

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/>).

Book an Information Commons PC

[Check Available PCs](#) [Book your PC >](#)

Important

In consideration of your fellow students' access to computers, please cancel in advance any booking you cannot attend.

If you do not show up to a computer booking and fail to cancel it, this will be considered an infringement of the [Library and Information Commons - Rules and Directions for Use](#) and may lead to the suspension of your access.

Booking Instructions

1. You have 1 advance booking slot available.
2. Booking slots can be a maximum of:
 - o 1 hour Level 0 PCs
 - o 2 hours Level 2 PCs
 - o 3 hours Level 3 PCs
4. No booking extensions are allowed.
5. After you have attended a booked slot, cancelled a booking, or when your booking expires, you gain another booking slot.
6. You may only book up to 7 days in advance.
7. You have 5 minutes to show up for your booking before it expires. During this time, only you can log in on the computer.
8. If you log off a computer that you have booked, the rest of your booking for that slot will be cancelled. Note that the computers will still auto-logout after 15 minutes of inactivity.
9. You are required to save your work before the end of your booked session. You will be logged out automatically at the end of the session and any unsaved work will be lost. If you have booked another session on the same computer, you can then log back in again.
10. If a computer has not been booked, you may use it without making an advance booking first.
11. If you find a computer fault, please inform one of the IC Staff.
12. Because computer faults can be unpredictable, making a booking does not completely guarantee that you will be able to use that computer.

Help

Once you log in, you can view the bookable PCs by Site ("KEIC") and by Location (eg, Level 3). All bookable PCs in that area will then show up.

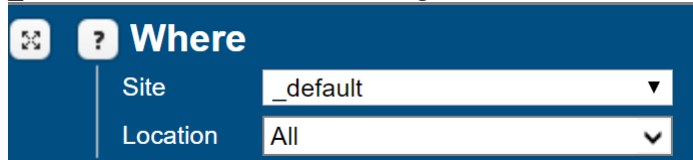
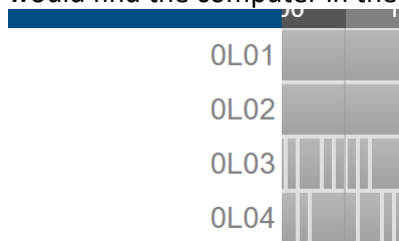
- To book a PC, click on an available time slot and select the time you would like to book it for.
- To cancel your booking, click on the booking you made and then click "Delete".

Level 2, Kate Edger Information Commons, City Campus
Phone: +64 9 923 2333
Email: ichelpdesk@auckland.ac.nz

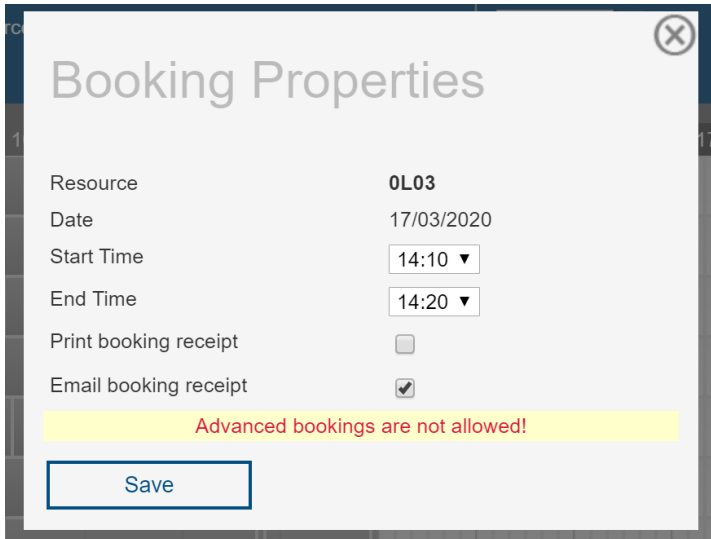
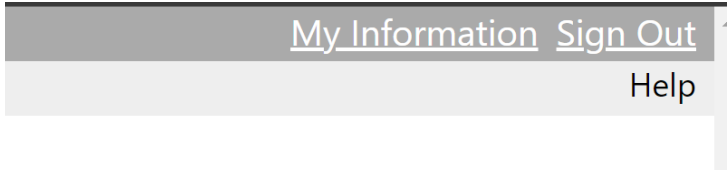
We will follow the heuristic evaluation approach described in lectures and from the reading of Chapter 25.5.

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											
<p>_default has no inherent meaning for the user.</p> 	Medium	MyPC page	Use the name of the location instead								
2. Match between System and the Real World											
<p>Names of the computers do not match with how a person would find the computer in the real world.</p> 	Medium		User can pick a computer on a map instead								
3. User Control and Freedom											
<p>No breadcrumbs to go back to where the user came from when clicking 'Book your PC'</p> <p>Book an Information Commons PC</p> <p>Check Available PCs Book your PC ></p>	Medium	'Book an Information Commons PC' page	Add breadcrumbs at the top to go back to original page.								
4. Consistency and Standards											
<p>Pages do not have consistent styling.</p> <p>Book an Information Commons PC</p> <p>Check Available PCs Book your PC ></p> <p>Important</p> <p>In consideration of your fellow students' access to computers, please cancel in advance any booking you cannot attend. If you do not show up to a computer booking and fail to cancel it, this will be considered an infringement of the Library and Information Commons - Rules and Directions for Use and may lead to the suspension of your access.</p> <p>Booking Instructions</p> <p>1. You have 1 advance booking slot available.</p> <p>Page 1 of 1 14:12:31</p> <table><thead><tr><th>Kate Edger Information Commons</th><th>Available PCs</th></tr></thead><tbody><tr><td>Lvl 0, 1hr PCsx98</td><td>47</td></tr><tr><td>Lvl 2, 2hr PCsx150</td><td>36</td></tr><tr><td>Lvl 3, 3hr PCsx150</td><td>54</td></tr></tbody></table>	Kate Edger Information Commons	Available PCs	Lvl 0, 1hr PCsx98	47	Lvl 2, 2hr PCsx150	36	Lvl 3, 3hr PCsx150	54	Low	Throughout the process	Use consistent styling/components
Kate Edger Information Commons	Available PCs										
Lvl 0, 1hr PCsx98	47										
Lvl 2, 2hr PCsx150	36										
Lvl 3, 3hr PCsx150	54										
5. Error Prevention											

Clicking the fullscreen button and changing vertical zoom to 3 breaks the application.	High	MyPC home page	Fix this bug
<i>6. Recognition Rather Than Recall</i>			
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.
<i>7. Flexibility and Efficiency of Use</i>			
Updating language does not change the language on the page until refreshed. <div> <div>Prénom</div> <div>Aiden</div> <div>Nom de famille</div> <div>Burgess</div> <div>Adresse e-mail</div> <div>abur970@aucklanduni.ac.nz</div> <div>La langue</div> <div>English</div> <div>Mis à jour</div> <div>Mettre à jour</div> </div>	Medium	'User information' page	Refresh the page after updating language
<i>8. Aesthetic and Minimalist Design</i>			
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.
<i>9. Help Users to Recognise, Diagnose, and Recover from Errors</i>			

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.