



COMSATS University Islamabad, Lahore Campus

(Defence Road, Off Raiwind Road, Lahore)

☐ Sessional-1 ☐ Sessional-II ☒ Terminal Examination – Spring 2021

Course Title:	Human Computer Interaction –Lab	Course Code:	CSC-356	Credit Hours:	1(0,1)
Course Instructor/s:	M Mudassar	Programme Name:	BSE		
Semester:	Batch:	Section:	A, B	Date:	Jun 22, 2021
Time Allowed:	180 minutes		Maximum Marks:		50
Student's Name:			Reg. No.		
Important Instructions / Guidelines:					
<ul style="list-style-type: none">Read the question statement, note and marks division carefully.					

Question 1:

[2.5 * 10 = 25 Marks]

Perform following task and build success or failure story of each task on an online fiverr platform <https://www.fiverr.com/> against all four questions of cognitive walkthrough. Questions are as follows:

1. Will the user be trying to achieve the right effect?
2. Will the user know that the correct action is available?
3. Will the user know that the correct action will achieve the desired effect?
4. If the correct action is taken, will the user see that things are going, ok?

List of tasks:

1. Go to <https://www.fiverr.com/>
2. Join with gmail
3. Click on 'explore more services' link.
4. Edit your story and add description from the 'profile' link.
5. Click settings button from the main menu and set your password in the security tab.
6. Click on 'post a request' button from the main menu.
7. Write your desired service you are looking for (attach file, if any).
8. Choose a category and sub-category based on your interest service.
9. Write service delivery date, budget price for the service, and submit post.
10. Click manage requests from the main menu and delete the post you added right now.

Question 2:

[2.5 * 10 =25 Marks]

Perform the Heuristic Evaluation for an online website of hair styling (<https://www.headhunterhairstyling.com/>) by following the given General Usability Heuristics proposed by Jakob Neilson. List down 10 problems.

Note:

- Each problem will carry 2.5 marks.
- First 10 problems will be marked in case someone lists extra problems.
- Follow the table pattern (proposed by Jakob Neilson's Template) given below to list down the problems.
- The table should consist of only those points which are given in the table, avoid adding any other points.

ANDREW GENERAL USABILITY HEURISTICS 2013:

*(Revised usability heuristics based on **Jakob Nielsen's** list in *Usability Engineering*, Morgan Kaufmann, 1993, ISBN 0125184069.)*

A01 Feedback

The system should give appropriate feedback within an appropriate time.

For example, for a delay of up to about 10 seconds display a busy cursor, for a delay of more than 10 seconds display a progress bar.

A02 Speak the Users' Language

The system should speak the users' language, with words, phrases, and concepts familiar to the user, rather than system-oriented terms.

Follow real-world conventions. Make information appear in a natural and logical order. Match the users' mental model. Beware of misleading metaphors.

A03 Reversible Actions

The user should be free to explore the system without penalty.

Users sometimes choose functions by mistake and need a clear way to back up. Support undo and redo.

A04 Consistency

The same word, phrase, action, or situation should always mean the same thing.

Follow platform conventions and standards. If there is a standard way of doing something, do it that way unless there is a very good reason to do it differently.

A05 Error Prevention

Prevention is better than cure. Careful design can prevent a problem from occurring in the first place.

For example: selecting a file from a menu rather than typing in a file name, asking for confirmation before dangerous actions, avoiding modes (or making it extremely clear which mode the user is in), avoiding commands with similar names.

A06 Recognition Rather Than Recall

Place knowledge in the world. Make objects, actions, and options visible.

For example, provide examples, default values, and easily retrievable instructions. The user should not have to remember information from one part of the dialogue to another.

A07 Flexibility and Efficiency of Use

Provide accelerators for frequent users, unseen by novice users. Allow users to tailor frequent actions.

For example: abbreviations, command keys, type-ahead, the ability to edit and reissue previous commands, a menu of most recently used files, macros.

A08 Aesthetic and Minimalist Design

“Less is more”.

Dialogues should not contain information which is irrelevant or rarely needed. Every piece of unnecessary decoration in a dialogue competes with the relevant units of information for the attention of the user.

A09 Good Error Messages

A good error message helps users recognize, diagnose, and recover from errors.

Good error messages should be in plain language (no codes), precise (precisely indicate the problem), defensive (never blame the user), constructive (suggest a solution), and multi-level (include a link to further information or the help system).

A10 Help and Documentation

Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation. Good help and documentation should be easy to navigate (table of contents, index, and search facility), task-oriented (focused on the user’s tasks), recipe-like (list sequences of concrete steps), and example rich (make liberal use of examples).

Jakob Neilson’s Template:

No.	Short Title	Description	Screenshot	Heuristic	Location (how reproducible?)	Found By	Severity
						M Umar	Av
1	Yellow Text	In the chat room, the default text is an unreadable yellow colour.	Image-1	Aesthetic and Minimalist Design	dreamland/chat.html	y	4.00

No.	Short Title	Description	Screenshot	Heuristic	Location (how reproducible?)	Found By	Severity
						M Umar	Av
...	
6	Green Links	Visited links are displayed in green, which conflicts somewhat with the light grey background.	Image-10	Aesthetic and Minimalist Design	Everywhere	y	2.00

Do your own work, some One is watching!

Best of Luck!