

CSC 310: Human Computer Interaction

Usability Evaluation Report

Dated
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Prepared By

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SIGNATURES:

A handwritten signature in black ink, appearing to be 'Mh' followed by a horizontal line.

Feedback & Critical Incidence

<< Record your observations in the table on the following page, based on your observations and notes taken during the usability evaluation

Description of columns in the table are as follows:

Prototype Screen/Page:

Which screen of the user interface the user was evaluating at the point of feedback/critical incidence/problem.

Reference:

This column should be used to relate an item back to a specific point in the session. The reference can be to a specific line number in the transcript above or a time code.

User feedback / critical incidence / problem:

This column may contain :

- Feedback (positive or negative) given by the users, **or**
- Critical incidences (breakdowns or problems encountered by users) and/or mistakes committed by users.

Reason for negative feedback / breakdown:

Briefly explain the reason for a breakdown or any negative feedback.

Scope:

Describe the scope of the feedback or the problem; include whether the scope of the issue is throughout the system/device or within a specific screen or screens. If the problems are specific to a page, include the appropriate page reference.

Severity (H/M/L) :

Your assessment as to whether the implication of the feedback is *low*, *medium*, or *high* severity, and the **justification** for that rating.

Way(s) to rectify:

Suggestion for the modifications that might be made to the user interface to address the issue or issues in this row. You **MUST** include trade-offs to be credible. If you can't think of some bad trade-off, say so.

Usability Evaluation Feedback Analysis

#	Prototype Screen Provide link to images and circle relevant part with optional annotations	Reference include line number(s) in specific transcript for the identified issue	User's feedback/ critical incidence/ problem	Reason for negative feedback / breakdown	Scope which interface /function is impacted	Severity (High/ Medium/ Low) and Justification for giving that rating	Way(s) to rectify and any Tradeoffs (i.e., why the fix might not work)
1	See Picture 1	Marco-1 line 37, 56-57 Aaron-2 line 15-18 Ella-1 line 36	User had difficulty finding fast startup setting.	Startup option being found under “shutdown” was confusing for multiple users.	Shutdown settings	Low. Users found the setting after minimal searching.	Rename Shutdown settings to Startup/shutdown with zero tradeoff. Or recategorize settings with a tradeoff of overwhelming the user with choices.
2	See Picture 2	Marco-1 line 46-47, 59 Aaron-1 line 13 Ella-1 line 43	Users had trouble differentiating between two similar video settings	The video quality playback and the “when playing video” settings seemed to do the same thing based on the information presented	Advanced settings	Low: The users were still able to change the setting	The setting could be renamed to be more descriptive, which could potentially make it more confusing for some, or they could be merged into one, which could have the downside of reducing options.
3	See Picture 3	Marco-1 line 46, 59 Aaron-1 line 15 Ella-2 line 43, 49	Default settings purpose unclear. User could not find power plan default settings.	Users did not understand that they were adjusting settings for the power plan and this would therefore return them to default.	Default settings	Medium. This is an overarching function of the whole settings menu that is not comprehended and hides a whole feature.	rename to “presets” with the tradeoff that this might still confuse some people. Or listing examples of what is in the setting next to the title. The tradeoff here would be risking readability with lots of extra text. List the current selected power plan next to the setting title to hint the user they are adjusting it and this setting is for resetting it.

Picture 1:

Power & sleep

Turn off screen after

When plugged in	On battery
2 min <input checked="" type="checkbox"/>	1 min <input checked="" type="checkbox"/>
1 hour <input checked="" type="checkbox"/>	10 min <input checked="" type="checkbox"/>

Sleep after

Power and sleep button settings

① When I press the power button

When plugged in	On battery
Sleep <input checked="" type="checkbox"/>	Shut Down <input checked="" type="checkbox"/>

② When I press the sleep button

When plugged in	On battery
Sleep <input checked="" type="checkbox"/>	Hibernate <input checked="" type="checkbox"/>

Shutdown settings

☒ Turn on Fast startup (recommended)

☒ Show Sleep in Power menu

☒ Show Hibernate in Power menu

☒ Show Lock in Power menu

Advanced power settings

Turn off hard disk after

When plugged in	On battery
Never <input checked="" type="checkbox"/>	20 minutes <input checked="" type="checkbox"/>

When sharing media

When plugged in	On battery
Prevent sleep <input checked="" type="checkbox"/>	Allow sleep <input checked="" type="checkbox"/>

Video playback quality bias

When plugged in	On battery
Performance <input checked="" type="checkbox"/>	Power saving <input checked="" type="checkbox"/>

When playing video

When plugged in	On battery
Optimize quality <input checked="" type="checkbox"/>	Optimize power <input checked="" type="checkbox"/>

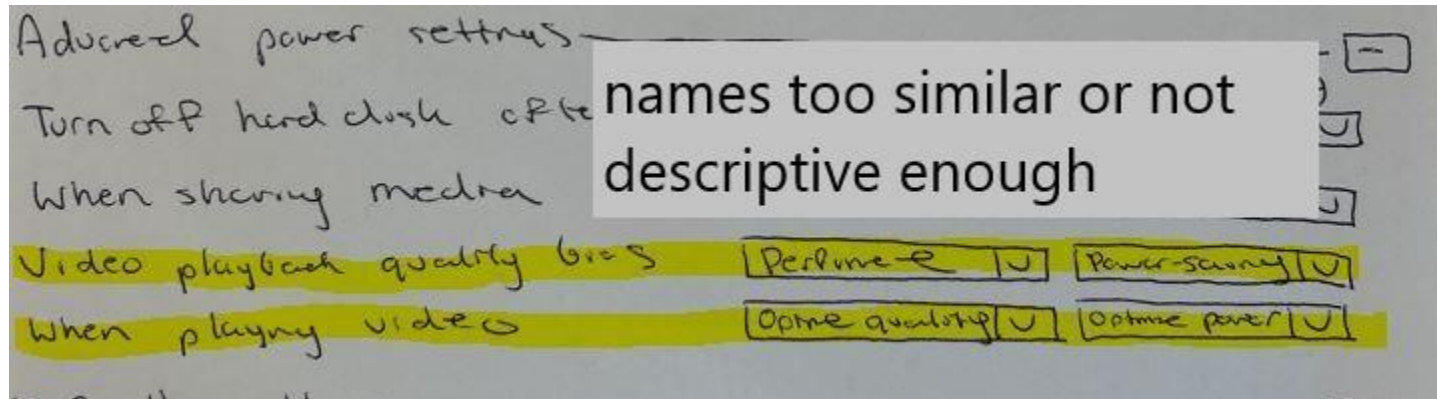
Default settings

Set to default settings (balanced)

Set to high performance settings

Set to power saver settings

Picture 2:



Picture 3:

Power & sleep — ☐ X

Turn off screen after	When plugged in	On battery
	2 min <input checked="" type="checkbox"/>	1 min <input checked="" type="checkbox"/>
Sleep after	1 hour <input checked="" type="checkbox"/>	10 min <input checked="" type="checkbox"/>

Power and sleep button settings — ☐

⌚ When I press the power button	When plugged in	On battery
	Sleep <input checked="" type="checkbox"/>	Shut Down <input checked="" type="checkbox"/>
⌚ When I press the sleep button	Sleep <input checked="" type="checkbox"/>	Hibernate <input checked="" type="checkbox"/>

Shutdown settings — ☐

- ☒ Turn on Fast startup (recommended)
- ☒ Show Sleep in Power menu
- ☒ Show Hibernate in Power menu
- ☒ Show Lock in Power menu

Advanced power settings — ☐

Turn off hard disk after	When plugged in	On battery
	Never <input checked="" type="checkbox"/>	20 minutes <input checked="" type="checkbox"/>
When sharing media	Prevent sleep <input checked="" type="checkbox"/>	Allow sleep <input checked="" type="checkbox"/>
Video playback quality bias	Performance <input checked="" type="checkbox"/>	Power saving <input checked="" type="checkbox"/>
When playing video	Optimize quality <input checked="" type="checkbox"/>	Optimize power <input checked="" type="checkbox"/>

Default settings — ☐

- Set to default settings (balanced)
- Set to high performance settings
- Set to power saver settings