FACULTY OF COMPUTING
UTM Johor Bahru

SESSION 2023/2024 SEMESTER 1

SECV2113
HUMAN-COMPUTER INTERACTION

GROUP ASSIGNMENT

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SECTION
07

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Introduction

This report provides heuristic evaluation of the prototype designed by Group 3 for our project titled CampusConnect. CampusConnect is a dynamic web application designed to enhance the college experience. Serving as a student information hub, it fosters connectivity by centralising campus activities, official announcements, and vital information. Tailored for diverse user groups, CampusConnect transforms how students engage with their academic journey, promoting community building and seamless access to campus resources.

The 10 rules of Nielsen's heuristics include:

1. **Visibility of system status**: Ensuring real-time information is provided to users.
2. **Match between system and real world**: Making the system familiar and intuitive for users.
3. **User control and freedom**: Allowing users to navigate and interact with the system easily.
4. **Consistency and standards**: Designing the interface to meet user expectations and maintain consistency.
5. **Error prevention**: Providing warnings or prompts to prevent user errors.
6. **Recognition rather than recall**: Making it easy for users to recognize and access different system features.
7. **Flexibility and efficiency of use**: Offering shortcuts and efficient solutions to enhance user experience.
8. **Aesthetic and minimalist design**: Designing buttons and elements that are relevant and visually appealing.
9. **Help users recognize, diagnose, and recover from errors**: Assisting users in understanding and resolving errors.
10. **Help and documentation**: Providing helpful guides and information to support users.

Severity Rating:

1. **Cosmetic Issue** - affects the appearance and should be fixed only if time permits
2. **Minor Issue** - hinders the user's ability to navigate and should be fixed when possible
3. **Major Issue** - Frustrates or confuses users and requires repair as soon possible

4. **Catastrophic Issue** - prohibits users from performing their given task and requires an immediate modification

Each heuristic's detected usability violations were given a severity score, with 1 denoting a cosmetic issue and 4 denoting a catastrophic one. This report also includes recommendations based on usability guidelines and principles to address these violations. All documented findings have been accompanied by supporting screenshots. The overall goal of this heuristic evaluation is to offer helpful criticism that will aid in improving the prototype and user experience.
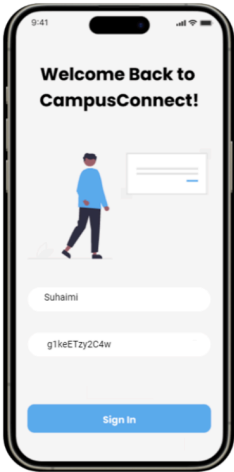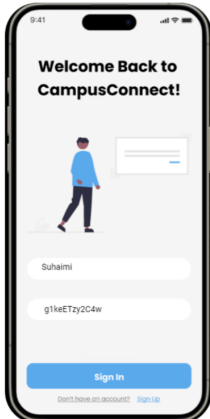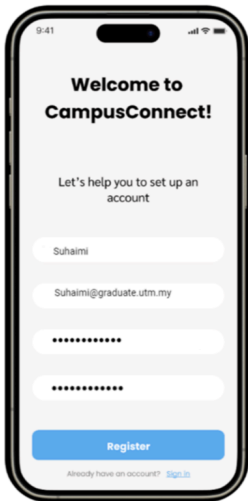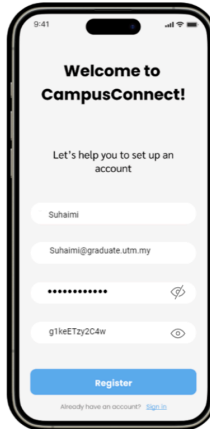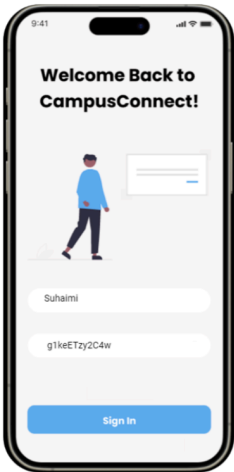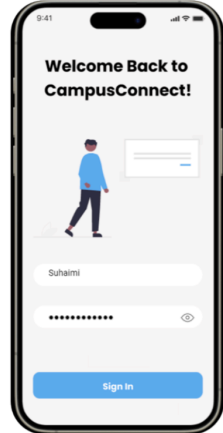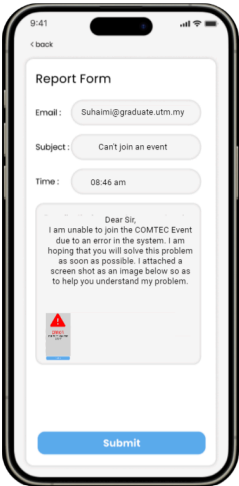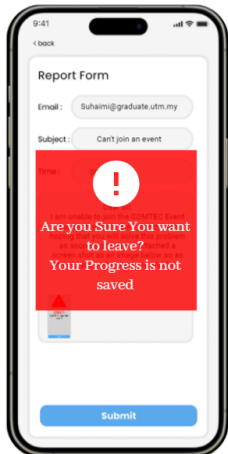
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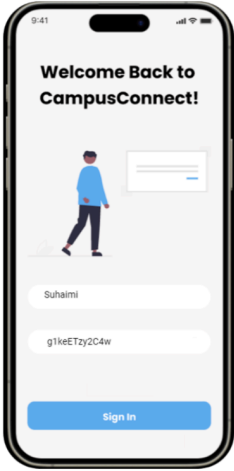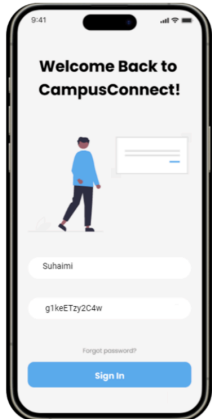
In order to carry out the heuristic assessment of the paper prototype, we will acquaint ourselves with Nielsen's 10 heuristic rules and severity rating. We examine the guiding principles and guidelines in greater detail in order to assess the paper prototype efficiently.
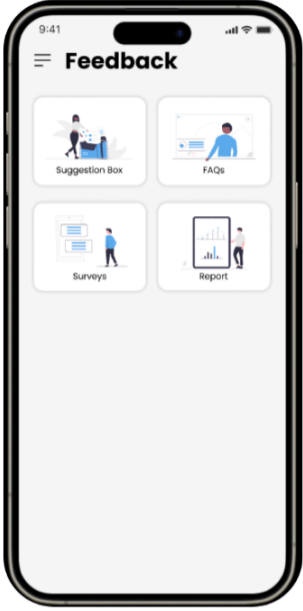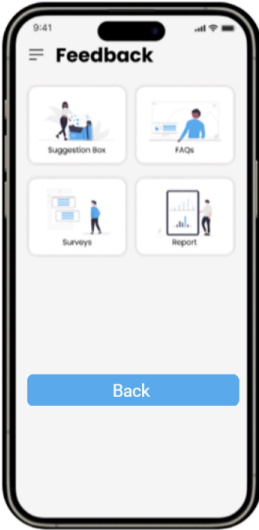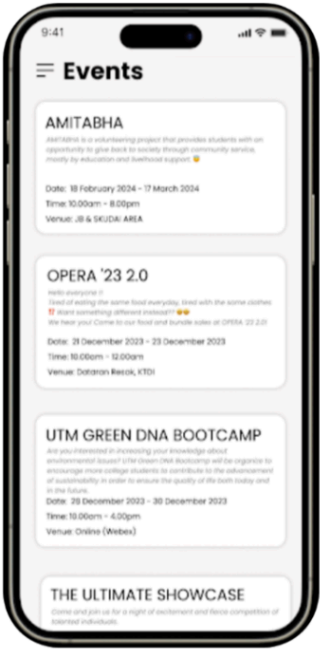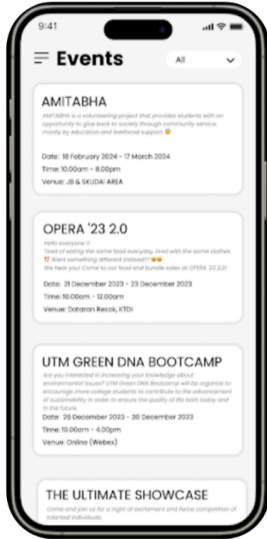
Next, we will go over the paper prototype and assess each one separately using Nielsen's heuristics one by one. We will compile all of our evaluation in order to contrast findings, determine consensus, and produce fresh concepts. We will compile all of the evaluations and opinions in order to get user feedback and make improvements to our next design.

Result

Table 1: HE table

No	Prototype image	Identified Issue	Heuristics and severity	Recommendation Image	Recommendation Explanation
1.		Users cannot go back to the register page in case they choose to log in. This keeps the user locked up in the log-in page without a way to go back in case they do not have an account.	H5: Error Prevention S3: Major Issue		To solve this, we will add a "Don't have an account" Button / Link that will return the user to the Register page.
2.		Users cannot see the password they entered due to the system hiding the characters in the password field. This hinders the user's ability to check if their entered password is correct. However, Hiding the password field is still necessary.	H1: Visibility of System Status S2: Minor Issue		To solve this problem we added a button to show/hide the password field.

3.		In order to avoid being locked out of the account indefinitely, you may want to reset the password when you forget the previous one.	H5: Error Prevention S3: Major Issue		To solve the problem, the "Forgot Password" Link / Button has been added to the page.
4.		Users are not able to hide the password field.	H3: User Control and Freedom S1: Cosmetic Issue		To ensure security, we added a button to show/hide the password field.
5.		In case the user clicks on the back button before submitting, the user will return back to the previous page without saving his progress in the report.	H1: Visibility of the system status. S2: Minor Issue		To solve this, we will add a pop up window that will notify and warn the user of the result of this action.

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6.		When users navigate to the Feedback Page, they are not able to navigate back to the previous page. It is possible to navigate to the desired page through the side menu as a last reserve.	H7: Flexibility and efficiency of use S1: Minor Issue		To solve this we add a back button to make it possible to navigate to the previous page.
7.		The absence of a filter option to sort the events based on categories	H7: Flexibility and efficiency of use S2: Minor Issue		To solve this we add a filter option through the drop-down button.
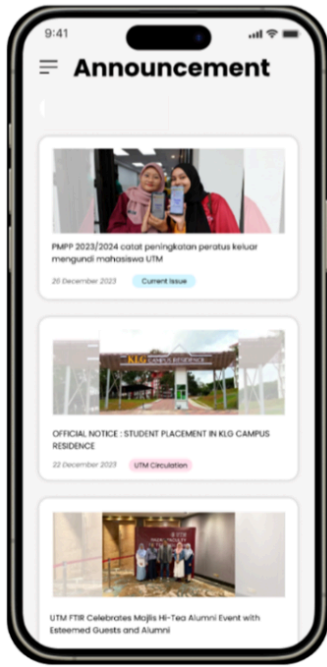
| 8. | | The absence of a search bar causes a tedious action of scrolling through the list to find a desired announcement. | H7: Flexibility and efficiency of use
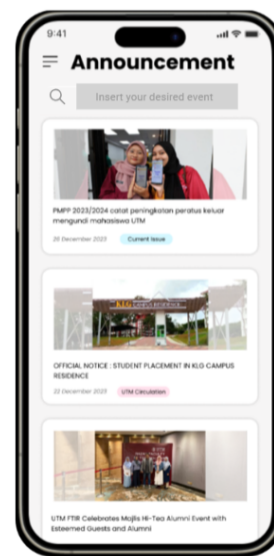
S2: Minor Issue | | To solve this we add a search bar, the user can use this to key a keyword or title relevant to the desired announcement. |

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