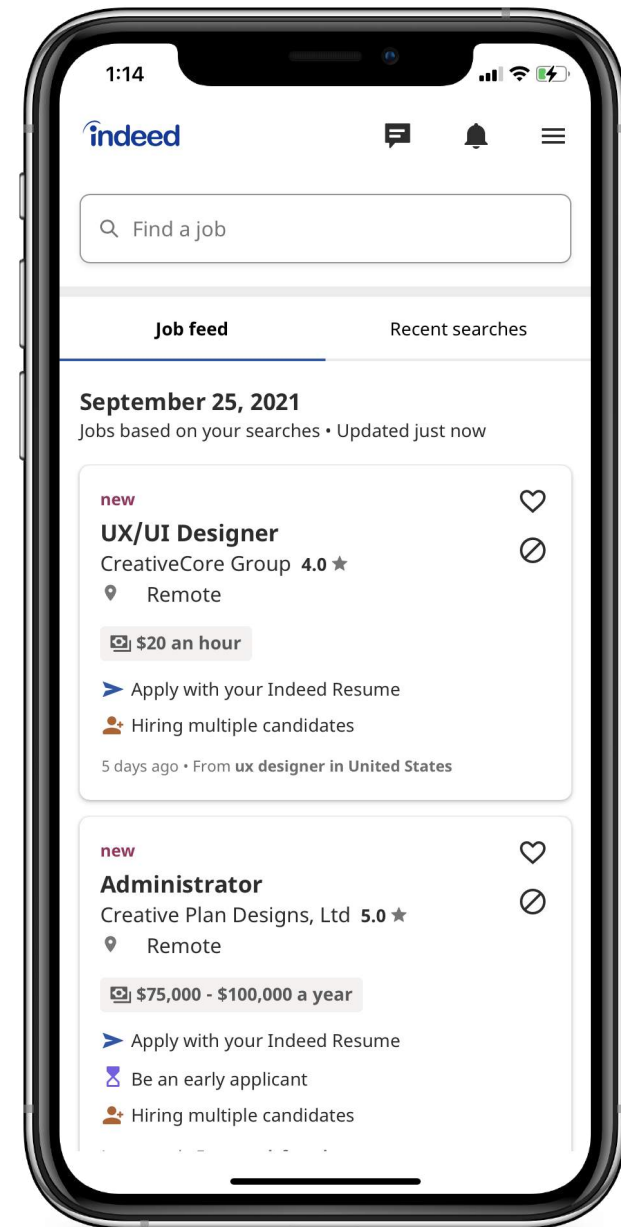
The evaluation and recommendations you see here are a combination of the analysis done by each individual. Furthermore, we scored each evaluation point based on the severity of the usability heuristic. Along with, whenever necessary, we have incorporated ways of improving the usability and user experience.



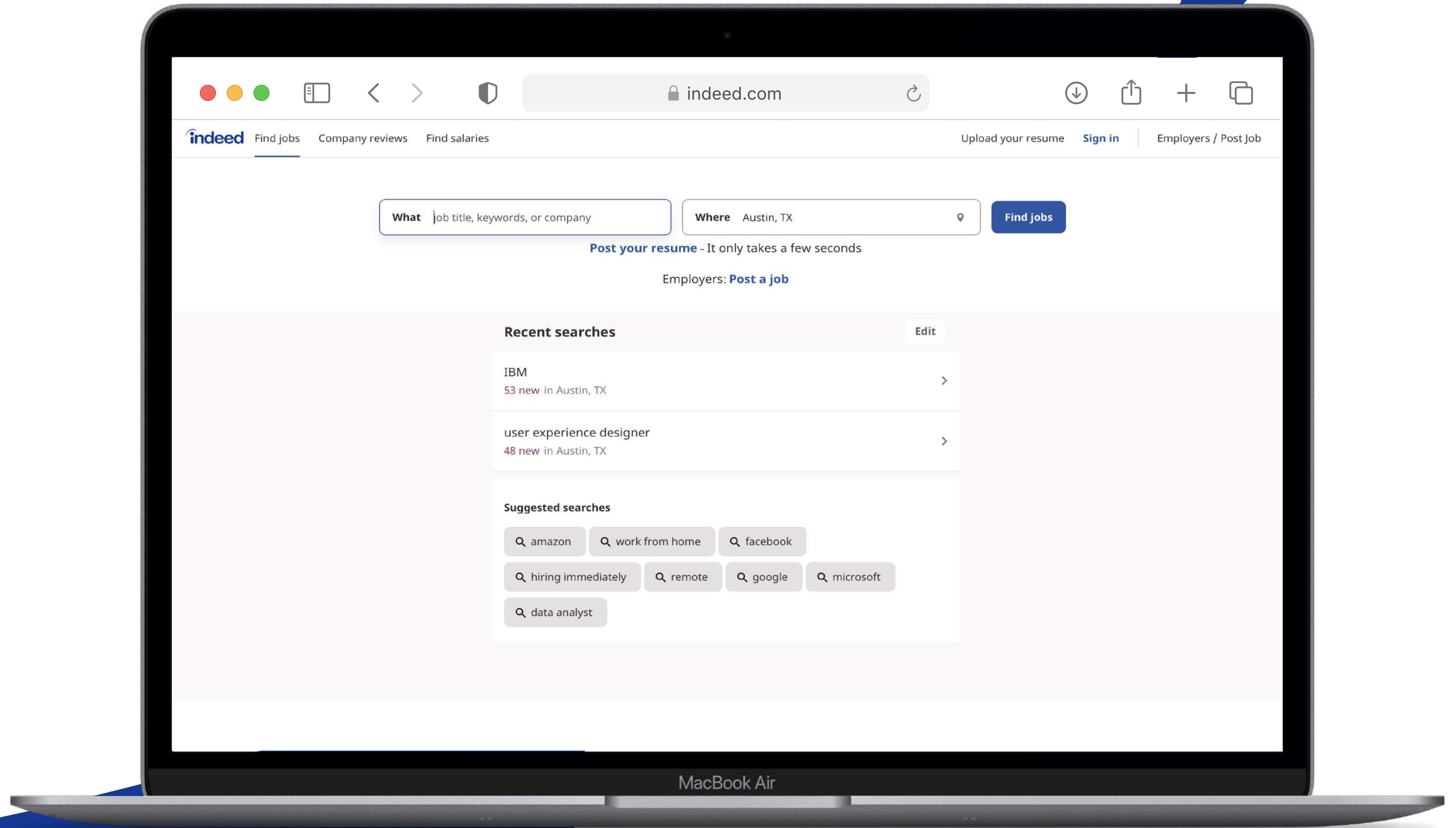
Target interfaces



Android



iOS



Desktop



10 Usability heuristics for user interface design

Visibility of system status **1**

The design should always keep users informed about what is going on, through appropriate feedback within a reasonable amount of time.

Match between system and the real world **2**

The system should speak the users' language. Use words, phrases, and concepts familiar to the user, rather than internal jargon. Follow real-world conventions, making information appear in a natural and logical order.

User control and freedom **3**

Users often perform actions by mistake. They need a clearly marked "emergency exit" to leave the unwanted action without having to go through an extended process. Support undo and redo.

Consistency and standards **4**

Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform and industry conventions.

Error prevention **5**

Good error messages are important, but the best designs carefully prevent problems from occurring in the first place. Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action.

Recognition rather than recall **6**

Minimize the user's memory load by making elements, actions, and options visible. The user should not have to remember information from one part of the interface to another. Information required to use the design (e.g. field labels or menu items) should be visible or easily retrievable when needed.

Flexibility and efficiency of use **7**

Shortcuts — hidden from novice users — may speed up the interaction for the expert user such that the design can cater to both inexperienced and experienced users. Allow users to tailor frequent actions.

Aesthetic and minimalist design **8**

The interface should not contain information that is irrelevant or rarely needed. Every extra unit of information in an interface competes with the relevant units of information and diminishes their relative visibility.

Help users recognize, diagnose, and recover from errors **9**

Error messages should be expressed in plain language (no error codes), precisely indicate the problem, and constructively suggest a solution.

Help and documentation **10**

It's best if the system doesn't need any additional explanation. However, it may be necessary to provide documentation to help users understand how to complete their tasks.



Evaluation violation severity levels

- 0** **Level 0**
A positive instance of heuristic (no issue, no solution needed).
- 1** **Level 1**
Minor cosmetic problem – lowest urgency level, lowest priority fix.
- 2** **Level 2**
Minor usability problem. May potentially result in issues for some users. Should be addressed but is lower in priority.
- 3** **Level 3**
Major usability problem with a high priority. It Will likely lead to issues or confusion for some users. Should be addressed as soon as possible.
- 4** **Level 4**
Critical usability problem that should be addressed immediately.

Format

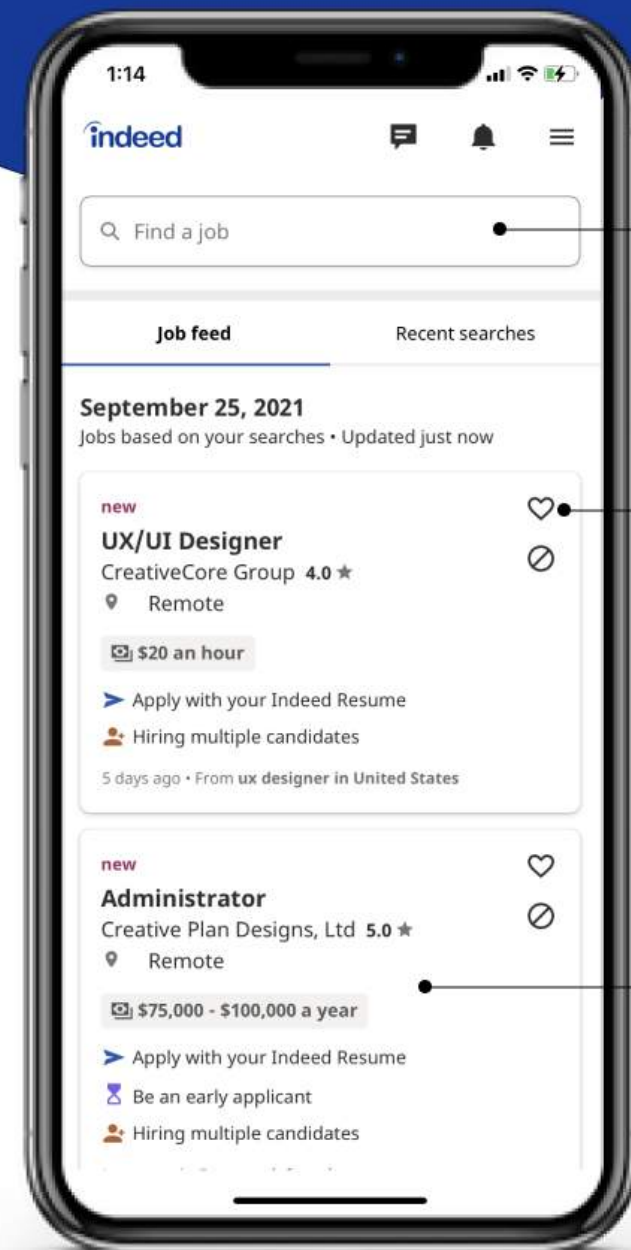
Mobile interface

Page header

Noto Sans

About the screen

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Heuristic

3

What is the screen about? Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

Solution // what can be the solution? Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

Heuristic

3

What is the screen about? Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

Solution // what can be the solution? Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

Heuristic

0

What is the screen about? Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

Solution // what can be the solution? Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

Heuristics

Score

Heuristic

3

What is the screen about? Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

Solution // what can be the solution? Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

Details and solutions (if any)



Format

Mobile interface - comparisons

We evaluated both interfaces - android as well as iOS, in order to enhance the relevance of the evaluation report, we have incorporated evaluations specific to android in cases where there were major deviations as compared to iOS.

Noto Sans

Heuristic 3

What is the screen about? Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

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Heuristic 3

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Solution // what can be the solution? Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

iOS

Android



Format

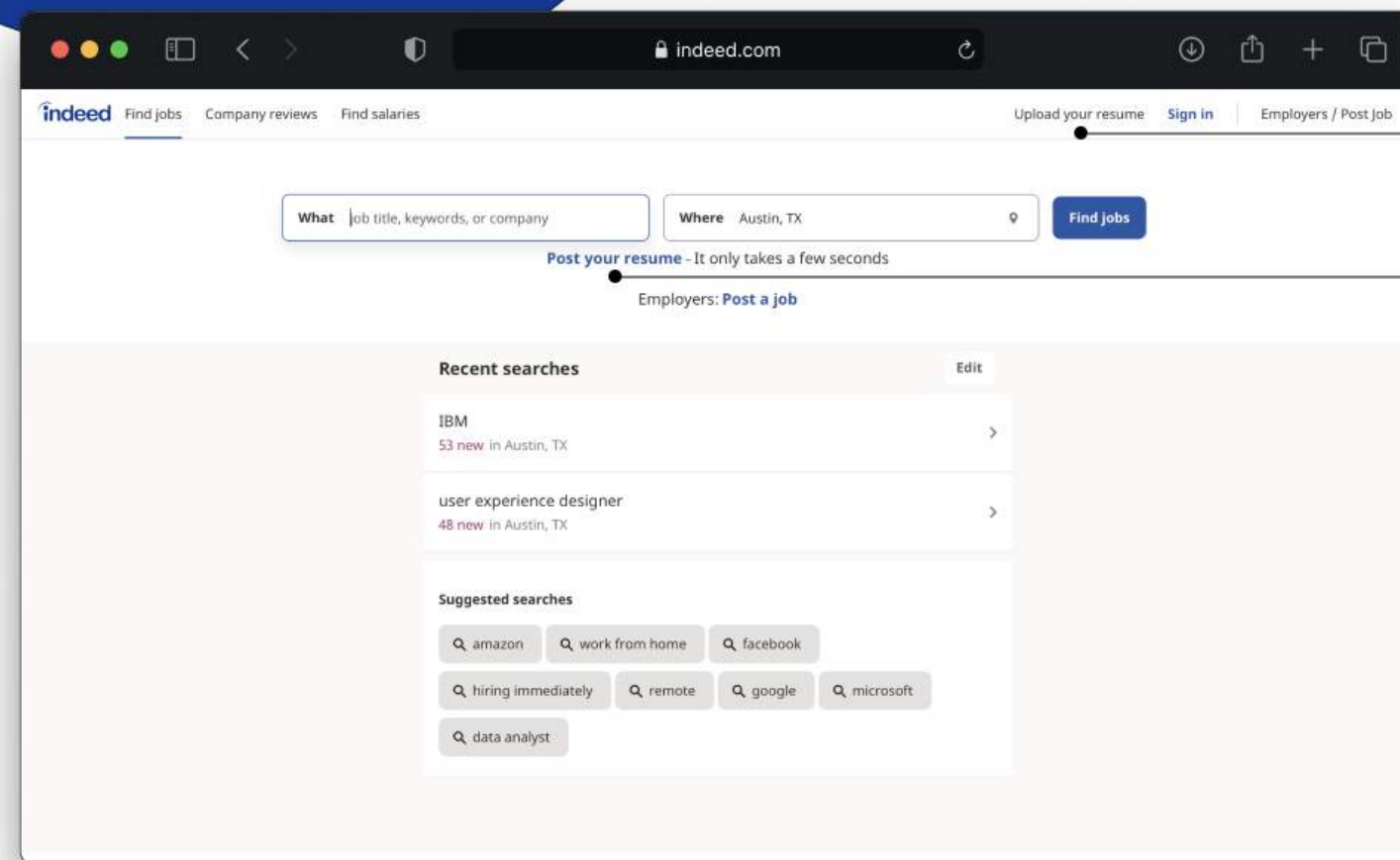
Desktop interface

Page header

Noto Sans

About the screen

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.



Heuristic

1

What can be the solution? Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut ullamco laboris nisi ut aliquip ex ea commodo consequat.

Solution // what is the screen about? Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

Heuristics

Score

Heuristic

3

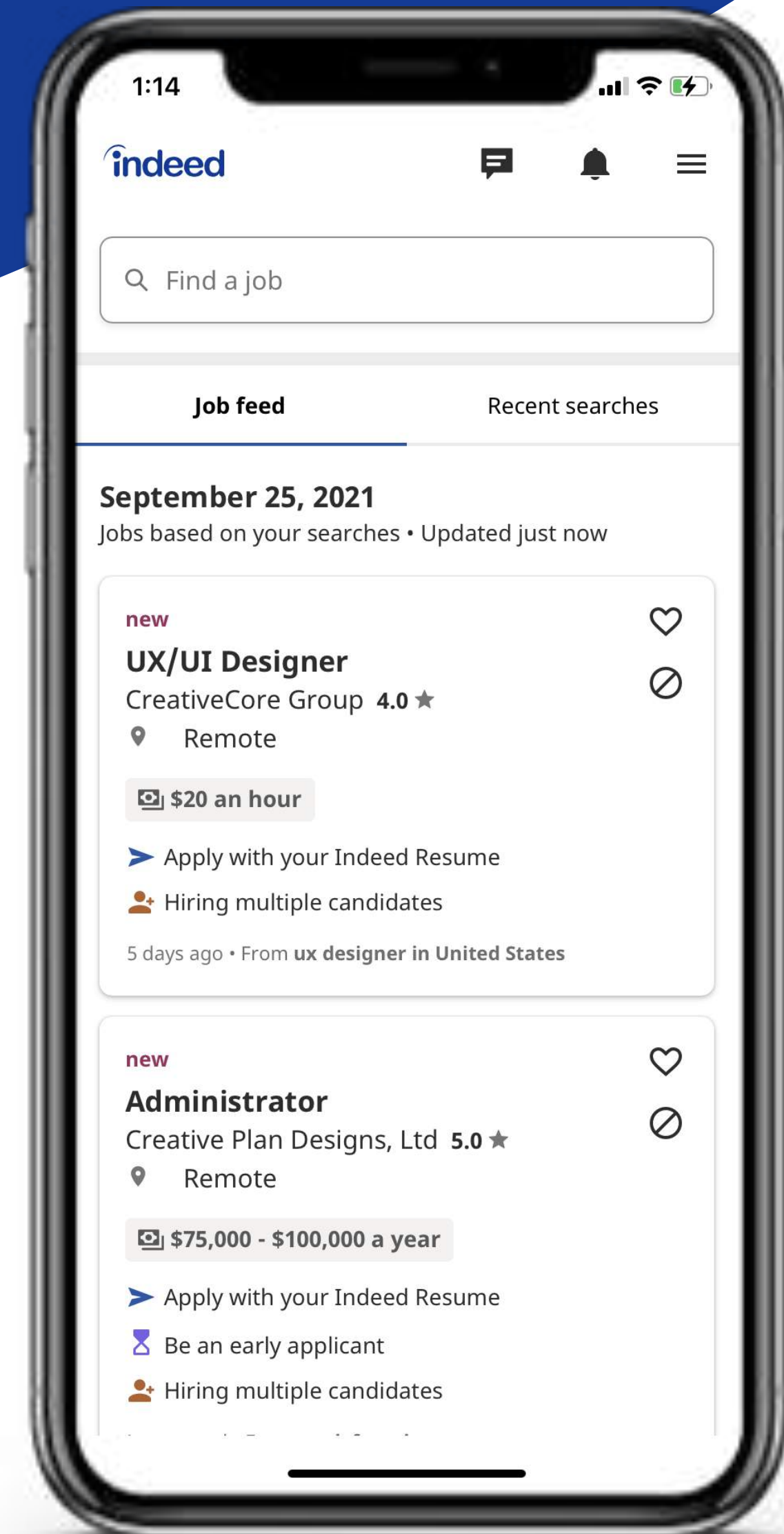
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Solution // what can be the solution? Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

Details and solutions (if any)



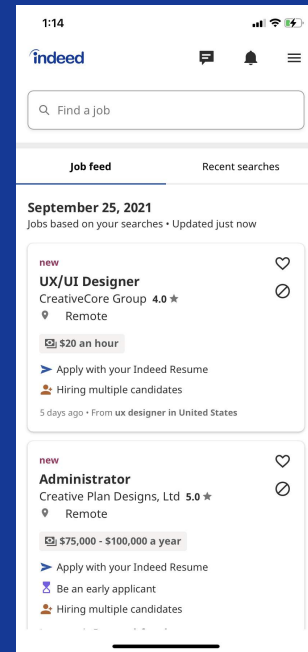
Mobile interface iOS+Android



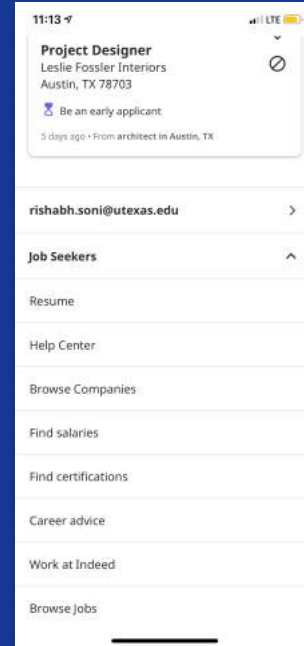
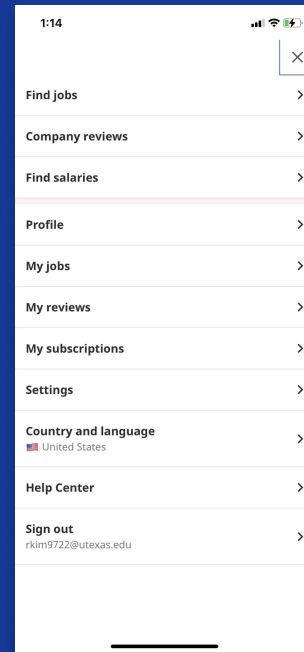
User flow

Mobile interface

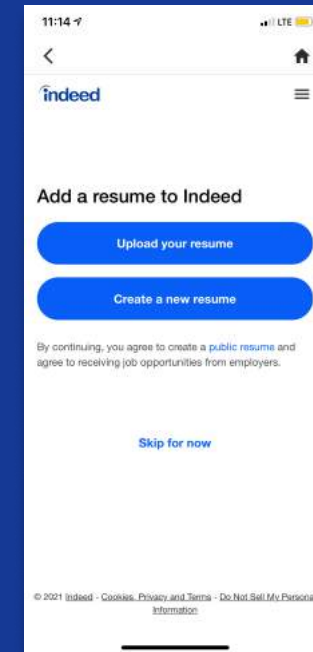
Home page



Resume tab

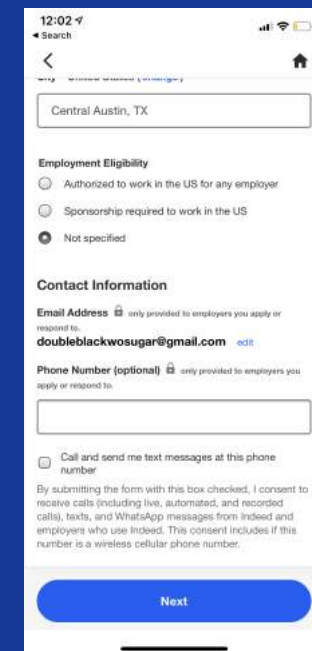
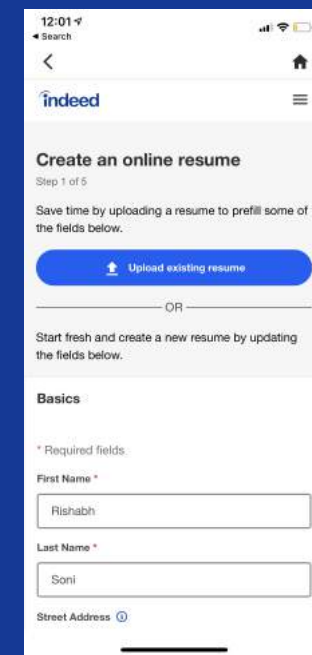


Upload/create

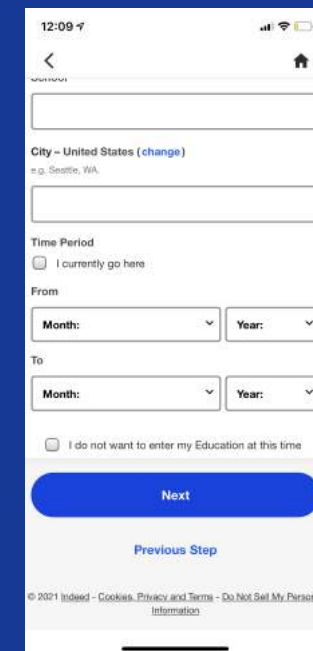
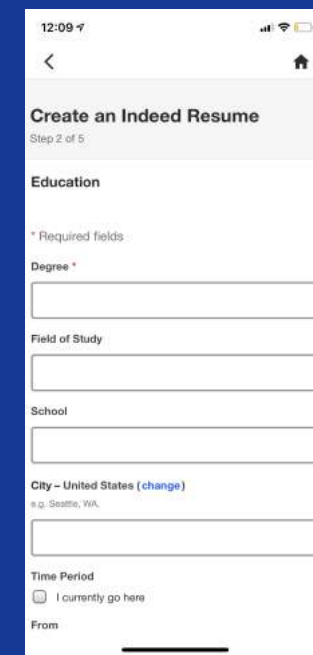


Resume builder

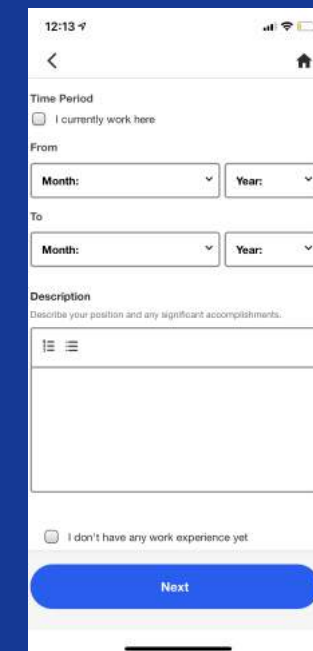
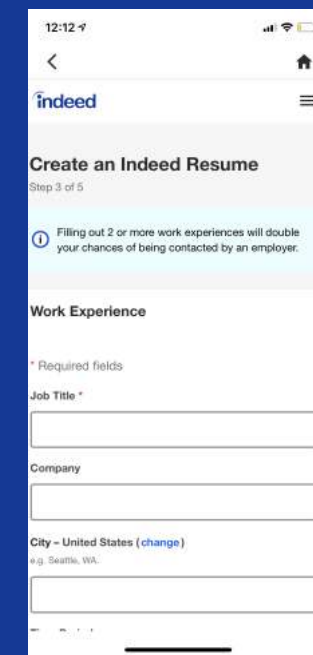
Personal details



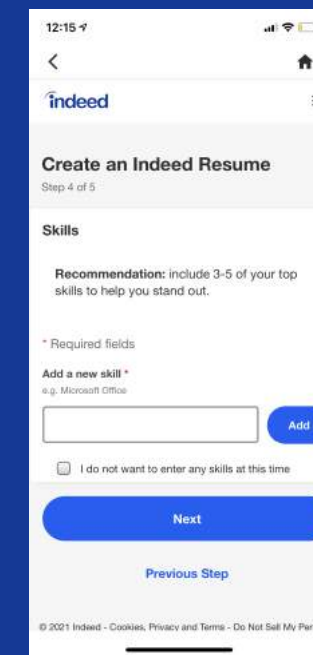
Education details



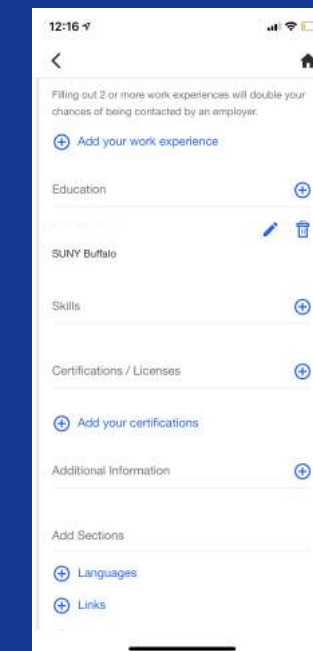
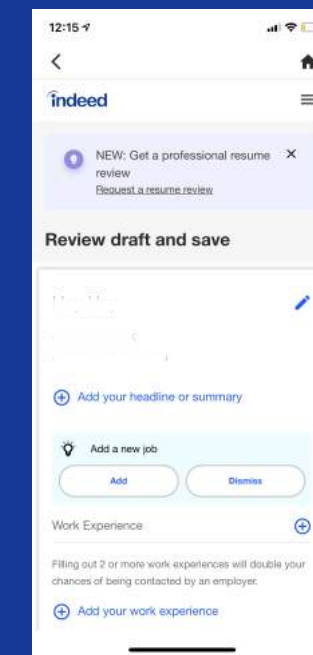
Work experience



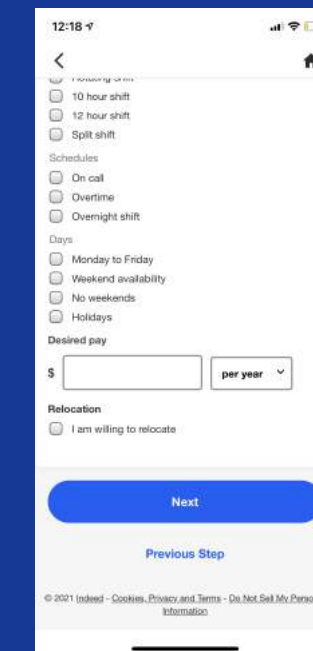
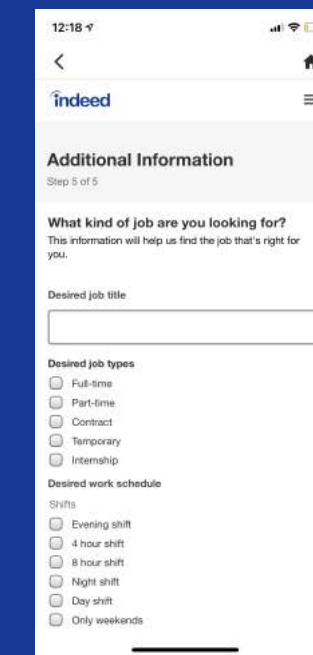
Skills



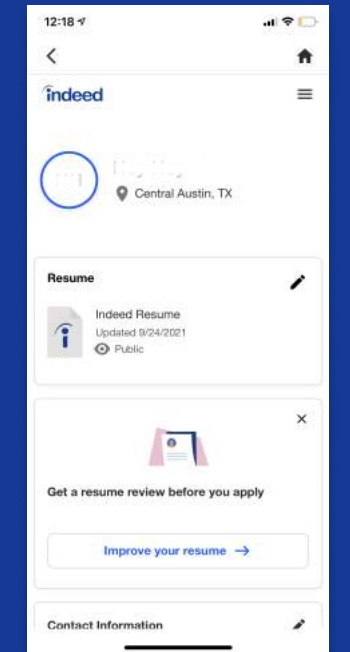
Resume review



Additional info

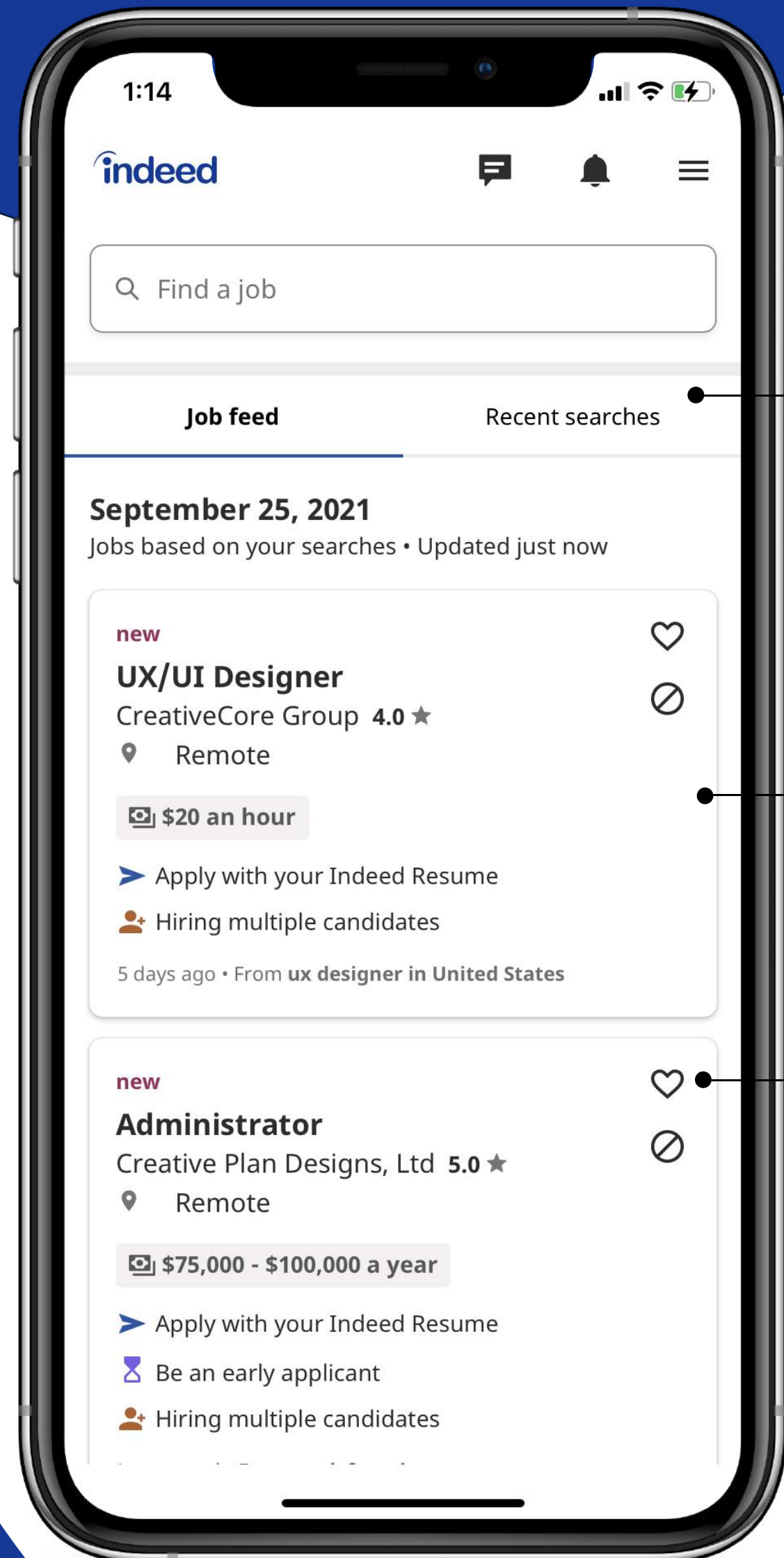


Profile tab



Home page

This is the landing screen of the Indeed application. It projects a variety of options like find a job, job feeds, recent searches



Recognition rather than recall

0

The app gives the option to explore "Recent searches" allowing the users to quickly recall their last search.

Help and documentation

3

The app does not provide documentation or a beginner trial guide explaining the features and the process to help users complete their tasks. The content is not easy to focus on the user's task and is extremely lengthy.

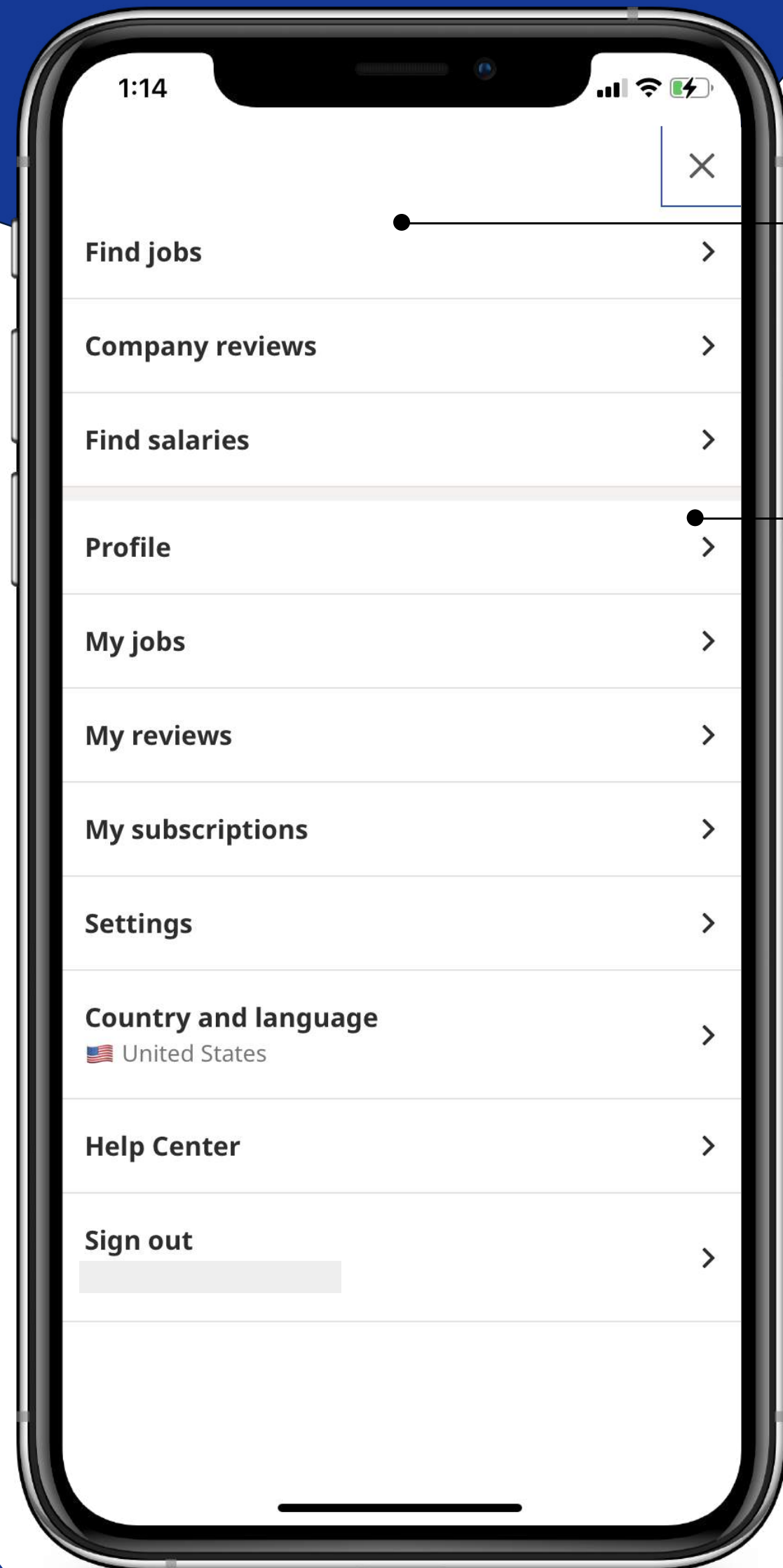
Aesthetic and minimalist design

2

The interface contains unnecessary space that competes with the job feed. There isn't any hierarchy or division between different heading sizes, which makes it difficult to understand (clustered screen).

Resume tab

In order to locate the resume builder tab, the user has to open the hamburger menu > Profile.



Aesthetic and minimalist design 1

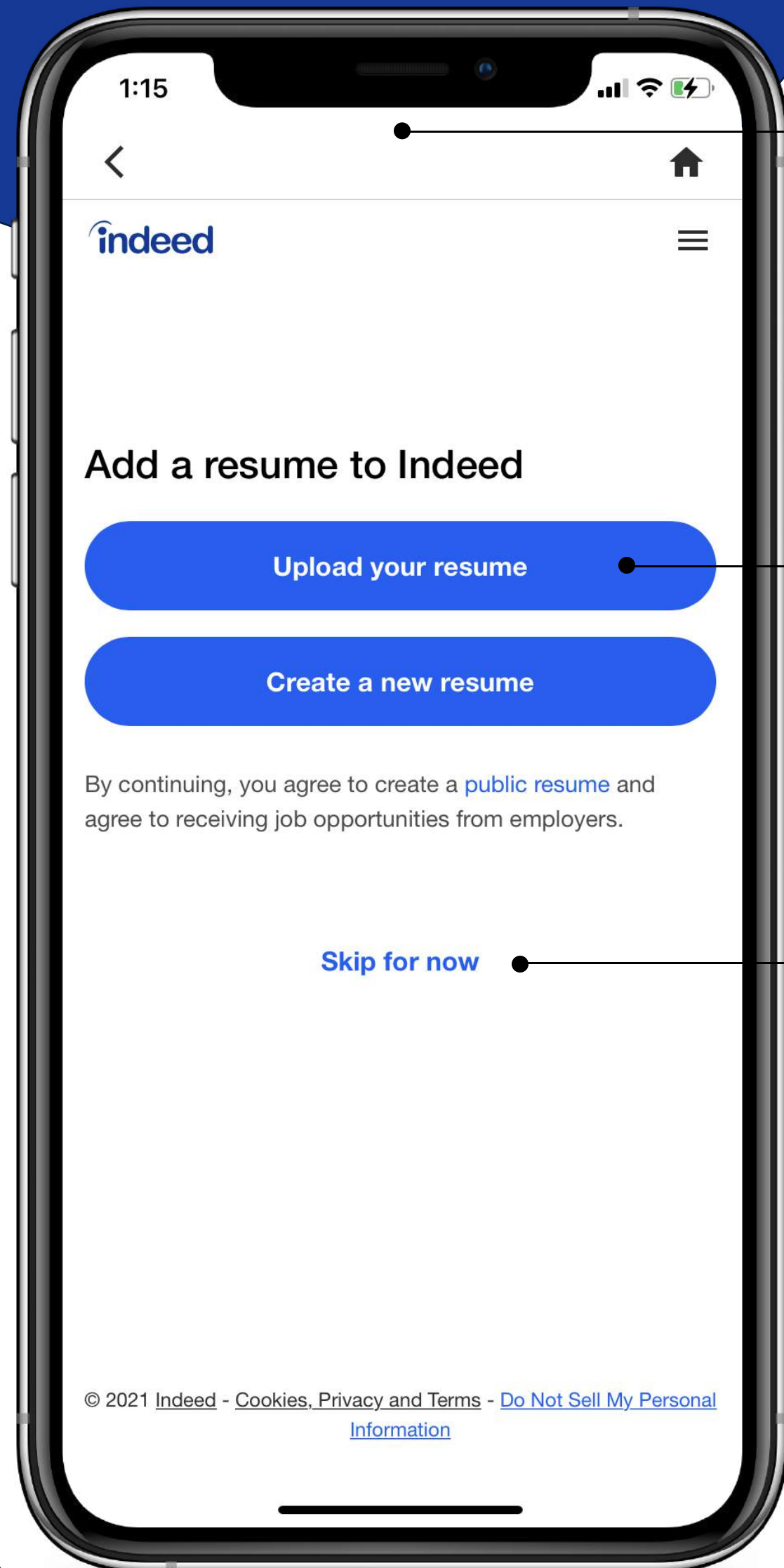
The interface contains too many navigation options and does not have any hierarchy. There are too many options for the user to choose from. The profile button is difficult to locate as it does not have any icons. Generally in multiple platforms, a user has a profile icon that users associate with. The cross button has unnecessary outlines.

Recognition rather than recall 3

Users need to recall/remember what menu directs to the 'resume' section. In the beginning, users might not know where to click to create a resume. It might take a while and clicks before they realize it's in the menu section.

Upload/create screen

Upon selecting the profile feature, the application takes the user to the resume builder screen. The user is first asked to make a decision between 2 options - If they want to upload a pdf of their resume or they want to create a new resume



Consistency and standards

2

There is no consistency in the navigation bar. The back button, indeed logo, and the home icon all take the user to the home screen. These icons keep fluctuating on every screen thus creating confusion.

Error prevention

2

There is no segregation between primary and secondary buttons. This lack of difference in colors/styles of the two buttons might lead to user errors

User control and freedom

0

There is an option to go back and "Skip" the step giving user more control on the actions.

Personal details

The process of building the resume starts with the user inputting some basic information - name, address, contact information, etc.

Consistency and standards 1

The previous page gives the user two options to upload/create a resume. In spite of selecting create a resume, the user is directed to this screen which dominates the primary portion of the screen with a contradictory task.

Flexibility and efficiency of use 2

Generally, across multiple devices, the software gives an option to autofill the details, which is missing here. This increases user time and reduces efficiency. There isn't any formatting divide in the text fields. There isn't a hierarchy set for the heading sizes and the content body which creates a clustered-looking

Help users recognize, diagnose and recover from errors 0

The text box clearly indicates that it is a mandatory field and even shows the error right below making the user aware of where exactly the error is.

Personal details

In case of android devices the user has an option to add their first and last names.

12:20 M [notification icons] VoWiFi [signal icons] 84%

← [home icon]

← Save and exit

What is your name?

First name *

Last name *

Continue

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Consistency and standards 3

There are two back buttons present on the page. Both perform the same function.

Visibility of system status 2

Although the system provides process status, the application does not provide the user all no. of steps expected to be completed.

Solution // Increase visibility of system status by using steps or percentage mark next to the bar.

Personal details

Next the user is asked to enter their location details - country, address and postal codes

12:24 83%

← Save and exit

Where are you located?
This helps match you with nearby jobs

Country
United States [Change](#)

Street address

City, State *

! City is required

Postal code

[Continue](#)

Flexibility and efficiency of use

3

It's hard to select the country from the drop down list.

Solution // Increase efficiency of use by letting users to type down and showing a drop down list related to the text.

Help users recognize, diagnose and recover from error

2

The "Continue" button was enabled even though the required fields are empty, clicking on the button does not perform any action. Furthermore, it doesn't show any error message here, causing difficulty for the user get feedback in spite of clicking on the button.

11:00 76%

- Hungary
- Iceland
- India
- Indonesia
- Iran
- Iraq
- Ireland
- Isle Of Man
- Israel
- Italy
- Jamaica

Education details

After personal details, the user is sent to the education details screen where they add information regarding all previous educations

1:17

indeed

Create an Indeed Resume

Step 2 of 5

Education

* Required fields

Degree *

Field of Study

School

City - United States (change)
e.g. Seattle, WA.

Time Period

I currently go here

From

Flexibility and efficiency of use

There are multiple degrees of the same name, which confuses the user.

1:18

Education

* Required fields

Degree *

- Bachelor's
- Bachelor's degree
- Bachelors
- Bachelor of Arts

City - United States (change)
e.g. Seattle, WA.

Done

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 space return

Work experience

The work experience screen lets the user input all previous work experiences, they can add names of the firms, association period, locations as well as descriptions of the tasks completed by them during their time with a firm.

The screenshot shows the 'Create an Indeed Resume' app at Step 3 of 5. The 'Work Experience' section includes a note: 'Filling out 2 or more work experiences will double your chances of being contacted by an employer.' Below this are input fields for 'Job Title *', 'Company', and 'City - United States (change)' with a sub-note 'e.g. Seattle, WA.'. At the bottom, there is a 'Time Period' section with a checkbox 'I currently work here' and 'From' date pickers.

Help users recognize, diagnose and recover from errors

The system does not proactively check for spelling errors.

Visibility of system status

The text box does not show the correct status of input format. It currently shows that the bullet point is enabled but it is not. Also, it does not have words limitation for number of words reminder

Consistency and standards

The save button is extremely different from the earlier action buttons.

Flexibility and efficiency of use



The back icon and 'Previous Step' perform the same action thus creating redundant actions instead of speeding up the interaction for the users.

The screenshot shows the 'Description' section of the 'Create an Indeed Resume' app. It includes a checkbox 'I currently work here', 'From' and 'To' date pickers (Month and Year), and a text area for 'Description' with the prompt 'Describe your position and any significant accomplishments.' The text area contains the word 'Fun' and a blue bullet point icon. Below the text area are three buttons: 'Save', 'Next', and 'Previous Step'. At the bottom, there is a footer with copyright information: '© 2021 Indeed - Cookies, Privacy and Terms - Do Not Sell My Personal Information'.

Skills

In case of an iOS device, the users are given a text box to fill out. They have an option for adding 3-5 skills.

6:36

<  

indeed

Create an Indeed Resume

Step 4 of 5

Skills

Recommendation: include 3-5 of your top skills to help you stand out.

* Required fields

Add a new skill *
e.g. Microsoft Office

Add

I do not want to enter any skills at this time

Next

[Previous Step](#)

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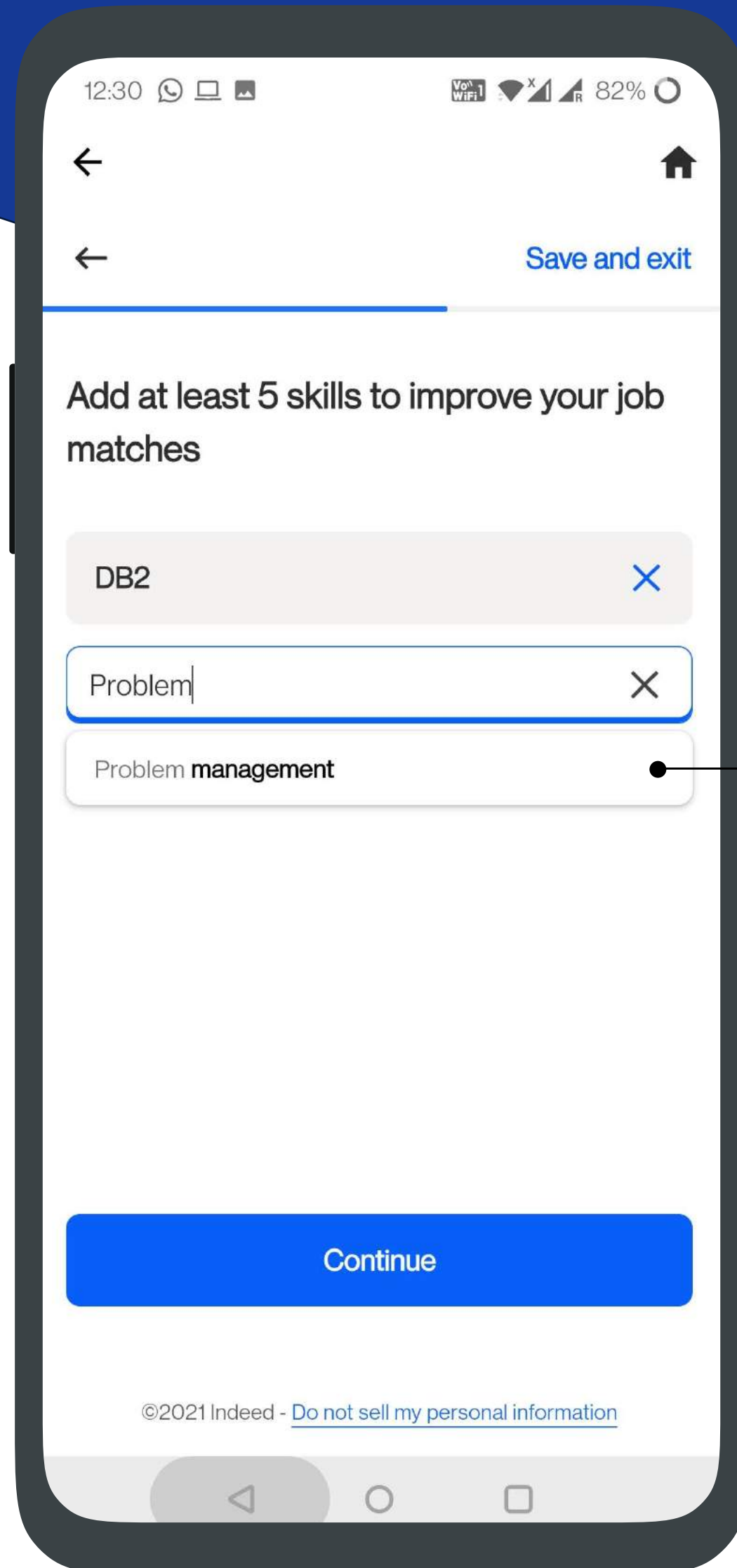
Recognition rather than recall

2

Users have to recall skills and type them in the input box, this increases the time for task and reduces efficiency.

Skills

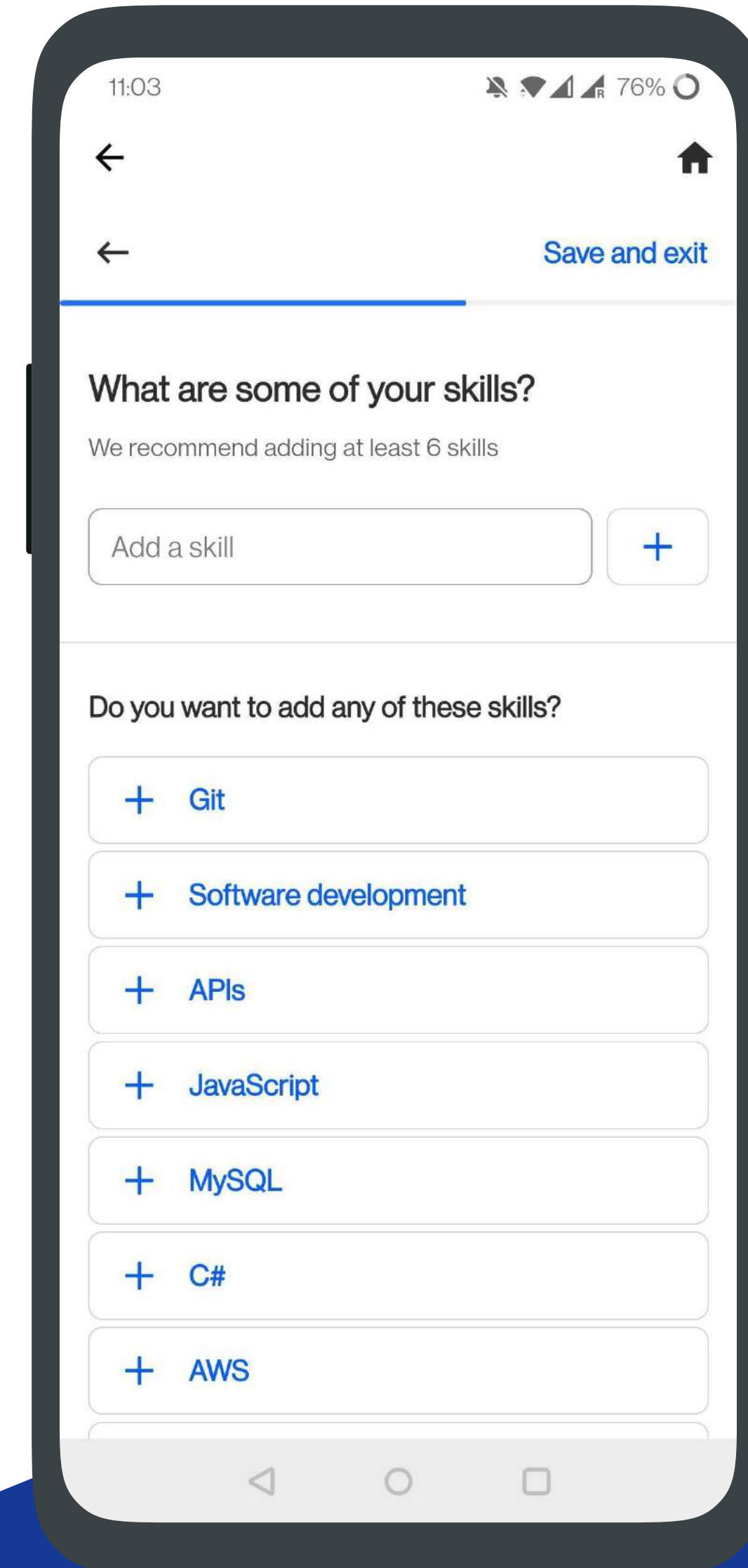
In case of android devices, the user gets a prompt to select 5 skills which is not the case with iOS devices.



User control and freedom

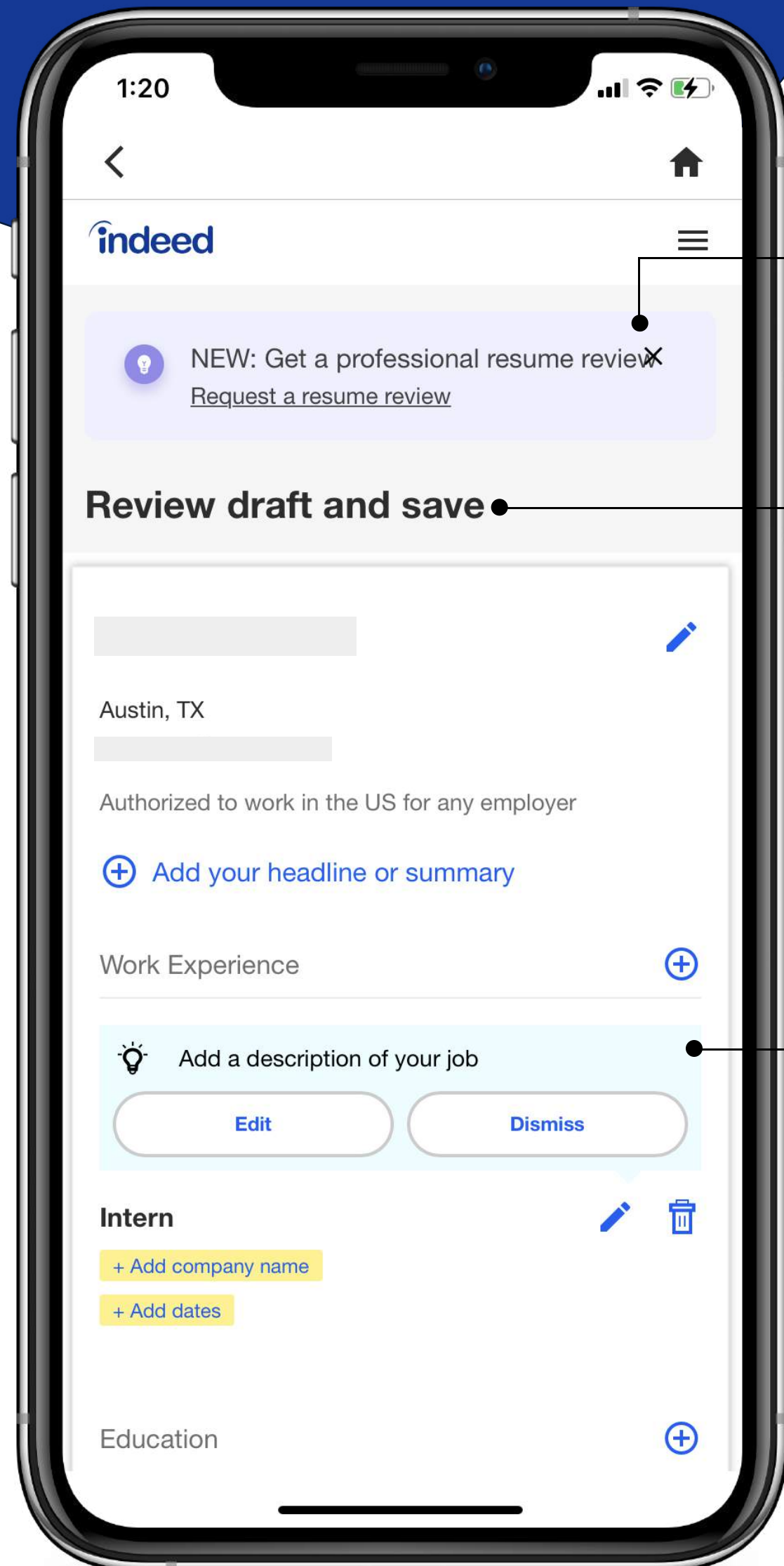
2

There are pre-defined set of skills. This takes away the control from the user to enter skills that might not be listed in the catalog.



Resume review

Once the user completes inputting all the information about their resume, the app then takes them to a resume review screen. Here, the users can read through the information and make necessary changes.



Aesthetic and minimalist design

The text and the cross icon are overlapping.

Help and documentation, visibility of system status

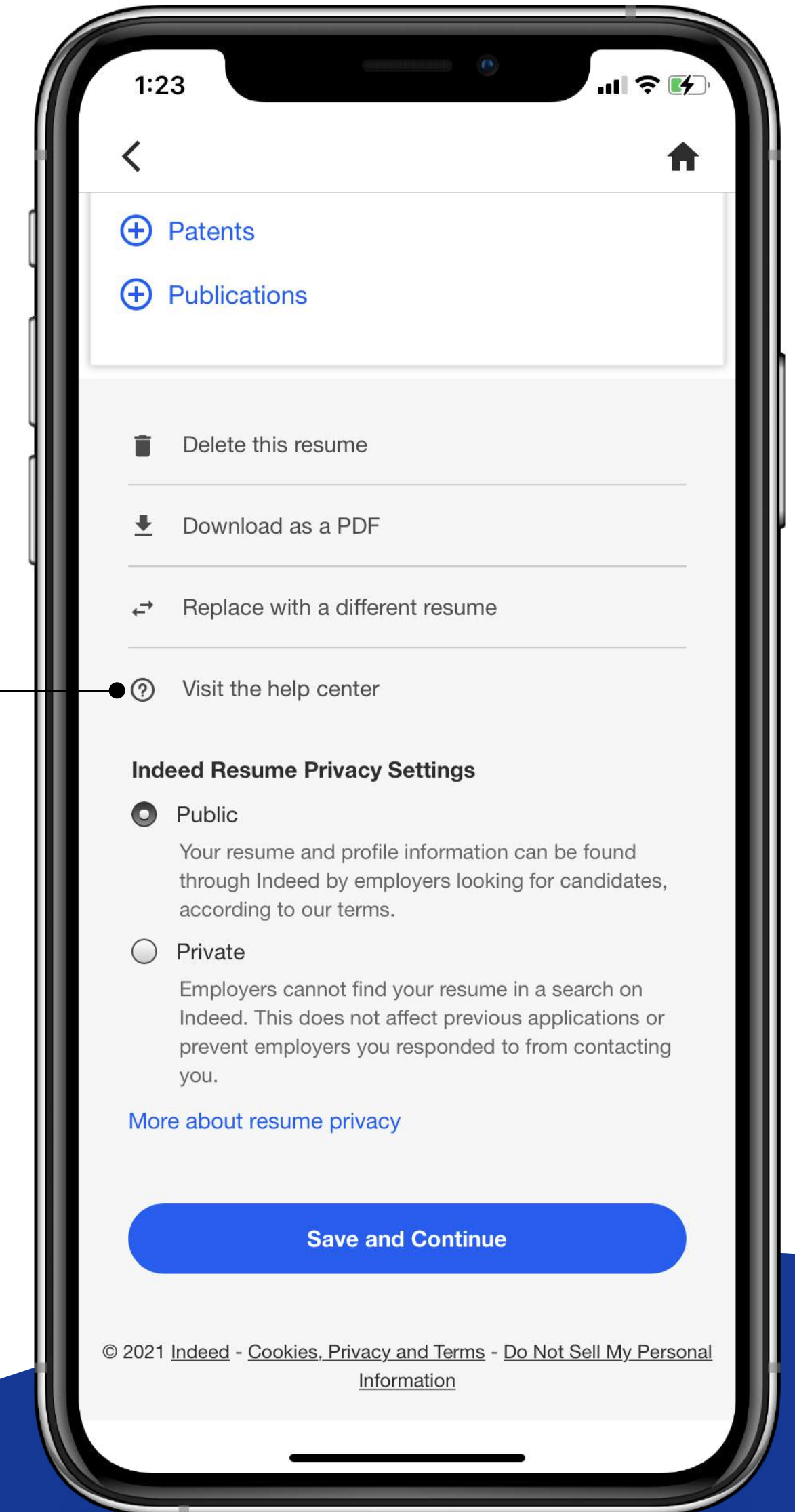
The progress steps in the previous screen show 4 out of 5 steps. Users then encounter the "Review and draft screen" which does not have an assigned step. The 5th step is reintroduced in the next screen.

Aesthetic and minimalist design

There are too many colors and icons on the page that reduces efficiency. The interface does not adjust to the screen size.

Aesthetic and minimalist design

Important information is lost due to too much text, similar colors, and unclear icons. The list of concrete options that users can take with the 'help center' option is good. However, it is not very easy to recognize and notice.



Additional information

This screen is for the users to add the kinds of jobs they are looking for, so it is easier for the application to understand their preferences and needs.

1:23

indeed

Additional Information

Step 5 of 5

What kind of job are you looking for?
This information will help us find the job that's right for you.

Desired job title

Desired job types

- Full-time
- Part-time
- Contract
- Temporary
- Internship
- Commission

Desired work schedule

Day Ranges

- Weekend availability
- Monday to Friday

Other

- On call
- Holidays
- Overtime

Shifts

- 8 hour shift

Aesthetic and minimalist design

There is a long list of options that users need to select from. The interface will be much more useful if the sections are expandable instead of presenting all of them at once as they have in the android version.

12:33

Save and exit

- Contract
- Temporary
- Internship

Desired work schedule

Days

- Monday to Friday
- Weekend availability
- No weekends
- Holidays

Schedules

Shifts

Finish

Additional information

This screen is for the users to add the kinds of jobs they are looking for, so it is easier for the application to understand their preferences and needs.

1:23

Commission

Desired work schedule

Day Ranges

Weekend availability

Monday to Friday

Other

On call

Holidays

Overtime

Shifts

8 hour shift

10 hour shift

12 hour shift

Day shift

Night shift

Desired pay

\$ per year

Relocation

I am willing to relocate

Next

[Previous Step](#)

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Flexibility and Efficiency of Use

2

The shortcut 'previous step' does not work correctly. It does not take the user to the previous page which is 'Review draft and save'. Instead, it leads to 'Create an Indeed Resume' page. This shortcut does not allow users to efficiently go to the previous page.

1:23

indeed

Create an Indeed Resume

Step 3 of 5

i Filling out 2 or more work experiences will double your chances of being contacted by an employer.

Work Experience

Intern

* Required fields

Job Title *

Company

City - United States (change)

e.g. Seattle, WA.

Time Period

I currently work here

Additional information

Additionally, the users are asked to add the preferred job details. They can add specific details for their desired jobs.

12:33 82%

← Save and exit

What kind of job are you looking for?

This information will help us find the job that's right for you

Desired job title

Relocation

I am willing to relocate

Desired minimum pay

\$ per hour

Desired job type

Full-time

Part-time

Contract

Temporary

Internship

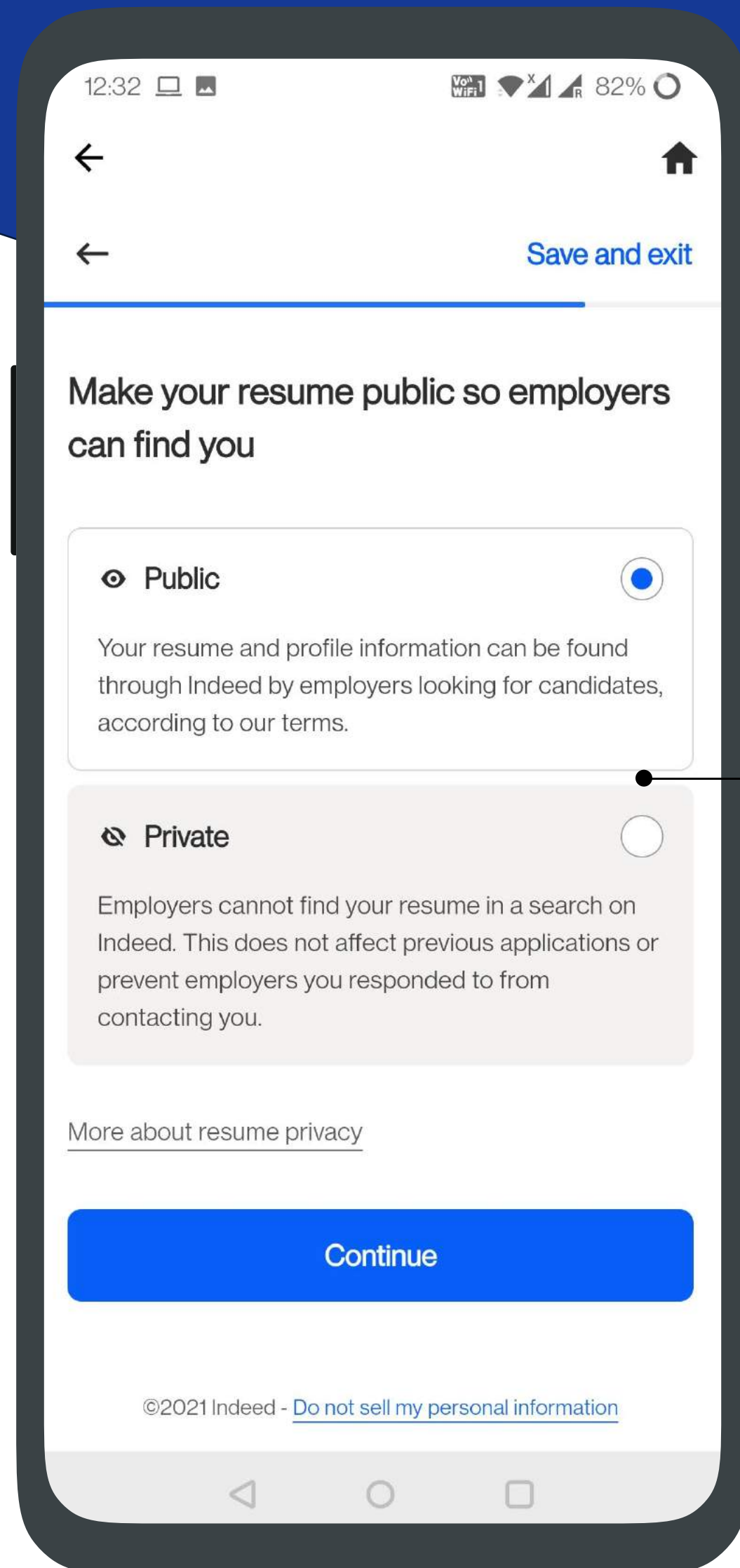
Consistency and standard

2

The Cyan color is not consistent with the color palette of Indeed.

Privacy settings

This is the screen asking the user whether the completed resume needs to be set as public document or private document.



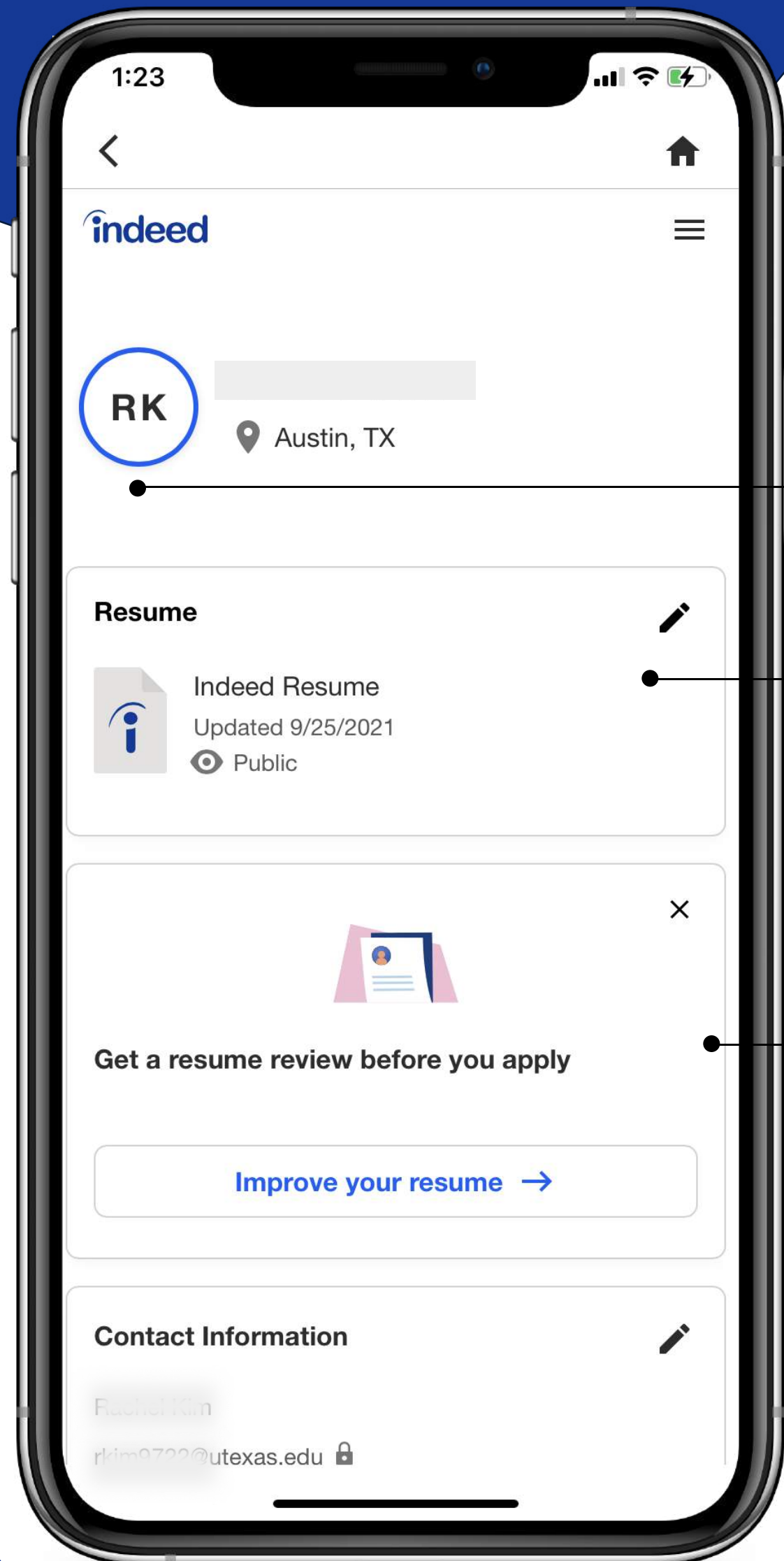
Flexibility and efficiency of use

0

The clear icon and text of privacy status gives control to the user

Profile tab

Once the user completes inputting all the information about their resume, the app then takes them to a resume review screen. Here, the users can read through the information and make necessary changes.



Consistency and standards

1

There isn't a way for the user to add a profile photo - when you tap on the circle - no function happens.

Consistency and standards

1

Tapping on the resume card should open the resume, this doesn't happen here - you can not view your resume. In order to look at it you need to go to the edit icon.

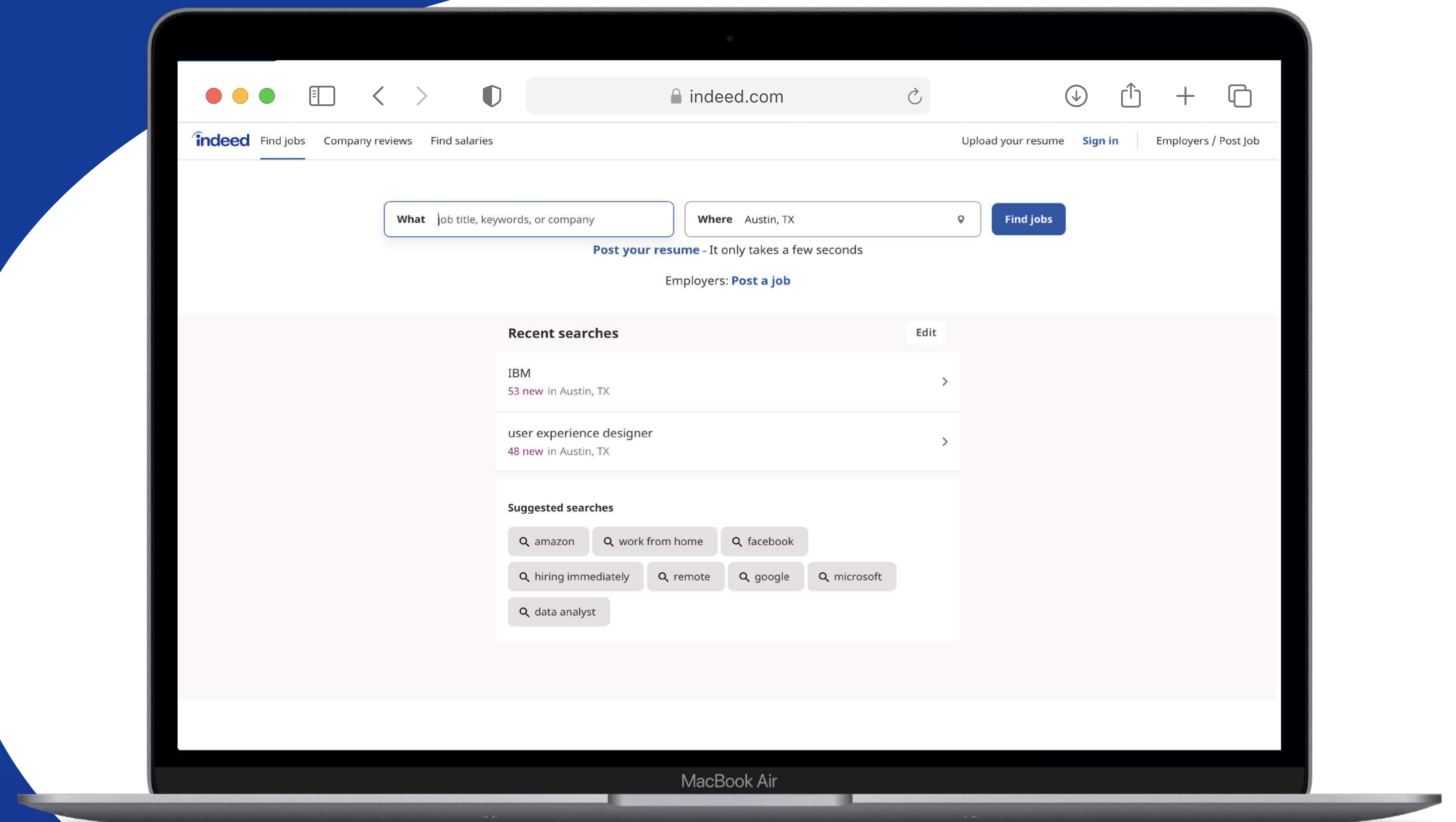
Aesthetic and minimalist design

1

There are multiple shades of blue used across the screen - lack of the primary brand color.

The sizes and colors of icons change all across the screen. The home icon is darker than the hamburger menu.

Desktop interface



User flow

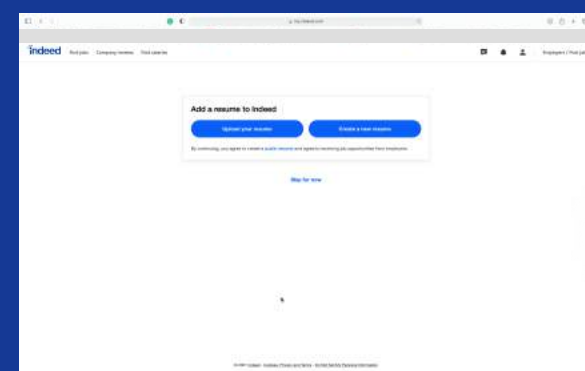
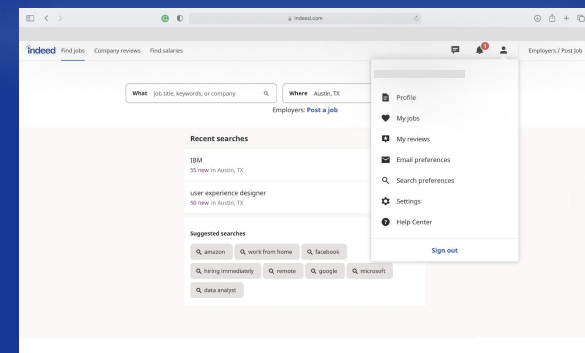
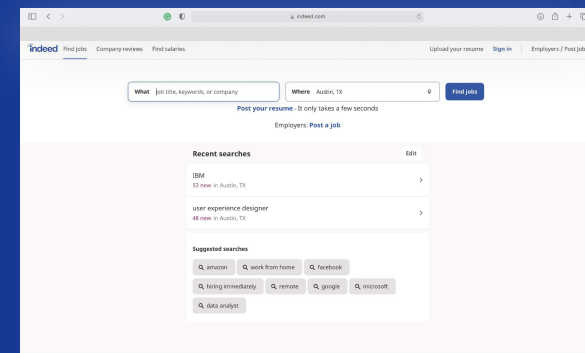
Desktop interface

Home page

Resume tab

Resume maker

Finish



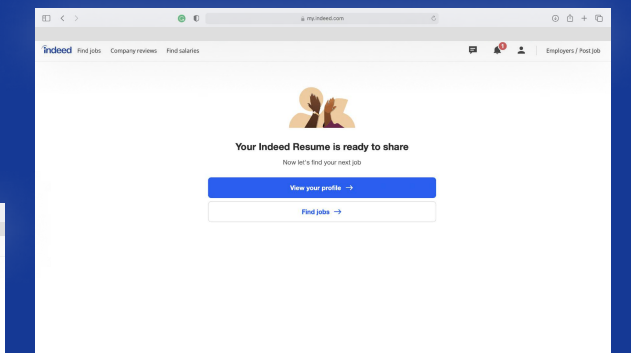
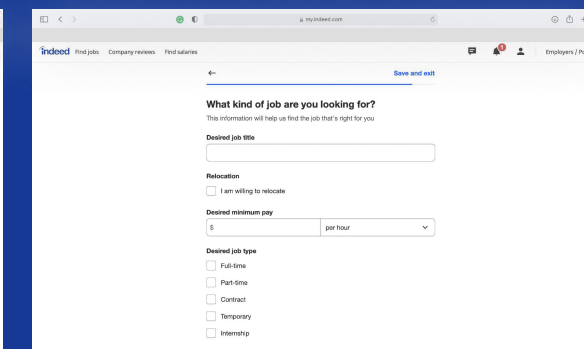
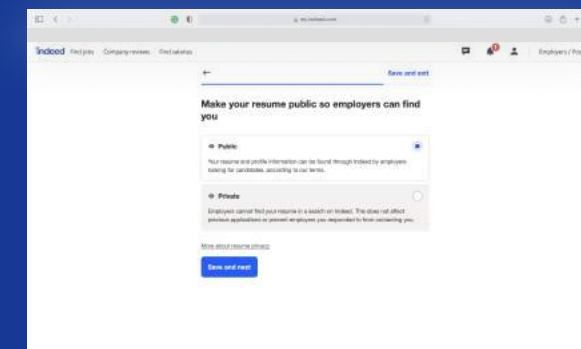
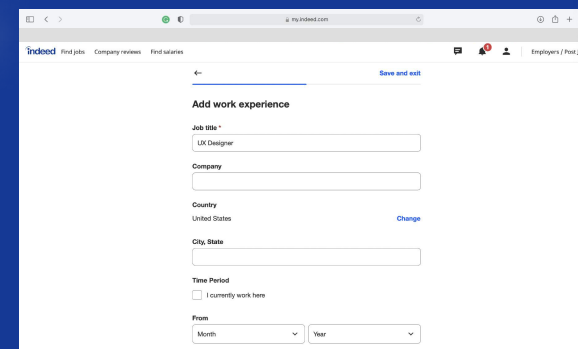
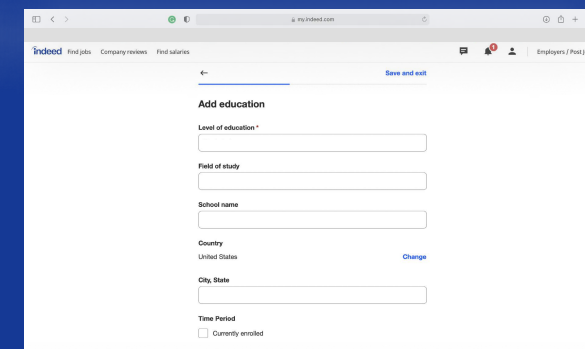
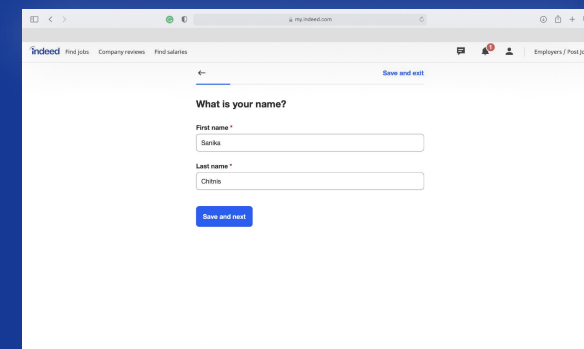
Personal details

Education details

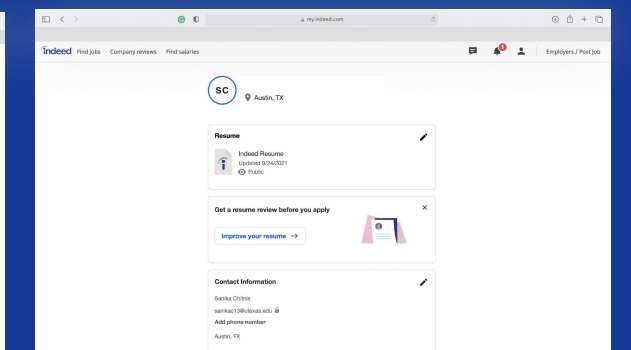
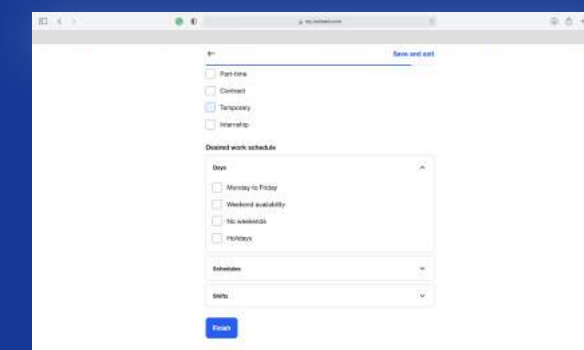
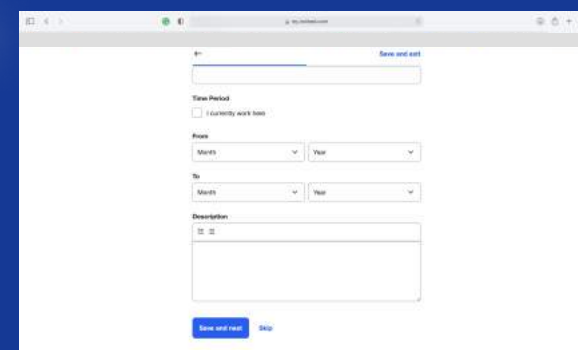
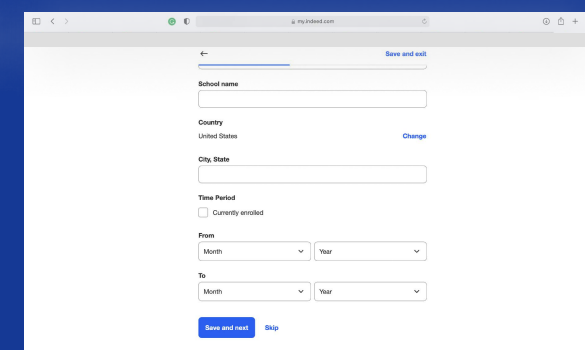
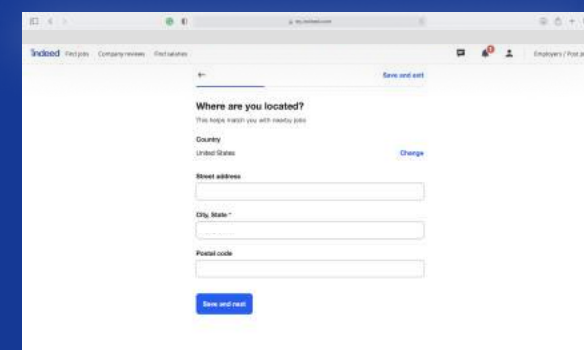
Work experience

Privacy settings

Additional info

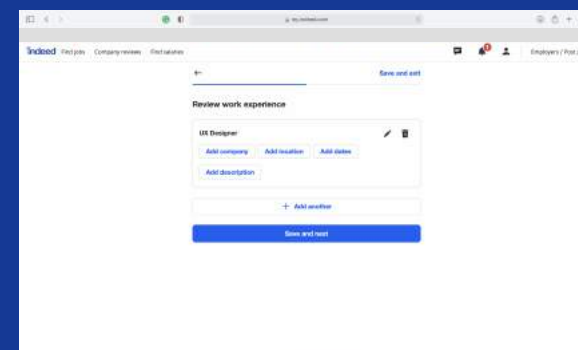
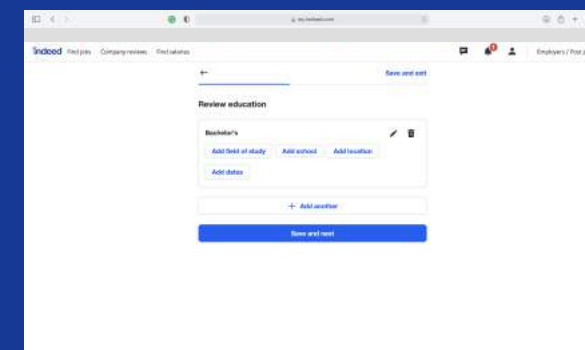


Profile tab

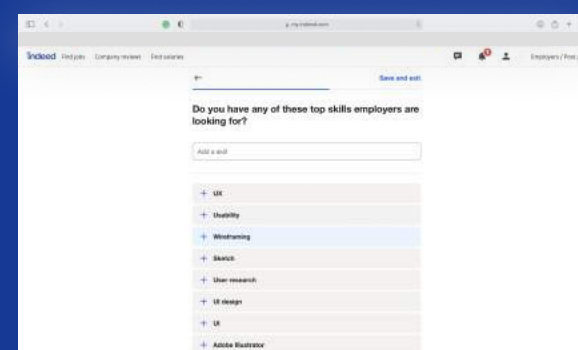


Review

Review

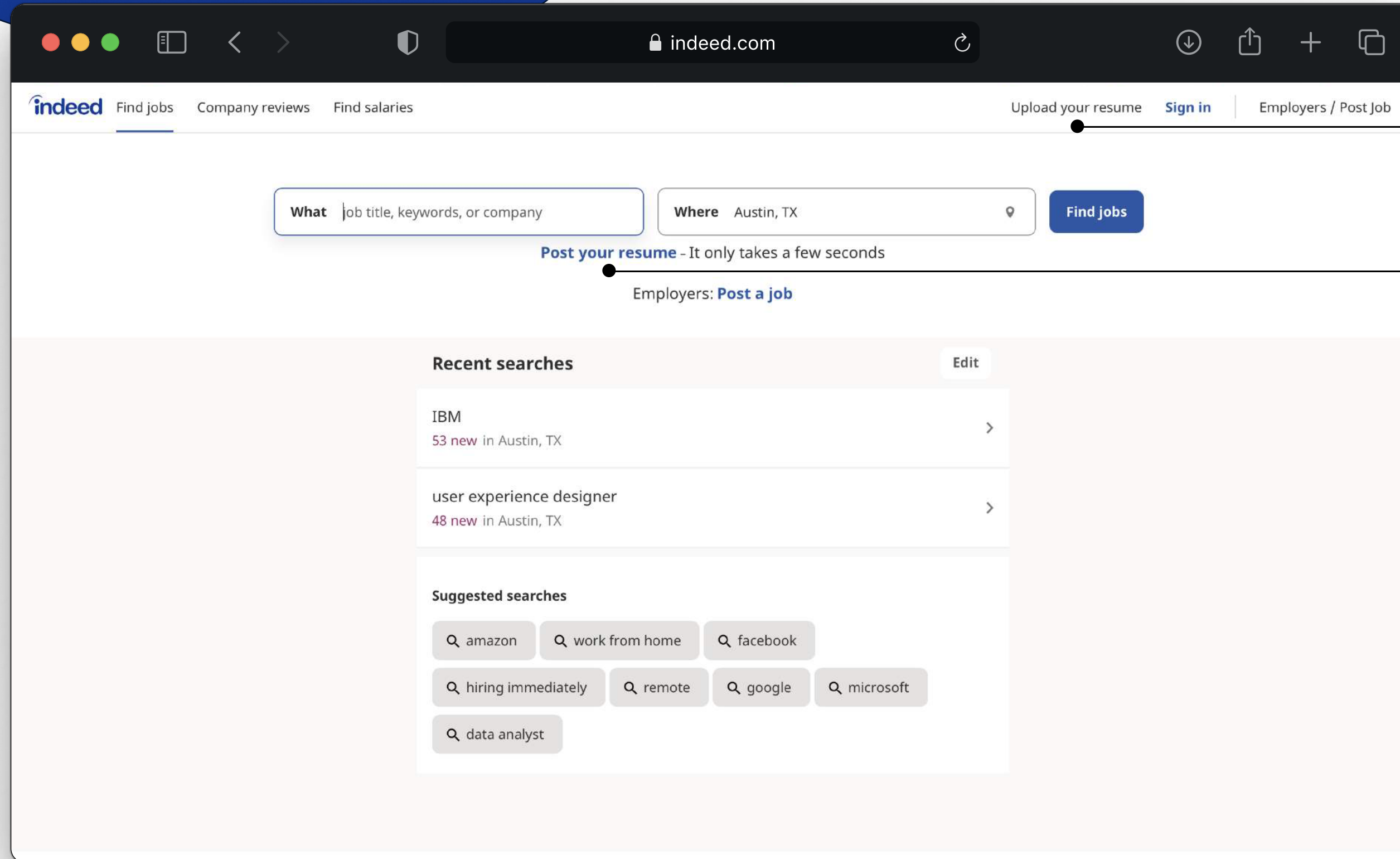


Add top skills



Home page

This is the landing screen of the Indeed website. The page allows users to do job search and it shows recent searches and suggested searches. The navigation bar on the top also gives various options to users.



Consistency and standards

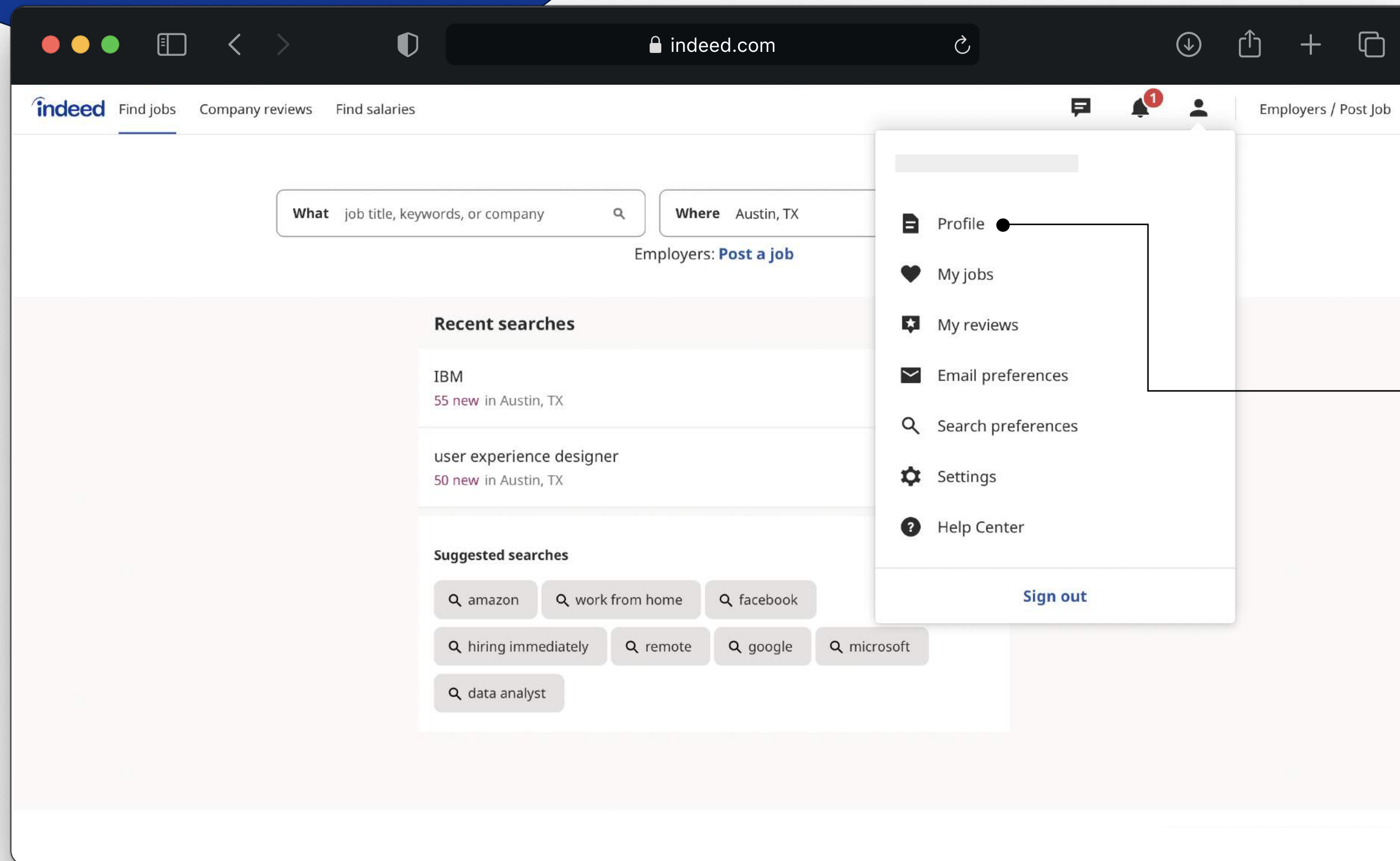
1

There are two options for posting/uploading your resume and posting a job. Having two options for doing the same task increases confusion and reduced efficiency.

Solution // Increase consistency and standards by unify the two options into one concrete option that users can find efficiency.

Resume tab

This is the landing screen of the Indeed website after sign in. The navigation bar now has three icons like the message, notification, and profile.



User control and freedom

2

Clicking 'uploading your resume' leads the user to sign in first. However, once the user signs in, on the landing page, the user does not see the link for posting a resume. The user has to access it through the profile.

Recognition rather than recall

2

The two options for uploading a resume disappeared. Without the options, it is not clear for users what to click in order to build a resume. It does not lead users to have an immediate click but consider which menu to click.

Personal details

This is the screen when users start the process of building a resume on the website.

The screenshot shows a web browser window with the URL 'indeed.com'. The page title is 'indeed' and the navigation menu includes 'Find jobs', 'Company reviews', and 'Find salaries'. The user is logged in as 'Employers / Post Job'. The main content area is a form titled 'What is your name?'. It has two input fields: 'First name *' and 'Last name *'. The 'Last name *' field has a red error message below it: 'Last name is required'. A blue 'Save and next' button is located below the 'Last name *' field. A progress bar at the top of the form shows a single step with a dot, and a 'Save and exit' link is visible.

Visibility of system status 2

The interface provides a user's process status throughout a status bar, however, it does not provide a clear percentage of the whole process.

Solution // Increase visibility of system status by using steps or percentage marks next to the bar.

Help and documentation 0

The required item is marked as red reminding users to fill the box.

Help users recognize, diagnose and recover from errors 1

The system only prompts the user once an input box is left empty. There is no error message if there is an error in the information given by the user.

Solution // At least providing some spelling check would help users correct errors.

Education details

This is the screen where the user can add education info. The navigation bar still appears on the screen.

The screenshot shows the 'Add education' form on indeed.com. The form includes the following fields and options:

- Level of education ***: A dropdown menu with 'Bachelor's' selected.
- Field of study**: A text input field.
- School name**: A text input field.
- Country**: A dropdown menu with 'United States' selected. A 'Change' link is visible to the right.
- City, State**: A text input field.
- Time Period**: A checkbox labeled 'Currently enrolled' which is currently unchecked.
- From**: A text input field.

A dropdown menu is open for the 'Country' field, displaying a list of countries including Tunisia, Turkey, Turkmenistan, Turks And Caicos Islands, Tuvalu, U.S. Virgin Islands, Uganda, Ukraine, United Arab Emirates, United Kingdom, United States (highlighted with a checkmark), United States Minor Outlying Islands, Uruguay, Uzbekistan, and Vanuatu.

Aesthetic and minimalist design 0

With simple text and clear color, the user can easily see and conduct the main action buttons: 'Save and exit' and 'Change'.

Help and documentation 3

When the user type in the text boxes for 'level of education' and 'field of study', a drop down shows up with potential matches. It does not have a clear instruction if the user could fill the text instead of choosing from the drop down list.

Flexibility and efficiency of use 3

'United States' is set for the default. When the user changes the country, a drop down list shows up instead of allowing the user to type down. The user needs to scroll the entire list and find a country.

Solution // Increase efficiency of use by letting users to type down and showing a drop down list related to the text.

Education details

By scrolling down the screen, the navigation bar disappeared and the button for saving the resume and going to the next page shows up with an option to skip the page.

The screenshot shows a web browser window with the URL `indeed.com`. The page title is "Education details". The form contains the following elements:

- A "Save and exit" button at the top right.
- A "School name" text input field.
- A "Country" dropdown menu set to "United States" with a "Change" link.
- A "City, State" text input field.
- A "Time Period" section with a "Currently enrolled" checkbox.
- "From" and "To" date pickers, each with "Month" and "Year" dropdowns.
- "Save and next" and "Skip" buttons at the bottom.
- A warning message at the bottom: "Please correct the error shown above."

User control and freedom

0

It allows the user to save the resume and exit. It also allows the user to skip the step if they want to.

Help users recognize, diagnose and recover from errors

2

The only required field on the educational info page is 'Level of education' box. If the required section is filled, 'Save and next' button becomes enabled even with other important information fields empty. In addition, clicking 'Save and next' button does not cause changes to the screen and not show any reason for irresponsible behavior. The user has to scroll to the top to figure out any error.

Solution // Help users recognize and recover from errors by having the warning message on the bottom of the page like the mobile app.

Work experience

The work experience screen lets the user input all previous work experiences, they can add names of the firms, association period, locations as well as descriptions of the tasks completed by them during their time with a firm.

The screenshot shows the 'Add work experience' form on the Indeed website. The form is titled 'Add work experience' and has a 'Save and exit' button at the top right. The form fields are as follows:

- Job title ***: UX Designer
- Company**: (empty)
- Country**: United States
- City, State**: (empty)
- Time Period**:
 - I currently work here
 - From**: Month
 - To**: (empty)
- City and state / province**: e.g. Seattle, WA. A dropdown menu is open, showing a list of cities in Chinese: 高雄市, 台中市, 台北市, 台南市, 新北市.

1 Help users recognize, diagnose and recover from errors

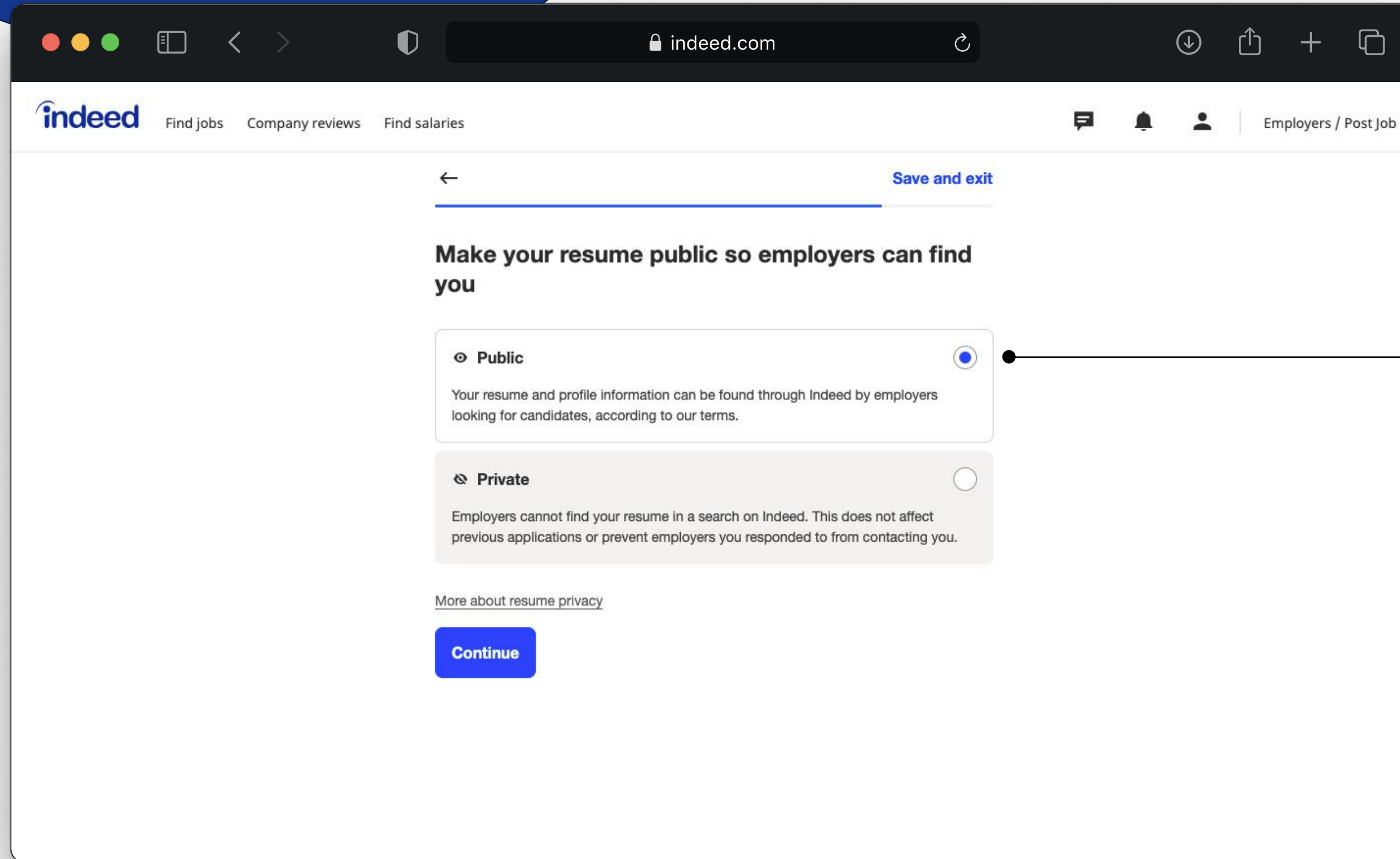
The system does not proactively check for spelling errors.

1 Consistency and standards

The user sees a drop-down list in a different language when the user types a city outside of the United States although the language setting is English.

Privacy settings

This is the screen asking the user whether the completed resume needs to be set as public document or private document.



Flexibility and efficiency of use

0

The clear icon and text of privacy status gives control to the user.

Additional information

This is the screen where you can put information about your desired job, desired minimum income, and other additional preferences related to the job.

The screenshot shows a web browser window at indeed.com. The page title is "What kind of job are you looking for?". Below the title, there is a sub-header "This information will help us find the job that's right for you". The form contains several sections: "Desired job title" with a text input field; "Relocation" with a checkbox "I am willing to relocate"; "Desired minimum pay" with a currency input field set to "\$" and a dropdown menu set to "per hour"; and "Desired job type" with checkboxes for "Full-time", "Part-time", "Contract", "Temporary", and "Internship". At the top right of the form area, there is a "Save and exit" link. At the bottom of the form, there is a red error message box that says "There was an error saving your changes. Please try again." with a close button (X).

User control and freedom

0

The users have an option to add the desired salary in different formats.

Help users recognize, diagnose and recover from errors

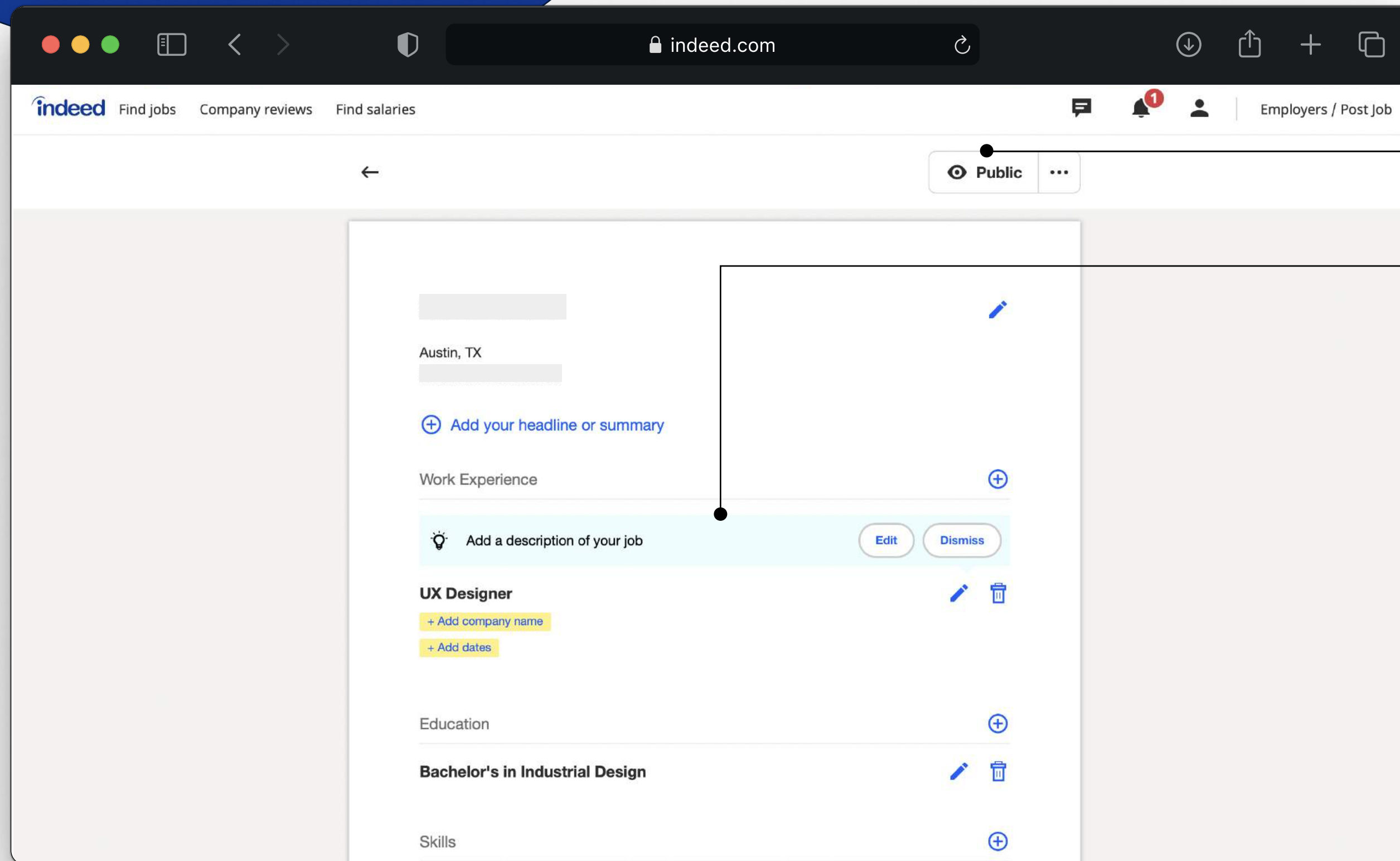
4

On the last step for finishing the resume, the system gives a clear error message at the bottom. However, the screen does not have any box marked as red, the error message does not indicate exact errors happening on the screen, and the user cannot move forward. Therefore, the user needs to go to the previous steps to check the errors or delete the whole resume.

Solution // Having the error message on the bottom and red-marked text boxes for every step would help.

Resume review

After the user completes the resume by inputting all the info related, the user can see this review screen. Here, the users can read through the draft of the resume and make some necessary changes.



Flexibility and efficiency of use 0

The clear icon and text of privacy status above the page could give users control of privacy status.

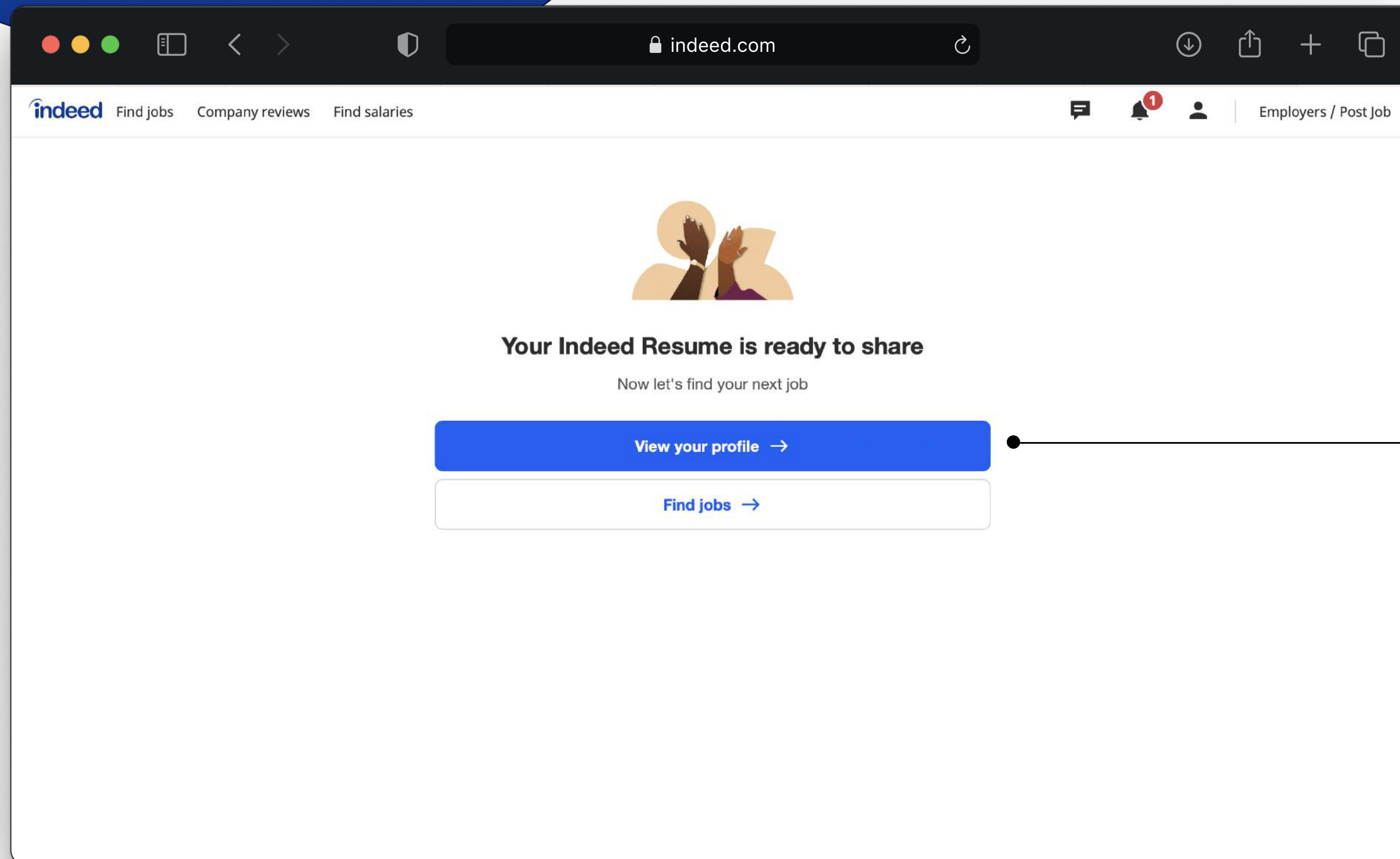
Aesthetic and minimalist design 2

There are too many colors and icons on the page that reduces efficiency. The interface does not adjust to the screen size.

Solution // Using minimum choices of colors to have an aesthetic and minimalist design.

Finish

On completing the resume review, the user is shown a prompt that shows that the resume is complete and ready to share.

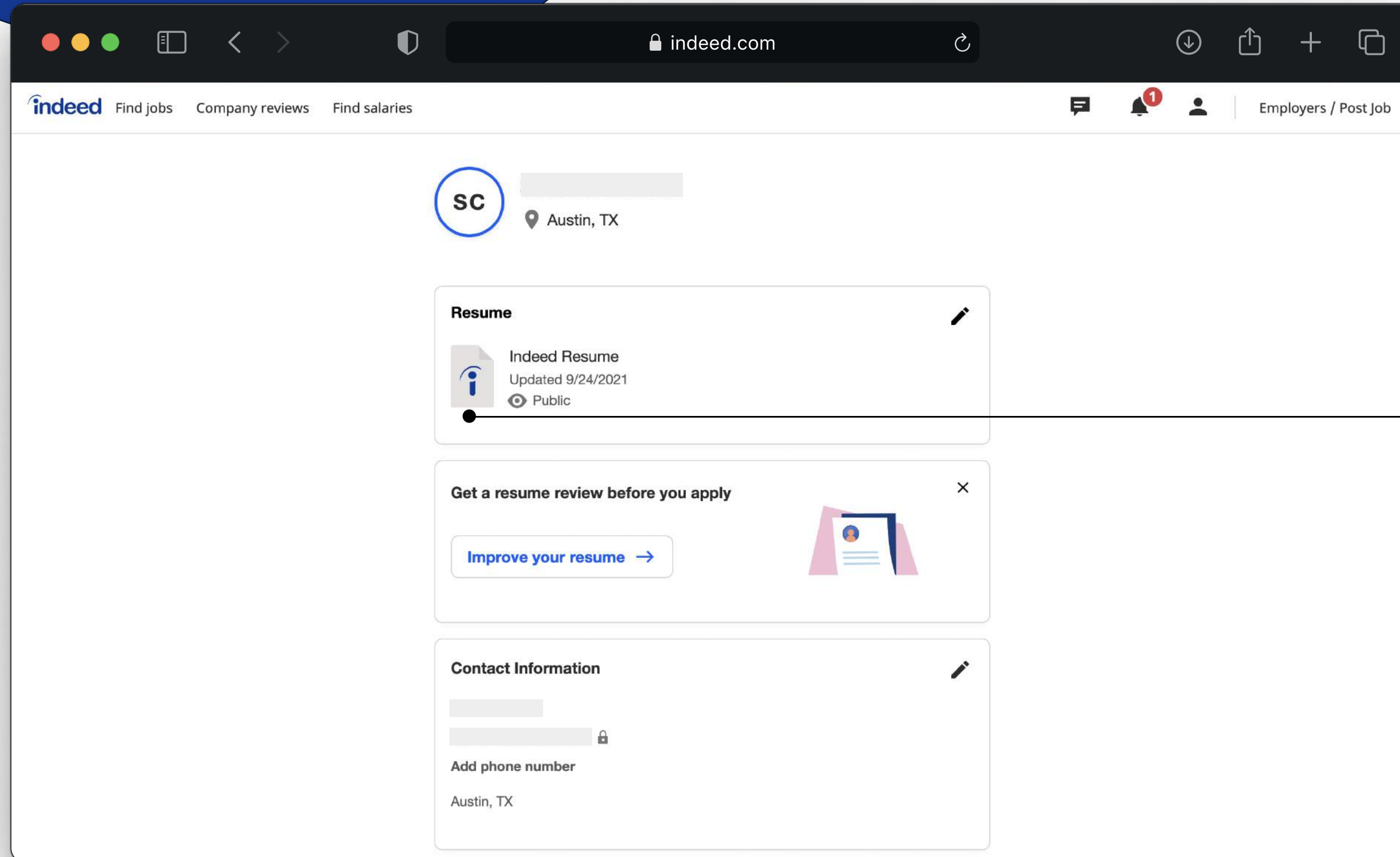


Aesthetic and minimalist design 0

The clear illustration indicates to the user that the process is now completed and the key buttons lead the user to easily follow the next steps.

Profile tab

The final screen of the process is the profile screen, here the user can see the permanent location of their resume.



Consistency and standards 1

Tapping on the resume card should open the resume, this doesn't happen here - you can not view your resume. In order to look at it you need to go to the edit icon.

