

SOFTENG 350

Assignment 1: Usability Evaluation

Worth 15% of your final grade

This assignment is due by 8:00am on Monday 30 March 2020

This is an individual assignment

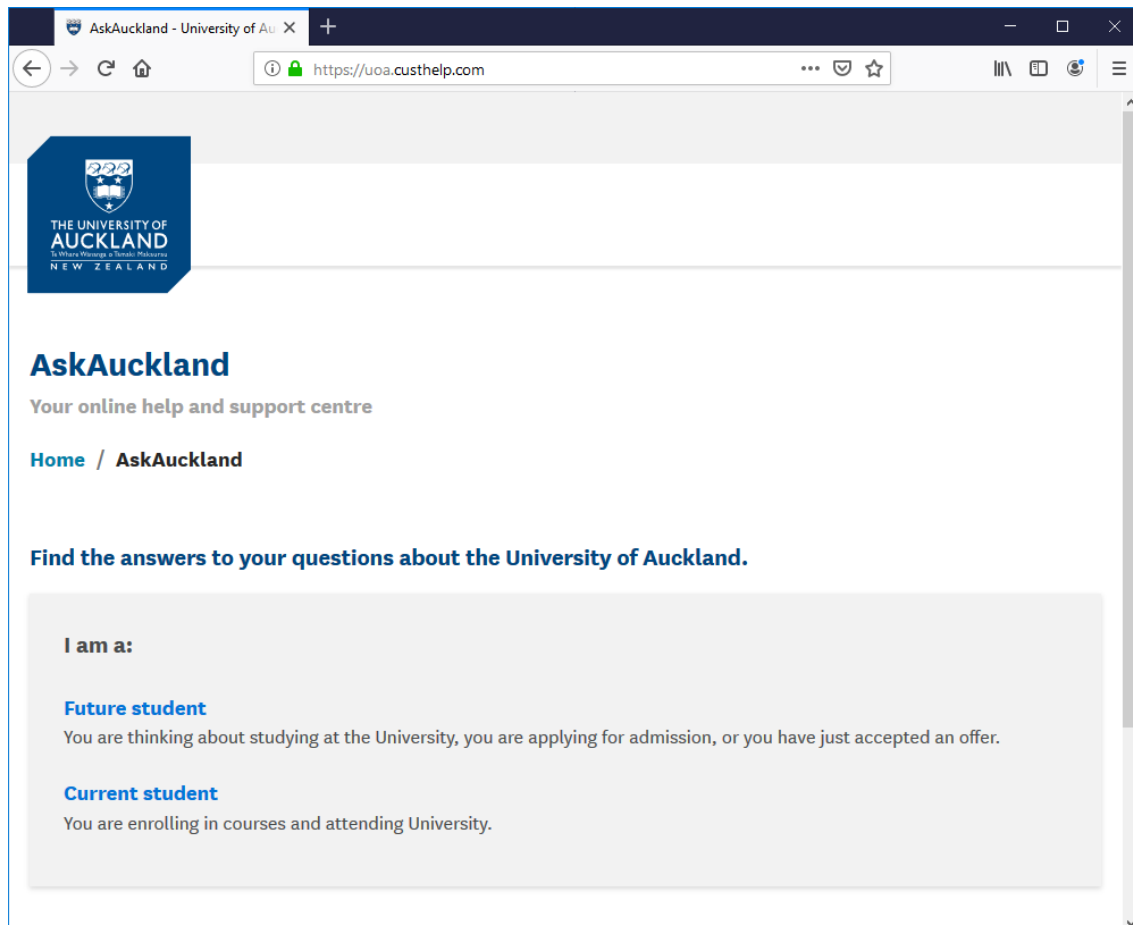
You should aim to spend 16 hours on this assignment

Aims

The aim of this assignment is to give you experience in undertaking a design review for a software system, then performing a heuristic evaluation of the system, and reflecting on human memory limitations imposed by the system.

Background

Your task is to evaluate the usability of the AskAuckland website (<http://askauckland.ac.nz/>) as a current student.



There are three major parts to this assignment:

1. Design Review (max 800 words). Undertaking a design review for the AskAuckland website. This will be used to get your reactions to the design concepts of this website.

Typically, a design review helps identify usefulness and the usability problems a user might have with the system.

2. Heuristic Evaluation (max 1200 words). Undertaking a heuristic evaluation for the AskAuckland website. This will be used to identify heuristics which are violated, and to describe and justify the severity of the violated heuristics.
3. Human Memory (max 500 words). Reflecting on the human memory limitations imposed by the AskAuckland website.

Notes

We expect this assignment to be presented to a high standard. You must use consistent formatting, good grammar and spelling, and a professional report style. We recommend including cropped, annotated screenshots. Students may be penalised for going above the prescribed wordcount. We expect the assignment to be completed individually and we periodically check for plagiarism in this course.

Submit

An electronic copy of your report as a single pdf file to Canvas by 8:00am on Monday 30 March. Please name your PDF document using your UPI (e.g., ramo001.pdf).

Questions

Direct questions about this assignment to the class Piazza discussion for Assignment 1 (accessible via Canvas).

Part One: The Design Review

To understand how the website works we have provided a set of scenarios for you to explore as current students using AskAuckland. You should spend some time on each of the scenarios testing different search terms, refining searches, and looking at the results which are returned. AskAuckland offers topics that you can use to refine searches and you should study the impact of selecting these in regards to how the system works for the various scenarios.

Six scenarios to evaluate:

- What should you do about COVID-19
- What support for Māori students is available
- How do you find the Tuesday lecture room (Humanities Building, Rm 220)
- What is academic integrity
- Find out where you can get a coffee on campus
- Ask about something in the Māori language
(e.g., How do I pay my fees? = Me pehea taku utu i aku utu?)

When you identify issues with the usefulness of the site and usability problems from the design review you should record them to form the report for this part of the assignment. Clearly and succinctly describe each of the UX problems in the report and indicate where in the AskAuckland website they occur.

Part Two: The Heuristic Evaluation

To assess the usability of the website you will perform a heuristic evaluation using Nielsen's 10 usability heuristics (<https://www.nngroup.com/articles/ten-usability-heuristics/>). For each of the heuristics, step through the scenarios from Part One and document issues found. For each of the issues identified provide a brief description, identify the heuristic that is violated, categorise how critical the issue is, where it happened, and suggest a possible solution. In its simplest form this part of the report could be a table with a structure as below:

Usability issue	Heuristic	Criticality	Place/page	Suggested solution

Part Three: Impacts of Human Memory

In this part you will reflect on the range of concepts related to human memory limitations (see chapter 32.3) and identify how the AskAuckland website is designed to take these into account. Are there recommendations you would make in regards to the website design which would improve the site for human memory limitations?

Marking Schedule

		Marks
Part 1: The Design Review – UX problem identification		30
Completeness	Have major UX problems been identified?	20
Clarity	Are the UX problems clearly and accurately described?	10
Part 2: The Heuristic Evaluation – Nielsen’s 10 heuristics		55
Completeness	Have major issues been identified for each applicable heuristic?	30
Clarity	Are the issues clearly and accurately described? Is the criticality level appropriate?	10
Solutions	Are appropriate solutions suggested for each of the documented issues?	15
Part 3: Impacts of Human Memory		10
Reflection	How well have the memory concepts been applied to the AskAuckland website?	5
Insight	Have relevant recommendations been made for the website?	5
Report Quality		5
Presentation	Is the report well presented, formatted nicely, and with correct spelling and grammar?	5
Total		100