✓ Peer-graded Assignment: Heuristic Evaluation, Part 2: Writing the Report

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Please be sure to review the assignment [Overview and Planning](#) section before moving forward.

Once you have generated your prioritized list of violations, you should write your report. Write a streamlined report, consisting only of the top 5-10 issues found. It is likely that you found more than 10 violations, so you will have to choose the most important ones to share. The report should consist of a listing of the usability problems found, following the format of the Findings section of the example report below. Don't worry about the other sections of the Example--for this assignment we'll just focus on the Findings.

Assume that the audience for your report is the team responsible for making improvements to the Coursera site and your job is to communicate to them the biggest usability problems you found, along with the location in the UI, heuristic(s) violated, and severity. You should also elaborate the description of the issue, include screen shots, and offer suggestions for improvement. Elaborated descriptions, screen shots, and suggestions were not part of Assignment 1, so it will be extra work to generate these).

The "elaborated description" should include enough detail that someone else could identify exactly what elements and interactions you are talking about, a brief description of the heuristic(s) violated (remember that your "clients" may not be familiar with Nielsen's heuristics: not everyone has taken this course!), and why the problem you identified violates the heuristic(s). About a paragraph for each issue is sufficient. If you wish to quote Nielsen's explanations of the heuristics, be sure to quote him (don't make it seem like they are your own words) and provide a pointer to Neilsen's page describing the heuristics (https://www.nngroup.com/articles/ten-usability-heuristics/).

The "screen shot" should be cropped as much as possible to highlight only the part of the interface where the issue occurs. If you feel it is important to include a wider shot of the UI for context, be sure to highlight the portion where the issue occurs. In some cases, it may be necessary to include multiple screenshots to illustrate a problem (e.g., "before" and "after" shots).

For "suggestions for improvement," you will need to be creative! A good general strategy is to find another product that you believe offers a better solution for the problem. If no such examples occur to you, you can describe a possible solution either through writing or, if you are ambitious, by sketching a possible solution either digitally (using graphics software) or on paper (and including in your report as a scan or high-quality photo).

Generate and submit a PDF file containing your report.

Example Submissionsless

Here is an example to help you understand what your assignment should look like:

Example Heuristic Evaluation Report.pdfPDF File

Review criterialess

Below is the list of criteria that will be used to grade this assignment:

Use of Heuristics: How many finding are presented? Are they presented in an organized way?

Findings: Do the findings contain required details?

Presentation: Assess the readability/clarity of the learner's report.