SOFTENG 350

Tutorial 2: Heuristic Evaluation

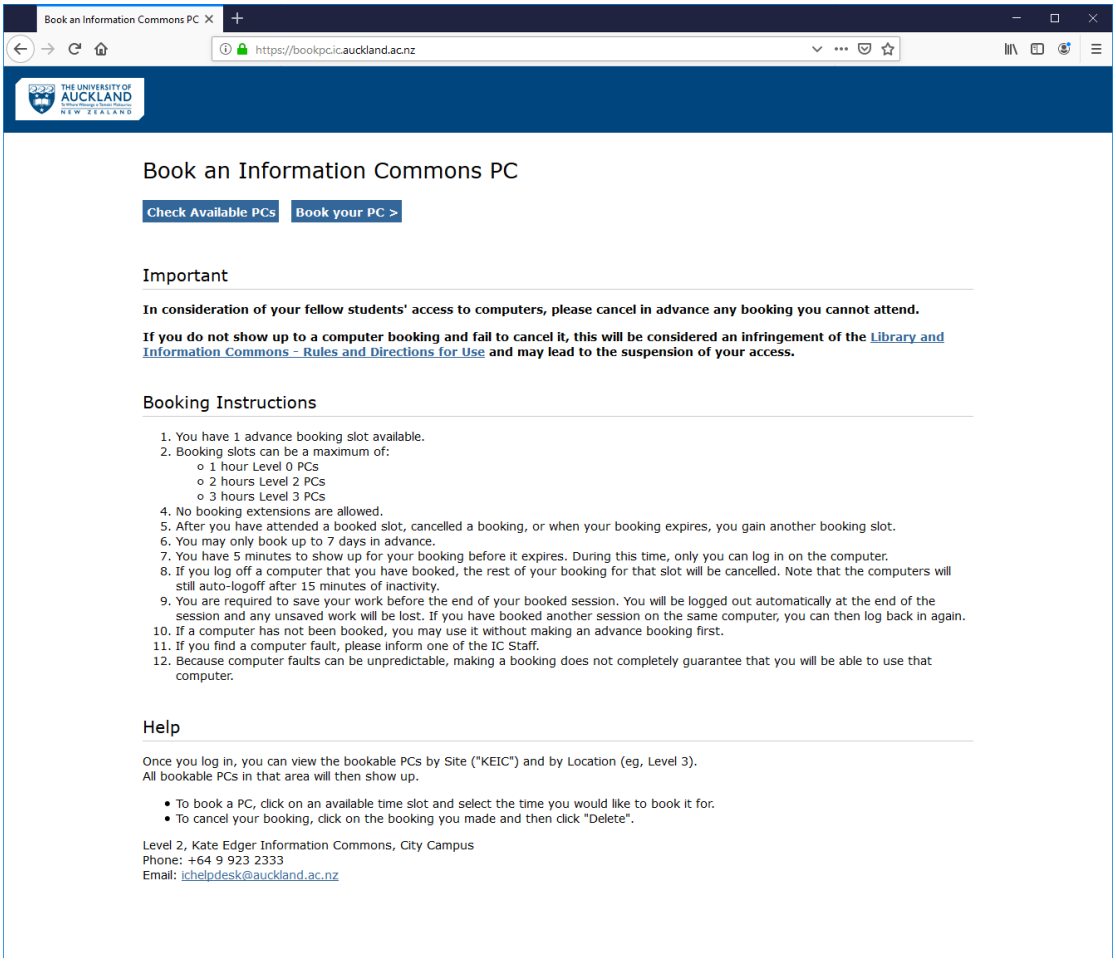
Worth 1% of your final grade
Tutorial exercises should be undertaken in pairs
Fill out your responses in this worksheet, in your own words
You should plan to spend 40 minutes on this tutorial
Upload your completed worksheet to Canvas
Due in your tutorial, or by 6pm on Friday 20 March

Aims

The aim of this tutorial is to give you experience in undertaking a heuristic evaluation for a software system. You will practice this skill in Assignment 1.

Background

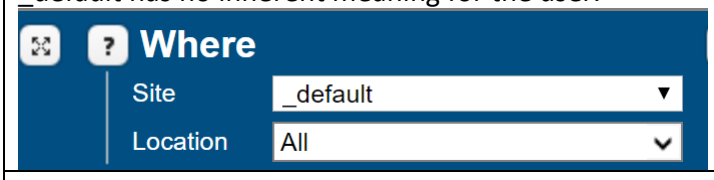
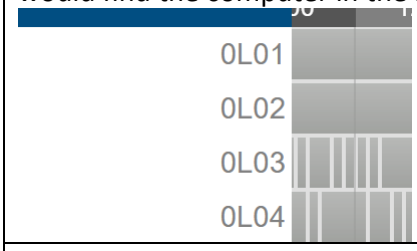
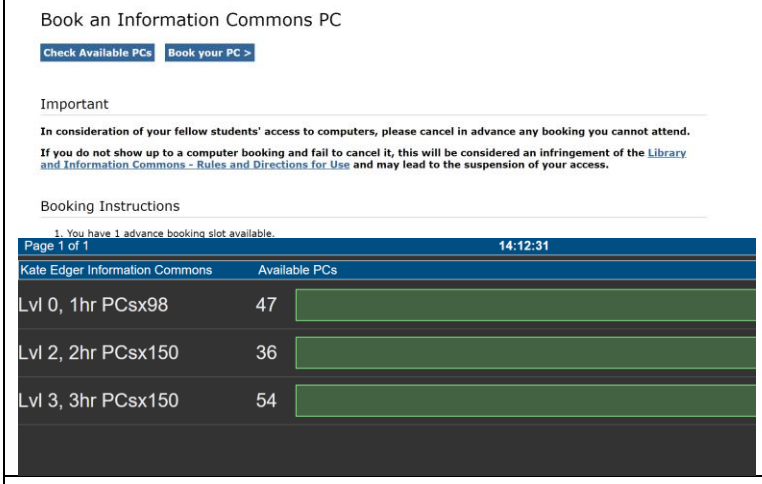
Your task is to do a heuristic evaluation in order to evaluate the usability of the *Book A PC* service at the university (https://bookpc.ic.auckland.ac.nz/).

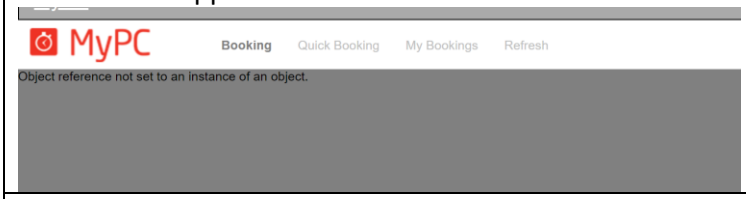
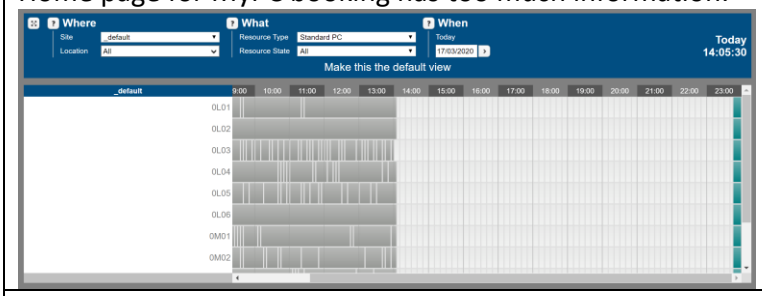
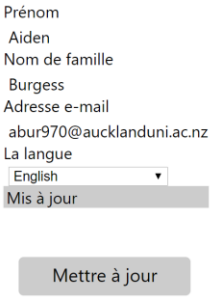
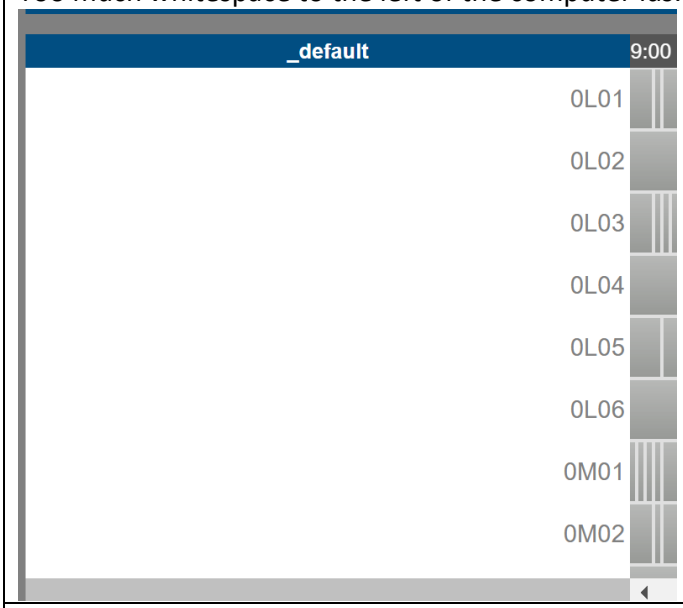


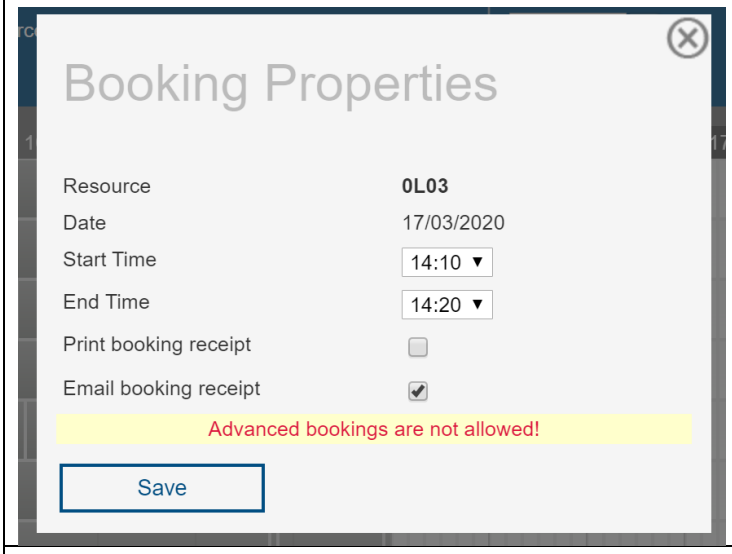
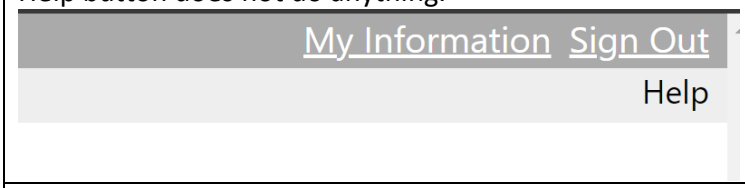
We will follow the heuristic evaluation approach described in lectures and from the reading of Chapter 25.5.

Activity 1

As a pair, step through each of Nielsen's 10 heuristics and evaluate the Book a PC service in regards to that heuristic. For each issue you identify create a new row under the heuristic that you are currently evaluating to document the issue. For the criticality section you can classify the issue as High/Medium/Low to indicate how much attention you think the issue deserves. Try to identify a change to the website that would fix each of the issues that you identify.

Usability issue	Criticality	Place/page	Suggested solution
1. Visibility of System Status			
_default has no inherent meaning for the user. 	Medium	MyPC page	Use the name of the location instead
2. Match between System and the Real World			
Names of the computers do not match with how a person would find the computer in the real world. 	Medium		User can pick a computer on a map instead
3. User Control and Freedom			
No breadcrumbs to go back to where the user came from when clicking 'Book your PC' 	Medium	'Book an Information Commons PC' page	Add breadcrumbs at the top to go back to original page.
4. Consistency and Standards			
Pages do not have consistent styling. 	Low	Throughout the process	Use consistent styling/components
5. Error Prevention			

Clicking the fullscreen button and changing vertical zoom to 3 breaks the application. 	High	MyPC home page	Fix this bug
6. Recognition Rather Than Recall			
Home page for MyPC booking has too much information. 	Medium	MyPC home page	Have a cleaner process for booking a computer, using more bite-sized steps.
7. Flexibility and Efficiency of Use			
Updating language does not change the language on the page until refreshed.  `	Medium	'User information' page	Refresh the page after updating language
8. Aesthetic and Minimalist Design			
Too much whitespace to the left of the computer ids. 	Low	MyPC home page	Dynamically change the column width depending on the length of the header.
9. Help Users to Recognise, Diagnose, and Recover from Errors			

Booking a room under site: '_default' and clicking save returns an error. 	Medium		Don't allow clicking when computer is not available
10. Help and Documentation			
Help button does not do anything. 	High	'User information' page	Develop a page with common information/guide to using the site

When describing each usability issue, we recommend including partial / cropped screenshots to highlight the issues that you've identified.

Tutorial 2 Worksheet Rubric

Criteria

- Application of concepts: Correct interpretations of heuristics.
- Quality of identified issues: Identified a relevant set of issues that represent real issues and cover an appropriate scope of the site. Criticality is appropriately justified.
- Quality of solutions: Appropriate, relevant and thoughtful suggestions for improvement.
- Overall quality: Clarity of writing / descriptions / use of annotated screenshots and professionalism of the presentation

Assessment of criteria

Criteria are assessed as excellent, good, satisfactory, unsatisfactory or fail. A letter grade is assigned based on holistic assessment of the categories.