

THE UNIVERSITY OF AUCKLAND

SEMESTER ONE 2020

Campus: City

COMPUTER SCIENCE and SOFTWARE ENGINEERING

Human Computer Interaction

TEST

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This work is my own. Aiden Burgess

Q1: Heuristic Evaluation of a Website

Browse for a cookbook with fancy, complicated recipes

#1: Visibility of system status

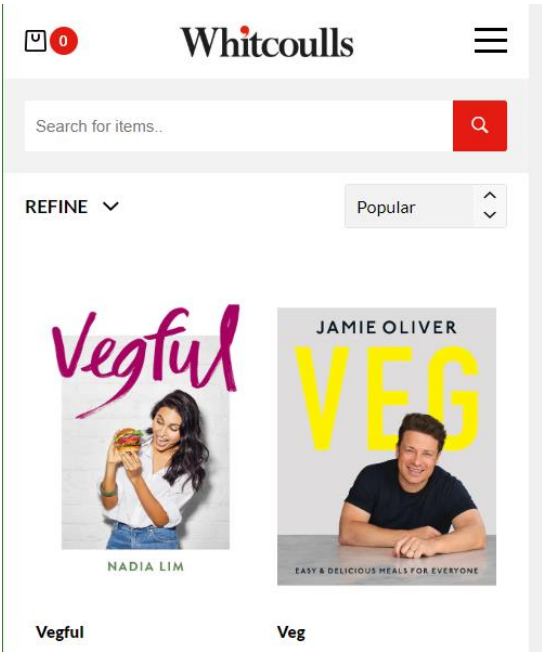
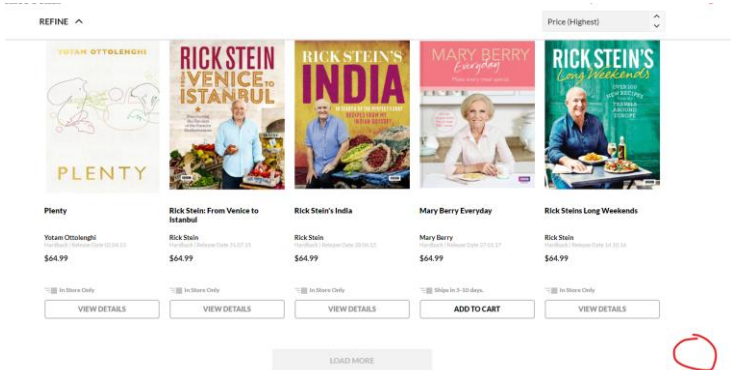
The system should always keep users informed about what is going on, through appropriate feedback within reasonable time.




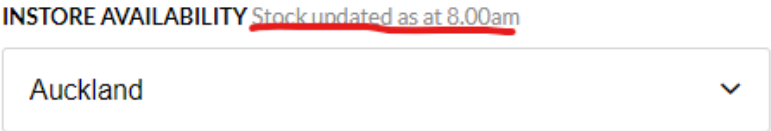
#8: Aesthetic and minimalist design


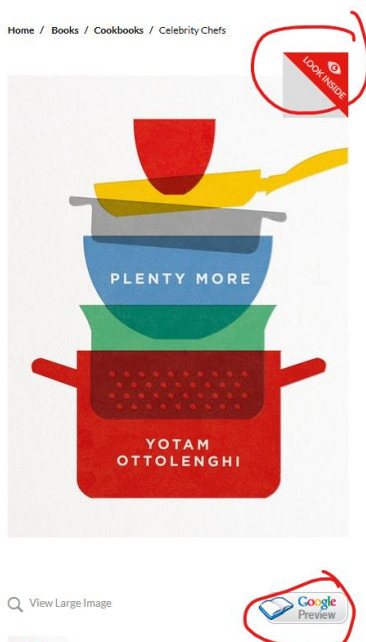

Dialogues should not contain information which is irrelevant or rarely needed. Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.

There are three levels of criticality: low, medium, and high. If an issue completely blocks a user from completing a task, then it is of high criticality, while an issue that annoys a user would be of low criticality.

Usability issue	Criticality	Description
1. Visibility of System Status		

	Medium	On mobile format, there is no information to indicate which page the user is currently on.
	Medium	The user does not know how many results there are so may scroll for a long time before realising to search instead.

 <p>The screenshot shows two product listings. The first is 'The World Atlas of Wine 8th Edition' by Hugh Johnson and Jancis Robinson, priced at \$99.99. The second is 'Le Cordon 100 step-by-step explained' by Le Cordon E, priced at \$89.99. Both listings include a 'VIEW DETAILS' button and an 'In Store Only' indicator.</p>	Low	No indication as to whether the user has previously viewed a book
8. Aesthetic and Minimalist Design		
 <p>The banner promotes the Whitcoulls Rewards program, stating that users earn points for every dollar spent and can receive a \$5 reward upon reaching 100 points. A 'JOIN NOW' link is provided.</p>	Medium	This information does not need to be placed at the bottom of each page and is not relevant to most users.
 <p>The screenshot shows a black warning message at the top: 'DUE TO DEMAND ON OUR WEBSITE AND THE COURIER NETWORK YOUR ORDER MAY TAKE LONGER TO REACH YOU. WE THANK YOU FOR YOUR UNDERSTANDING.' Below the message is the Whitcoulls logo and a shopping cart icon with a '0'.</p>	Low	Even after closing the warning, it persists after going to a new page.
 <p>The screenshot shows a dropdown menu for 'INSTORE AVAILABILITY' with the text 'Stock updated as at 8.00am' and a selection for 'Auckland'.</p>	Low	Unnecessary information about when the stock was updated.

	Low	Google preview button does not fit the aesthetic of the website, so it looks out of place and unaesthetic.
	Low	The Google preview button functionality is repeated by the “LOOK INSIDE” element.
	Low	There is a lot of wasted space between the refine and sorting elements.

Q2.1: Design review

The scenario that is being explored is a student looking to buy a cookbook with fancy, complicated recipes as a birthday present for a friend.

Google preview button always present on mobile but not clickable – Subjective Satisfaction

When using a mobile device, all books have the “Google Preview” button on the bottom right. Although this is a useful feature, the button does not do anything when clicked. This may confuse or frustrate the user.

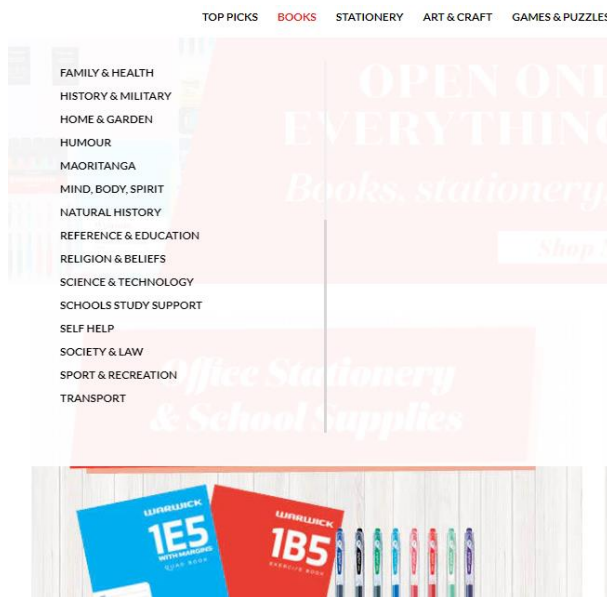


View Large Image



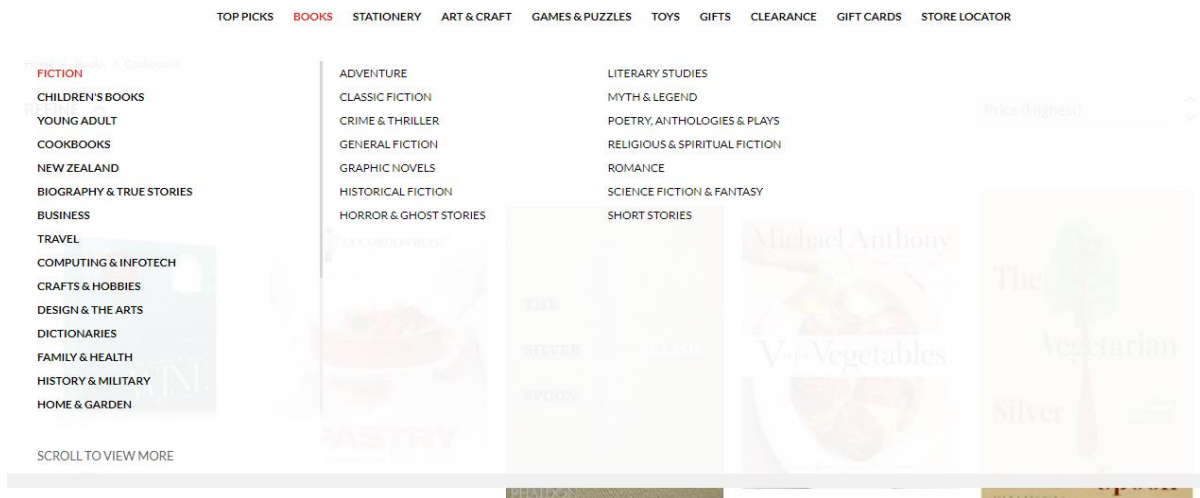
Scrolling when reached end of categories – Error frequency and severity

When scrolling through the sub-categories under the “BOOKS” category, the user may see the entire page scrolling down if the end of the list. Expecting the user to have this level of control is unreasonable and mildly frustrating.



Moving from left categories to right requires precision – Error Frequency and Severity

After hovering on a sub-category in books, the space on the right is populated with sub-sub-categories. However, moving the cursor to reach these options is often difficult. Furthermore, in the mobile format, these sub-sub-categories are not visible, leading to inconsistency of use, decreasing memorability.



Can't click cookbooks – Efficiency of Use

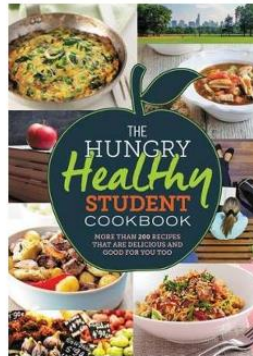
After the user clicks a cookbook, the breadcrumbs appear near the top of the page. However, the most specific (right-most) category is not clickable, and this is only distinguished for the user by a slight change in stroke-width.

Home / Books / Cookbooks

Some categories only have one book – Fit for Use

Function of categories is to group similar items together. If a category only has one item should it does not provide extra functionality to the user.

REFINE ▾



The Hungry Healthy Student Cookbook: More than 200 recipes that are delicious and

Paper back | Release Date 05.07.16

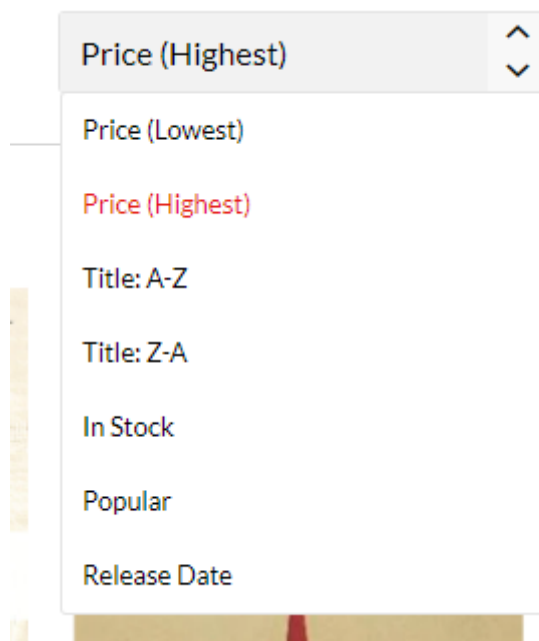
\$14.98

 In Store Only

[VIEW DETAILS](#)

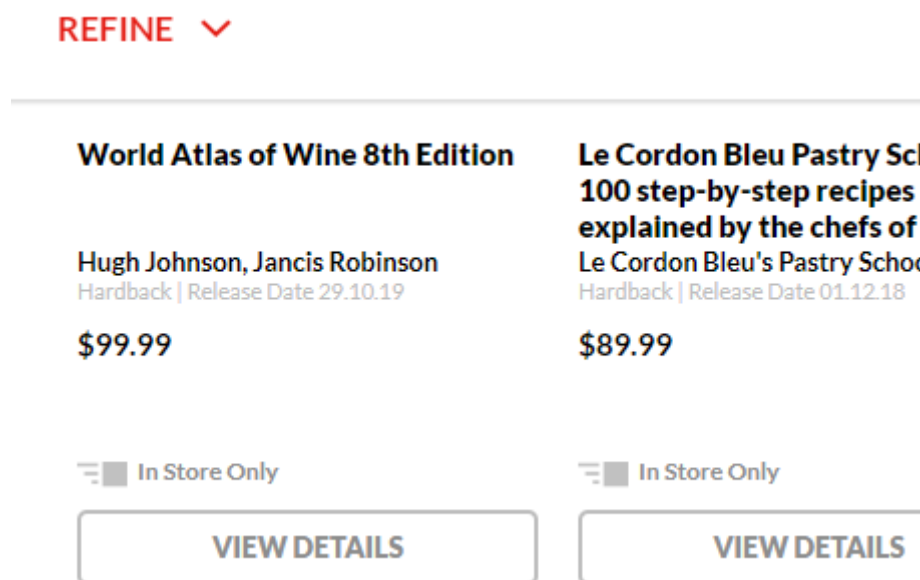
Can't click out of sorting - Ease of Learning

When looking for a cookbook with fancy, complicated recipes, a user may try to sort the results. An issue with this dropdown menu is that after clicking it initially, it will only close if you click again on the dropdown. This behaviour contrasts with the expected behaviour of it closing automatically after the cursor is moved far enough away. This issue may annoy the user.



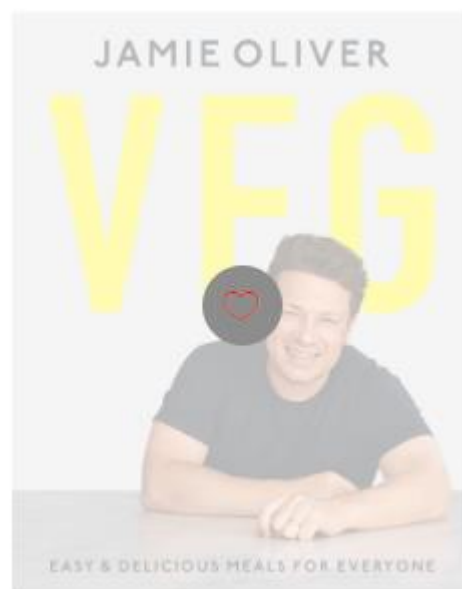
Clicking refine a few times scrolls you down and makes you get stuck – Ease of Learning

If the refine button is clicked a few times, this can cause the page to be stuck at a certain point and prevent the user from scrolling. Although the outcome of finding this issue is major, the likelihood of finding it is quite low.

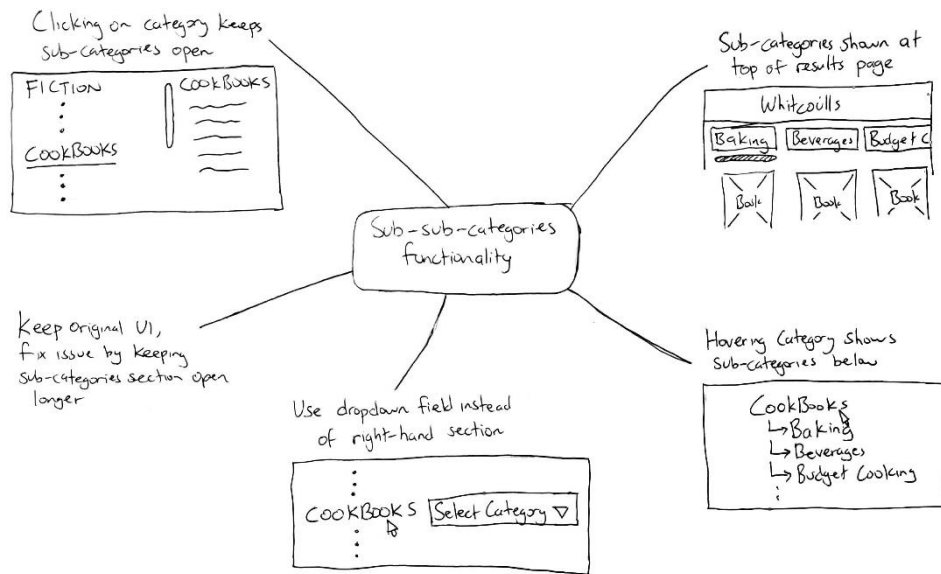


Clicking the heart icon flashes a popup for a second then redirects to book page

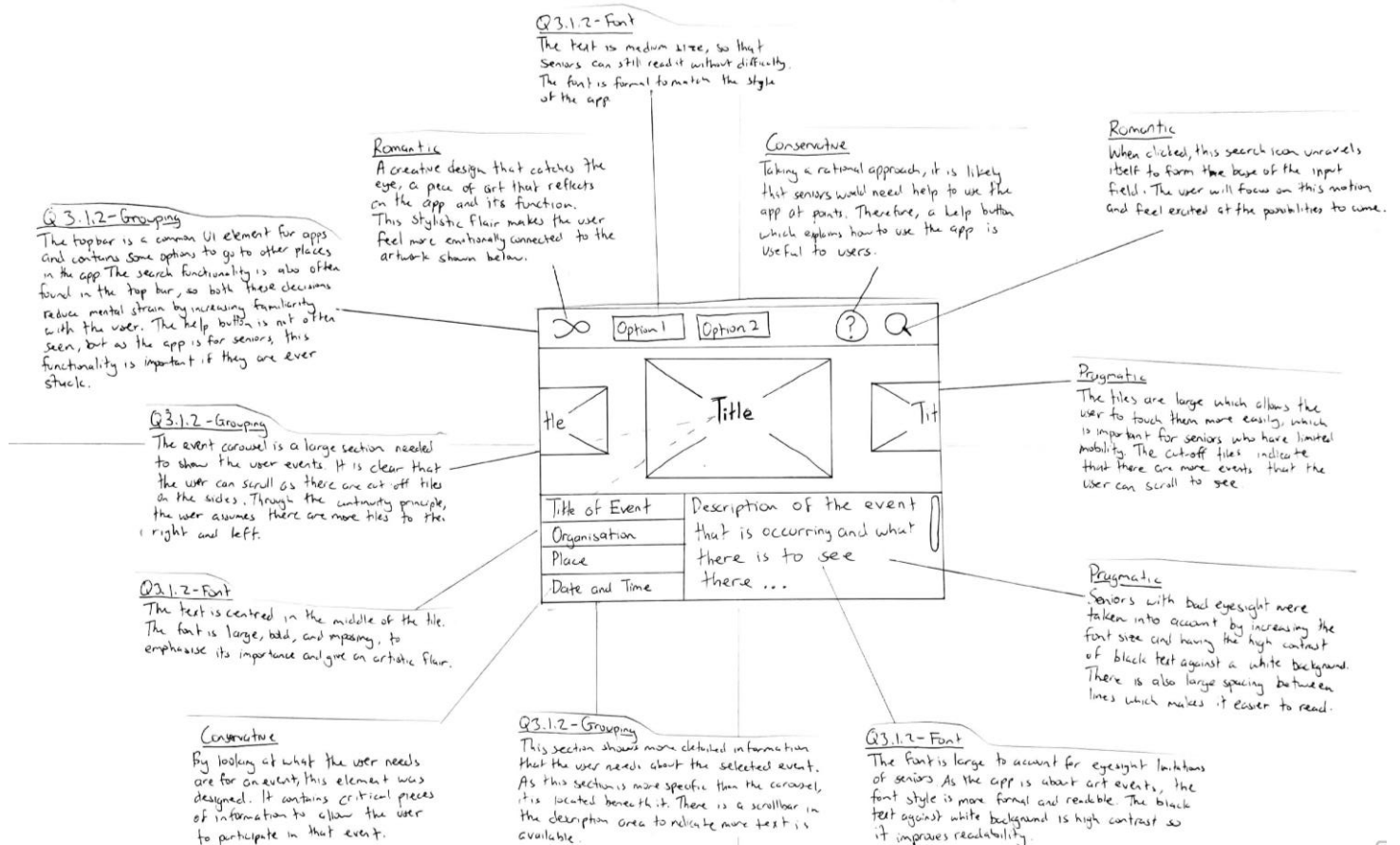
Clicking the heart icon while hovering over a book results in a popup being shown for a brief second, then redirects the user to the book page. This issue would be encountered very commonly by users, but only causes slight confusion.



Q2.2: Brainstorming a solution [on paper]



Q3.1.1 Paper Prototype and Q3.1.2 Annotation of Visual Design



Q3.2 Sketch A Unique Element

Q 3.2. By combining the carousel and event description together, it reduces the overall complexity of the design, which is important for seniors who may not be used to apps. The user also sees a greater connection between the description and carousel, increasing unity. Furthermore, this element is unique and lends itself to an artistic style. The image is larger on the event tile, covering the background, which emphasises the title

