

SOFTENG 350: Assignment #1

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1 Design Review (800 words)

In this section of the report, the issues within subsections are ordered by criticality. Issues are categorized in the usefulness category if they refer to the content, although this may overlap with the fit for use section. If issues could fit into multiple categories, they are shown in the most relevant category.

The system goal for the AskAuckland web page is to provide information relating to a user's query regarding the University. Therefore, searching should be fast, easy, and accurate. The content should relate to students of the University (both current and future). Issues are things that hinder this ideal experience.

1.1 Usefulness Issues

Searching does not appear to support the Maori language. As Maori is commonly spoken and an official language of NZ, there are accessibility issues.

Search our frequently asked questions by keyword or phrase.

Me pehea taku utu i aku utu

Example: How do I pay my fees?

Search filters applied

Topic

Current students

Refine your search by topic:

Academic information Accommodation Coronavirus Degree Planning Enrolment Exams Fees and money matters Graduation ID cards IT help International students Printing Programmes and courses Postgraduate Records Scholarships Sport and Recreation Student Engagement Summer school Support services

No results found.

A simple search for “academic integrity” has many results relating to academic integrity. However, academic integrity is never defined in the articles. Furthermore, none of the links in the articles leads to a definition of academic integrity.

Next to some articles, there is an “Updated” flag; however, the date of the post/update is not visible. This lack of specificity limits the functionality of this feature. The time posted is essential for these articles as they may become outdated. An article from five years ago is not as relevant as one posted six months ago.

Results 1 - 10 of 2

Calculating your grade point average
You can view your cumulative Grade Point Average (GPA) on MyAucklandUni, the Student Portal. If you can't see it, please check Why can't I see...

Logging into Canvas Updated
To log into Canvas, please go to canvas.auckland.ac.nz. Enter your University username (e.g. jbloo07) and password and click on login. Canvas is...

Looking for a lecture room is also difficult. It requires going to the sixth result after searching “campus map” and requires four clicks to reach the city campus map pdf. This also makes it inefficient for use, as this process would need to be repeated each time.

When searching “exam” with the coronavirus topic there is one result which is not relevant to exams. This would be a fairly common question asked, but there does not appear to be information on the AskAuckland site.

There are no search results for “coffee” and “cafe”. This type of search should be covered as it would be a commonly asked question.

1.2 Fit for Use Issues

The search for “covid-19” yields twelve results.

Search our frequently asked questions by keyword or phrase.

covid-19

Example: How do I pay my fees?

Search filters applied

Topic

Current students

Refine your search by topic:

[Academic information](#) [Accommodation](#) [Coronavirus](#) [Degree Planning](#) [Enrolment](#) [Exams](#) [Fees and money matters](#) [Graduation](#) [ID cards](#) [IT help](#)
[International students](#) [Printing](#) [Programmes and courses](#) [Postgraduate](#) [Records](#) [Scholarships](#) [Sport and Recreation](#) [Student Engagement](#)
[Summer school](#) [Support services](#)

Results 1 - 10 of 12

Further specifying the search by adding the “Coronavirus” topic reduces search results to just two results.

Search our frequently asked questions by keyword or phrase.

covid-19

Example: How do I pay my fees?

Search filters applied

Topic

Current students Coronavirus

Refine your search by topic:

[Academic information](#) [Accommodation](#) [Coronavirus](#) [Degree Planning](#) [Enrolment](#) [Exams](#) [Fees and money matters](#) [Graduation](#) [ID cards](#) [IT help](#)
[International students](#) [Printing](#) [Programmes and courses](#) [Postgraduate](#) [Records](#) [Scholarships](#) [Sport and Recreation](#) [Student Engagement](#)
[Summer school](#) [Support services](#)

Results 1 - 2 of 2

The implementation of topics seems to be faulty. The titles of some of the removed articles are “Self-isolation in accommodation”, “Holding accommodation if still in China”, and “Making changes to your graduation application”. These results would be useful for students, so having them filtered out when using the “coronavirus” topic is counter-intuitive and not a good user experience. Therefore, the functionality of “topics” is compromised.

Another potential issue with the topic feature is removing a topic from a search by clicking “Current students” under topic removes the search term.

1.3 Ease of Learning Issues

Hover effects for links are variable, with most being underlined, but some being underlined and highlighted.

The search button does not get underlined or highlighted, only the mouse cursor is changed to a pointer.

Most clickable aspects are shown in blue. However, the current breadcrumb is clickable but not blue. A further question is why the current breadcrumb is clickable, as it provides no functionality.

Another anti-pattern is the “Example: How do I pay my fees?” section, which is blue but not clickable.

[Home](#) / [AskAuckland](#) / [Current students](#) / [Coronavirus](#)

Search our frequently asked questions by keyword or phrase.

 × Q

[Example: How do I pay my fees?](#)

Typing in a word then hovering over the 'x' icon does not change the mouse cursor to a pointer which is an anti-pattern, a little confusing. Also, the 'x' icon has a small hit-box, making it harder to click.

AskAuckland

Your online help and support centre

[Home](#) / [AskAuckland](#) / [Current students](#)

Search our frequently asked questions by keyword or phrase.

 × Q

[Example: How do I pay my fees?](#)

The page numbers that appear at the bottom of a search page have a small hit-box, making them harder to click according to Fitt's law.

Vaccine for Coronavirus

Currently, there is no vaccine to protect against COVID-19, and no anti-viral treatment recommended for COVID-19 infection. People infected with the...

[1](#) [2](#) [3](#) [4](#) [Next >](#)

1.4 Efficiency of Use Issues

Each visit to AskAuckland requires the user to pick either “current” or “future” student. This is a time-consuming step for returning users as it must be done each time.

AskAuckland

Your online help and support centre

[Home](#) / [AskAuckland](#)

Find the answers to your questions about the University of Auckland.

I am a:

Future student

You are thinking about studying at the University, you are applying for admission, or you have just accepted an offer.

Current student

You are enrolling in courses and attending University.

1.5 Error Frequency and Severity Issues

When a user makes a spelling error, no results are returned, and there is no indication that the user has made a mistake.

Search our frequently asked questions by keyword or phrase.

Example: How do I pay my fees?

Search filters applied

Topic 

Current students

Refine your search by topic:

[Academic information](#) [Accommodation](#) [Coronavirus](#) [Degree Planning](#) [Enrolment](#) [Exams](#) [Fees and money matters](#) [Graduation](#) [ID cards](#) [IT help](#)
[International students](#) [Printing](#) [Programmes and courses](#) [Postgraduate](#) [Records](#) [Scholarships](#) [Sport and Recreation](#) [Student Engagement](#)
[Summer school](#) [Support services](#)

No results found.

1.6 Subjective Satisfaction Issues

The top bar seems to have no use other than to hold the University of Auckland logo, which appears to be a bad use of space.



AskAuckland

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2 Nielson's Heuristics (1200 words)

Make sure you're using the correct heuristic for the problem

Even if a heuristic is not violated, make a note of it

Severity rating = can i complete this task i want to

2.1 Visibility of system status

Have i been on this link before? Usually links are marked purple if they have been used before. This is useful for future searches when looking for the same thing

2.2 Match between system and the real world

2.3 User control and freedom

Can I ask my question in Maori?

2.4 Consistency and standards

Links and buttons do not have consistent styling

search covid-19 gives 5 results, adding the coronavirus tag gets 2 results

2.5 Error prevention

Can i search something with a misspelling?

Do i get error messages (no results found, try something else, or ask at email)

Undo and redo?

2.6 Recognition rather than recall

Do links open in new tabs

Do i know what the search is for this post

2.7 Flexibility and efficiency of use

Why do i always have to click current or future student, should this not be saved or skipped? Why is it mandatory?

2.8 Aesthetic and minimalist design

Is there a difference between the current students and future students search?

2.9 Help users recognize, diagnose, and recover from errors

Tell me about misspelling

Tell me you can't recognise languages other than English

2.10 Help and documentation

Where else can i go for help?

Can't ask a question directly if it not answered, no contact button

Reminder to use grammarly to check for grammar, spelling, style errors

3 Impacts of Human Memory (500 words)

Something about breadcrumbs functionality?

Topics

Search stays (unless you remove a topic)