

Evaluator Report

For each task you complete, you should aim to find as many issues as possible. You should aim to find 5-10 issues for each task to provide a complete report.

This report has been completed by:	Return this report to:
Rory Gallagher 2663834G@student.gla.ac.uk	Dhairya Hitesh Chhipani 2675767C@student.gla.ac.uk

Task 1: Find out the number of cases in the local areas of Scotland.	
Description	Heuristic
Give a short description of the usability issue here. Add rows as necessary to complete this table.	Name which heuristic applies.
There is no auto-complete or suggestions in the search bar	Recognition rather than recall
The Home page is cluttered with information	Aesthetic and minimalist design
There is a lack of color coding as all the hyperlinks are blue, which makes the visuals more confusing to navigate	Aesthetic and minimalist design
It's unclear which section of the site info about the number of cases would be located, as you have to click through several things to find it	Help and documentation

Task 2: How do I get a PCR test?	
Description	Heuristic
Give a short description of the usability issue here. Add rows as necessary to complete this table.	Name which heuristic applies.
There are various filter options when searching in a specific category (publications, news etc.), and surprisingly none in the general search bar	#7: Flexibility and efficiency of use
Each result doesn't have a long enough description of what it contains.	Recognition rather than recall
Results take up a very small part of the middle of the screen, with a lot of unused white space surrounding it	Aesthetic and minimalist design
It can be unclear what topic whatever you are looking for may fall under	Consistency and standards

Task 3: Do I need take the booster vaccination?	
Description	Heuristic

<i>Give a short description of the usability issue here. Add rows as necessary to complete this table.</i>	<i>Name which heuristic applies.</i>
There is no way to sort general search results by date posted, to see the most recent update on booster shots.	#7: Flexibility and efficiency of use
You cannot filter search results meaning you often have to scroll through a large number of results to find what you are looking for.	#7: Flexibility and efficiency of use
There are news publications that may have answers to a lot of questions people may use the search bar for, but there is no indication that this would be the case.	Help and documentation
Each page of search results only shows 10 results	#7: Flexibility and efficiency of use

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Ravin Aziz 2689672s@student.gla.ac.uk	Dhairya Hitesh Chhipani 2675767C@student.gla.ac.uk

Task 1: Find out the number of cases in the local areas of Scotland.	
Description	Heuristic
Going back to the main web page makes the drop-down information disappear despite it already being opened	Error prevention
The functionality that is placed above the map filter does not work at all	Flexibility and efficiency of use
When clicking on a certain region and pressing the Keep only or Exclude option, there is no way to revert back to the original list of things, requiring the user to refresh the page	User control and freedom
There is a search option that is initially not visible because it is located at a very unnoticed position	Recognition rather than recall
It was difficult navigating the website to reach the desired page because the instructions were insufficient	Help and documentation
The search query shows result of locations that are outside of Scotland in some cases	Aesthetic and minimalist design

Task 2: How do I get a PCR test?	
Description	Heuristic
Difficult to navigate the website because the site does not explicitly and properly track the user's path	Visibility of system status
Still shows an LFT page link and information despite it already being visible on the left-hand side and the bottom of the page	Aesthetic and minimalist design
Requires the user to click on a drop-down menu at the bottom half of the page to show the different options	Recognition rather than recall
When using the search bar to find information, there are irrelevant information despite typing in a specific query	Aesthetic and minimalist design
There is no way to filter or order the search results for PCR testing	Flexibility and efficiency of use

Task 3: Do I need take the booster vaccination?

Description	Heuristic
<i>To exit the page, navigating through the directory is the only way to do so but it's not clearly indicated</i>	<i>User freedom and control</i>
There are irrelevant search results regarding and entirely separate topic	Aesthetic and minimalist design
The way in which the search results are filtered are highlighted by only bold text in a sentence as opposed to being discretely highlighted text is clickable	Consistency and standards
Does not allow the user to clear their filter by date selections unless they click on another page	User control and freedom
When there are no results for a certain query, there are no option for potentially relevant results or ask for help on finding out a specific inquiry	Help and documentation

Evaluator Report

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This report has been completed by:	Return this report to:
Mia Tran 2627424T@student.gla.ac.uk	Dhairya Hitesh Chhipani 2675767C@student.gla.ac.uk

Task 1: Find out the number of cases in the local areas of Scotland.	
Description	Heuristic
Searching 'the number of cases in the local areas of Scotland' returns no results regarding the covid cases.	Consistency and standards
The search box does not show the full search line.	Aesthetic and minimalist design
The navigation/layout of the website is messy and confusing which makes the search more time-consuming.	Visibility of system status
There is no help button.	Help and documentation
The coronavirus page has too many things/links which makes it confusing to find information.	Recognition rather than recall

Task 2: How do I get a PCR test?	
Description	Heuristic
Searching 'How do I get a PCR test' returns information about the vaccines/rapid tests and coronavirus in general, not the PCR tests.	Consistency and standards
The navigation bar is too small which makes it hard to read.	Recognition rather than recall
There is no support button.	Help and documentation
The design does not make anything stand out which makes it hard to find needed information fast.	Visibility of system status
The menu bar is inconsistent throughout the website.	Aesthetic and minimalist design

Task 3: Do I need take the booster vaccination?	
Description	Heuristic
Searching 'Do I need take the booster vaccination?' returns no results regarding the booster vaccination.	Consistency and standards
The articles are too confusing and long to read and find information.	Recognition rather than recall

The redirect does not open in a new tab so going back to the previous page is more difficult.	User control and freedom
It is unclear how the posts/articles are ordered as they do not follow any chronology which makes the order illogical and confusing.	Match between system and the real world
Hovering around the buttons does not give any information.	Help and documentation

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This report has been completed by:	Return this report to:
<i>Ishita Narsiker</i> <i>2579990n@student.gla.ac.uk</i>	<i>Dhairya Hitesh Chhipani</i> <i>2675767C@student.gla.ac.uk</i>

Task 1: Find out the number of cases in the local areas of Scotland.	
Description	Heuristic
Key word scotland also gives other results the topic COVID in scotland, giving the user flexibility to navigate through other related topics till they find one relevant to them	Match between system and the real world User control and freedom
When searching I misspelled vaccine and there was only 1 result but no prompt showing me where I went wrong	Help users recognize, diagnose and recover from errors
Clicking on the main logo redirects users to the main homepage of Scotland government instead of the webpage directly meant for coronavirus	Consistency and standards

Task 2: How do I get a PCR test?	
Description	Heuristic
You cannot sort the results according to popularity, meaning you often have to scroll through a large number of results to find what you are looking for.	Flexibility and Efficiency of Use
After clicking multiple links on the site and trying to get the information I needed, when I returned to get the same information on the , I didn't know where I was and had to remember.	Recognition rather than recall.
A lot of scrolling needed to find the desired information in the page	Consistency and standards
Extra text on the website to accommodate the required information	Aesthetic and minimalist design
Question can be found under a larger umbrella topic on the main page, making it easier to navigate for novice and advanced users both	Flexibility and Efficiency of Use

Task 3: Do I need take the booster vaccination?	
Description	Heuristic

Although it is a relatively new topic for search, ensuring that simple language has been used to place an article on top of the page makes sure the user can find what they're looking for	Match between system and real world Flexibility and efficiency of use
Booster in the search option leads to multiple articles, not all relevant to the booster enabling users to have access to more related information to their search	Flexibility and efficiency of use
Searching boost on the does not autocorrect/recommend searching for booster vaccines and instead also asks them for trying to search again	Recognition over recall Help users recognize, diagnose and recover from errors

Evaluator Report

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This report has been completed by:	Return this report to:
Daniel Blain 2479176B@student.gla.ac.uk	Dhairya Hitesh Chhipani 2675767C@student.gla.ac.uk

Task 1: Find out the number of cases in the local areas of Scotland.	
Description	Heuristic
All coronavirus-related content is confined to a small subsection of the site. If you don't remember the "Coronavirus in Scotland" page, you will have a difficult time finding the content.	<i>Recognition rather than recall</i>
This information is seemingly not obtainable through the gov.scot website. Users are redirected to the 'Public Health Scotland' website and are forced to familiarize themselves with a new interface to find this basic information.	<i>Flexibility and efficiency of use; Consistency and standards</i>
The search bar widget within the "publications" and "statistics and research" tabs features the option to sort searches to find more relevant information, but the global search bar does not.	<i>Consistency and standards</i>
Minor spelling errors in the search bar are not accounted for, and no indication of an error is given.	<i>Help users recognize, diagnose, and recover from errors</i>
Daily data is found under the "publications" tab and not statistics and research. Illogical design: through the statistics tab, I could only find daily data through a link in another article (that I wasn't explicitly looking for).	<i>Match between system and the real world; Aesthetic and minimalist design</i>

Task 2: How do I get a PCR test?	
Description	Heuristic
When searching through "publications", there is no option to filter searches by most relevant/popular when trying to find this information. Searches are only ordered by most recent articles.	<i>Consistency and standards</i>
Search filters for "publication types" feature unnecessary jargon the average user will likely not understand.	<i>Match between system and the real world</i>
Because of the lack of utility of the search function, users will have to navigate to the "Coronavirus in Scotland" page to efficiently find out how to get a PCR test.	<i>Flexibility and efficiency of use</i>
Users from Highland, Orkney, Shetland, or the Western Isles aren't given a link to their health board site to book a PCR test, even	<i>Recognition rather than recall</i>

though this would be as simple as implementing 4 hyperlinks. The user is forced to remember their health board's URL/how to find it.	
The "featured" tab features articles that are arguably less essential than booking/taking a COVID test, such as "vaccine certification for businesses/event organisers". This information is not particularly relevant to most users and could be replaced with more useful information.	<i>Aesthetic and minimalist design</i>

Task 3: Do I need take the booster vaccination?	
Description	Heuristic
Information about booster vaccines – essential current information – is not available on the gov.scot COVID website. Less current/useful information is featured on the homepage instead.	<i>Aesthetic and minimalist design</i>
Users are again forced to learn a new interface (the "NHS Inform" website) to find this information.	<i>Flexibility and efficiency of use</i>
There is little consistency between both sites; users may be used to the toolbar navigation of the gov.scot site, which is not present on NHS Inform.	<i>Consistency and standards</i>
On the "Coronavirus Scotland" page, no information is really prioritized. All information is listed in an identical manner, making it less efficient for the user to parse information and find what they are looking for.	<i>Aesthetic and minimalist design</i>
In the event of not finding any information about the booster vaccine (due to a typo or otherwise), there is no obviously available help documentation to help users understand the issue or how to better navigate the site.	<i>Help and documentation</i>

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This report has been completed by:	Return this report to:
Ashraf Kasibante 2633731k@student.gla.ac.uk	Dhairya Hitesh Chhipani 2675767C@student.gla.ac.uk

Task 1: Find out the number of cases in the local areas of Scotland.	
Description	Heuristic
Give a short description of the usability issue here. Add rows as necessary to complete this table.	Name which heuristic applies.
Search total number of cases in Scotland has not auto complete or guidance	Consistency and Standards
Search only returns results related to covid	User control and Freedom
Clicking search takes you to a new page	Visibility system status
The position of the search bar in the new page changes	Consistency and Standards
There's a lot of information which makes it hard to find the number of cases in the local areas link.	Aesthetic and minimalist design
The page that shows the results is very clear and easy to navigate	Aesthetic and minimalist design
A user does not have to remember the steps to get to the number of cases in the local areas of Scotland	Recognition rather than recall



Task 2: How do I get a PCR test?	
Description	Heuristic
Give a short description of the usability issue here. Add rows as necessary to complete this table.	Name which heuristic applies.
Search PCR test does not have auto complete or guidance.	Consistency and Standards
Search returns nothing when entering misspelled "PCR tast"	Error Prevention
Misspelled PCR test has no various recommendations	Help users recognize, diagnose, and recover from errors
Search pcr test takes you to a new page	Visibility system status
The page show how you get a pcr test and is easy to navigate through	Aesthetic and minimalist design

The user can easily go back to the main page	User control and freedom
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Task 3: Do I need take the booster vaccination?	
Description	Heuristic
<i>Give a short description of the usability issue here. Add rows as necessary to complete this table.</i>	<i>Name which heuristic applies.</i>
Its unclear what is being returned when searching booster vaccination	Error prevention
There is no step to follow to get to the task, so a user must find possible ways of doing it	Recognition rather than recall
booster vaccination eligibility takes you to a new page "www.nhsinform.scot".	Visibility and Freedom
Information on the page is very clear and shows whether one is eligible or not	Aesthetic and minimalist design
There is no back button that takes the user back to the main page	Flexibility and efficiency of use
Search booster vaccination does not have auto complete or guidance	Consistency and Standards
Misspelled booster vaccination shows no results or recommendations	Help users recognize, diagnose, and recover from errors

HEURISTIC EVALUATION

(Matrix)

USABILITY HEURISTICS 	Visibility of system status	Match between system and the real world	User control and freedom	Consistency and standards	Error prevention	Recognition rather than recall	Flexibility and efficiency of use	Aesthetic and minimalist design	Recognize, diagnose, and recover from errors	Help and documentation
EVALUATORS 										
Rory				X		X	X	X		X
Daniel		X		X		X	X	X	X	X
Ashraf	X		X	X	X	X	X	X	X	
Ravin	X		X	X	X	X	X	X		X
Ishita		X		X		X	X	X	X	
Mia	X	X	X	X		X		X		X

SUMMARY

We can infer from the above report that almost all the evaluators pointed out the issues with- Aesthetic and minimalist design, Flexibility and efficiency of use, Consistency and standards, Recognition rather than recall and lastly, Help and documentation heuristics. The highlights of them being, the pages of the website- cluttered with information as a result of the poor layout, a lot of irrelevant information displayed despite typing specific queries, the lack of color coding as all the hyperlinks are blue, which makes the visuals more confusing to navigate, results taking up a very small part of the middle of the screen, with a lot of unused white space surrounding it, portraying an Illogical Design. But that isn't the only category of issues that the evaluators all agree on. Next one being flexibility and efficiency of use with the following problems- The information is seemingly not obtainable through the given website, thus forcing the user to familiarise themselves with the new interface of the redirected website, lack of utilities of the search function- such as filtering out information, and finally, the limited amount of displayed results per page. It is also noticeable that the website isn't able to keep up with the consistency and standards, which can be seen through the following issues- no autocomplete suggestions, lots of steps to be taken in order to complete the desired task- making it a tedious job, it can be unclear what topic the info you are looking for may fall under, no scope of sorting the results according to the desired trait. It seems as if the user has to recall a lot of information instead of the design making it visible and easy to access for the user. The issues related with the previously mentioned topic are- having to remember the pathway to complete the desired task since the website offers no such feature, each result not having a long enough description of what it contains, having to remember specific hyperlinks due to lack of colouring after you click on them, and finally the font of the text being too small making it difficult for the user to navigate through the website. The last one of the common issues found by the evaluators is that of Help and documentation, which consists of a lack of help and support features, leaving the user strangled by themselves trying to figure out a solution to their problem, it's unclear which section of the site info about the number of cases would be located, as you have to click through several things to find it and lastly there being no obviously available help documentation to help users understand the issue or how to better navigate the site.

Furthermore, there were some unique issues identified by only a few evaluators, with the likes of- minor spelling errors in the search bar not being accounted for, with no indication of an error, to exit the page navigating through the directory is the only way to do so, but it's not clearly indicated, clicking a hyperlink redirects the user to another page from which the user cannot return to the main page. Such issues usually fall under the category of Visibility of system status, Match between the system and the real world, User control and freedom, Error prevention and Help users recognize, diagnose and recover from errors.

In conclusion the key issues remain the ones which have been pointed out by majority evaluators and thus, they must be given higher priority when working on improving the functionality and layout of the website.

Evaluator Report - Quora

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Website - Quora

Task 1: Find information about Star Wars fan theories on Quora	
Description	Heuristic
As you scroll down, the results for the query become irrelevant.	Aesthetic and Minimalist Design
Misspelling of 'Star Wars Fan Theories' in the search bar does not give any result.	Recognize, diagnose and recover from errors
It was difficult navigating the website to reach the desired page because the instructions were insufficient	Help and Documentation
The user is unable to sort the results according to the latest or the oldest information.	Flexibility and Efficiency of Use
The website to which the user is redirected once they click on a post, has a poor layout, and contains a lot of irrelevant information.	Aesthetic and Minimalist Design

Task 2: Find out how to delete an account on Quora only using the site itself	
Description	Heuristic
The website has lack of features or instructions to help the user do the desired task.	Help and Documentation
It is unclear which section of the website contains the info related to help the user delete the account.	Help and Documentation
There is a lack of color coding as all the hyperlinks are blue, which makes the visuals more confusing to navigate	Aesthetic and Minimalist Design
The user has to click through several things to find the info related to the task, instead of a button or an option.	Recognition rather than recall

Task 3: Find the "mental health" space on Quora.	
Description	Heuristic

When the user types mental health in the search bar, it shows only a limited amount of results, which include a lot of irrelevant information.	Aesthetic and Minimalist Design
When the user clicks on the spaces icon, the layout of the redirected page leaves them in confusion, as to where they can find the desired information.	Match Between System and the Real World
When the user clicks on the 'discover spaces' button, they are redirected to the block just below it, making the button pointless.	Aesthetic and Minimalist Design
Clicking on one of the topics takes you to a new page, from which you can't go back to the main page.	User Control and Freedom
The user is required to type in a specific format in the search bar such as 'Spaces: Mental Health' instead of a direct way to get there.	Recognition rather than Recall

Evaluator Report - Quora

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<i>Dhairya Hitesh Chhipani</i> 2675767C@student.gla.ac.uk	Daniel Blain 2479176B@student.gla.ac.uk

Task 1: Search up a topic of your choice. Try to find the most recent post within it; if you can't, just click the first question that pops up. Within this new page, try to find the most popular and most recent answers.	
Description	Heuristic
The user can find posts in a given time frame but is unable to sort the results according to the most recent information.	Flexibility and Efficiency of Use
The information on the page is quite cluttered, revealing the poor layout of the website.	Aesthetic and Minimalist Design
Each result doesn't have a long enough description of what it contains.	Recognition Rather than Recall
Results take up a very small part of the middle of the screen, with a lot of unused white space surrounding it	Aesthetic and Minimalist Design
The user is unable to sort the results by popularity, meaning you often have to scroll through a large number of results to find what you are looking for.	Flexibility and Efficiency of Use

Task 2: Force a connectivity error by disconnecting from the internet while the site is still loading (or just look at this). Find the Quora Help Center from within the site and use the help center search bar to look up the issue (try "Page/site not loading" or something to that effect).	
Description	Heuristic
It was difficult to navigate the website because the instructions were insufficient	Help and Documentation
It is unclear what the Buttons on the top panel do.	Match Between System and Real World
Even after reconnecting to the internet, the page keeps buffering for a long time, giving the user no option to exit.	User Control and Freedom
There is a lack of color coding as all the hyperlinks are blue, which makes the visuals more confusing to navigate	Aesthetic and Minimalist Design

When you type in 'page/site not loading' in the search bar of the help center, the results shown are completely irrelevant, leaving the user strangled.	Help and Documentation
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Task 3: <i>Complete the first few 'improve your feed' activities in the right sidebar of the home page (up to "upvote 5 pieces of content"). Do they impact the home feed in any significant way?</i>	
Description	Heuristic
There are still a few irrelevant posts and pop ups on the feed.	Aesthetic and Minimalist Design
Once you complete the activities, they are still shown in the right sidebar with a strike, taking up space which could be utilized in a better way.	Aesthetic and Minimalist Design
Some of the suggestions shown for 'Spaces to follow' are extraneous.	Consistency and Standards
Clicking on one of the post redirects the user to a new page from which you can't return to the main page.	User Control and Freedom
When you click on a post, you see a lot of posts related to that one, when you return to the feed.	Aesthetic and Minimalist Design

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Task 1: how do I search for news.	
Description	Heuristic
Misspelling of 'newz' in the search bar does not give any result.	Recognize, diagnose and recover from errors
When you search for 'news', or press the news button on the top bar or the side bar, it shows variable amount of results.	Aesthetic and minimalist design
If you press the clear button, it clears all the filters and the user is unable to undo only one filter.	User control and freedom
The News button is duplicated on the top and the side bar.	Aesthetic and minimalist design
If you press the news tab on the top of the page, you get to see news for all topics, but if you press see all news under the 'news' block on the side bar, you only see news related to coronavirus in Scotland.	Aesthetic and minimalist design

Task 2: click Scottish Government logo on the top left and find coronavirus.	
Description	Heuristic
It is unclear what the Scottish Government logo button does.	Recognition rather than recall
There are two links under the coronavirus section, which makes it confusing for the user.	Consistency and Standards
There is no option to exit the website	User control and freedom
The website to which the user is redirected has a poor layout and the information is very unclear.	Aesthetic and minimalist design
Misspelling of 'cornavirus' in the search bar gives almost none of the same results.	Recognize, diagnose and recover from errors

Task 3: Find consultations.	
Description	Heuristic
If you type 'consultations' in the search bar, it shows irrelevant results.	Aesthetic and minimalist design
The 'Find Consultations' button is duplicated and have the same functions.	Aesthetic and minimalist design
Pressing the 'Find Consultations' button shows the search bar for basic search, whereas pressing the 'Search for consultations' button shows the search bar for advance search with filters.	Consistency and Standards
You get different results if you type 'consultations' instead of 'consultation'.	Recognize, diagnose and recover from errors
It is unclear what the 'Consultations' button does on the top bar.	Recognition rather than recall

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Task 1: Add a question on how to cook and merge the question with another similar question on Quora	
Description	Heuristic
Merging the question with a similar question is a very tedious task and the user has to follow multiple steps to do so.	Recognition rather than recall
The redirected website contains pop-ups or questions with irrelevant information, taking up a lot of the space.	Aesthetic and Minimalist Design
The autocorrect tool provides suggestion to write the question in a different way, even if it is grammatically correct.	Recognise, Diagnose and Recover from Errors
The information on the redirected page is very congested as a result of which the user is left confused as to where he would find the info.	Aesthetic and Minimalist Design
The user is unable to sort answers according to their rating or popularity and thus makes it difficult to tailor the information.	Flexibility and Efficiency of Use

Task 2: Find information on new earphones models	
Description	Heuristic
There are no autocomplete suggestions when you type in the search bar, it just shows related queries instead.	Consistency and Standards
The results shown are just questions asked by people, instead of showing info about new earphone models.	Aesthetic and Minimalist Design
The user is unable to sort the results according to the latest or the oldest information.	Flexibility and Efficiency of Use
There is a lot of unrelated information crowded in the page which brings out the poor layout of the website.	Aesthetic and Minimalist Design

There is a lack of color coding as all the hyperlinks are blue, which makes the visuals more confusing to navigate	Aesthetic and Minimalist Design
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Task 3: Find the most upvoted response on how to fix a broken sink within a year on Quora	
Description	Heuristic
There is no option to filter a post by upvotes meaning you often have to scroll through a large number of results to find what you are looking for.	Flexibility and Efficiency of Use
The results shown are completely irrelevant to the query.	Aesthetic and Minimalist Design
The suggestions shown in the search bar are totally unrelated to the query.	Consistency and Standards
The user is left strangled as there are no features on the website to help him find the info.	Help and Documentation
Clicking on one of the post redirects the user to a new page from which you can't return to the main page.	User Control and Freedom

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Task 1: On Quora.com find recommendations for the best Indian restaurants in Glasgow	
Description	Heuristic
Most of the results don't have a long enough description of what they contain.	Recognition rather than recall
You cannot sort the results according to popularity, meaning you often have to scroll through a large number of results to find what you are looking for.	Flexibility and Efficiency of Use
There is a lack of color coding as all the hyperlinks are blue, which makes the visuals more confusing to navigate	Aesthetic and Minimalist Design
As you scroll down, the results for the query become irrelevant.	Aesthetic and Minimalist Design
Clicking on one of the post redirects the user to a new page from which you can't return to the main page.	User Control and Freedom

Task 2: Find a Space called Marvel Cinematic Universe	
Description	Heuristic
When the user clicks on the spaces icon, the layout of the redirected page leaves them in confusion, as to where they can find the desired information.	Match Between System and Real World
When the user clicks on the 'discover spaces' button, they are redirected to the block just below it, making the button pointless.	Aesthetic and Minimalist Design
After being redirected to one of the spaces, there is no option to look for similar spaces, for which you would have to go to home and type the query again.	User Control and Freedom
When the user types mental health in the search bar, it shows only a limited amount of results, which include a lot of irrelevant information.	Aesthetic and Minimalist Design
The information on the redirected page is cluttered.	Aesthetic and Minimalist Design

Task 3: Try commenting on any forum of your choice without logging into your account beforehand	
Description	Heuristic
User cannot access the Quora website without logging in.	Aesthetic and Minimalist Design
The user has to find out a new method to access Quora without logging in, such as copy pasting the url.	Recognition rather than Recall
The user is unable to navigate through the website since there is not sufficient information.	Help and Documentation
Clicking on one of the buttons from the bottom panel redirects you to a new page from which you cannot return to the main page.	User Control and Freedom
There is a lack of color coding as all the hyperlinks are blue, which makes the visuals more confusing to navigate	Aesthetic and Minimalist Design

Evaluator Report

For each task you complete, you should aim to find as many issues as possible. You should aim to find 5-10 issues for each task to provide a complete report.

This report has been completed by:	Return this report to:
<i>Dhairya Hitesh Chhipani</i> <i>2675767C@student.gla.ac.uk</i>	<i>Mia Tran</i> <i>2627424T@student.gla.ac.uk</i>

Task 1: <i>Disable email notifications on Quora.</i>	
Description	Heuristic
The user has to click through several things to find the info related to the task, instead of a button or an option.	Recognition Rather than Recall
It is unclear which section of the website contains the info related to help the user disable email notifications.	Help and Documentation
When the user clicks on the bell icon, the layout of the redirected page leaves them in confusion, as to where they can find the desired information.	Match Between System and Real World
When you type in 'disable email notifications' in the search bar, the results shown are completely irrelevant, leaving the user stranded.	Help and Documentation
Notifications take up a very small part of the middle of the screen, with a lot of unused white space surrounding it	Aesthetic and Minimalist Design

Task 2: <i>Find information on Royal Wedding of Meghan Markle and Prince Harry (May 2018).</i>	
Description	Heuristic
When you type the query in the search bar, most of the autocomplete suggestions are completely unrelated.	Consistency and Standards
The user is unable to sort the results, meaning you often have to scroll through a large number of results to find what you are looking for.	Flexibility and Efficiency of Use
As you scroll down, the results for the query become irrelevant.	Aesthetic and Minimalist Design
Misspelling of 'Roysl Weddign' in the search bar does not give any result.	Recognize, diagnose and recover from errors
Each result doesn't have a long enough description of what it contains.	Recognition Rather than Recall

Task 3: <i>Arrive at Human behaviour/Psychology space.</i>	
Description	Heuristic

When the user types 'Human behavior/Psychology' in the search bar, it shows only a limited amount of results, which include a lot of irrelevant information.	Aesthetic and Minimalist Design
When the user clicks on the spaces icon, the layout of the redirected page leaves them in confusion, as to where they can find the desired information.	Match Between System and Real World
When the user clicks on the 'discover spaces' button, they are redirected to the block just below it, making the button pointless.	Aesthetic and Minimalist Design
Clicking on one of the topics takes you to a new page, from which you can't go back to the main page.	User Control and Freedom
The user is required to type in a specific format in the search bar such as 'Spaces: Mental Health' instead of a direct way to get there.	Recognition Rather than Recall

School of Computing Science

University of Glasgow

Ethics checklist form for assessed exercises (at all levels)

This form is only applicable for assessed exercises that use other people (‘participants’) for the collection of information, typically in getting comments about a system or a system design, or getting information about how a system could be used, or evaluating a working system.

If no other people have been involved in the collection of information, then you do not need to complete this form.

If your evaluation does not comply with any one or more of the points below, please contact the Department Ethics Committee for advice.

If your evaluation does comply with all the points below, please sign this form and submit it with your assessed work.

1. Participants were not exposed to any risks greater than those encountered in their normal working life.

Investigators have a responsibility to protect participants from physical and mental harm during the investigation. The risk of harm must be no greater than in ordinary life. Areas of potential risk that require ethical approval include, but are not limited to, investigations that occur outside usual laboratory areas, or that require participant mobility (e.g. walking, running, use of public transport), unusual or repetitive activity or movement, that use sensory deprivation (e.g. ear plugs or blindfolds), bright or flashing lights, loud or disorienting noises, smell, taste, vibration, or force feedback

2. The experimental materials were paper-based, or comprised software running on standard hardware.

Participants should not be exposed to any risks associated with the use of non-standard equipment: anything other than pen-and-paper, standard PCs, mobile phones, and PDAs is considered non-standard.

3. All participants explicitly stated that they agreed to take part, and that their data could be used in the project.

If the results of the evaluation are likely to be used beyond the term of the project (for example, the software is to be deployed, or the data is to be published), then signed consent is necessary. A separate consent form should be signed by each participant.

Otherwise, verbal consent is sufficient, and should be explicitly requested in the introductory script.

4. No incentives were offered to the participants.

The payment of participants must not be used to induce them to risk harm beyond that which they risk without payment in their normal lifestyle.

5. No information about the evaluation or materials was intentionally withheld from the participants.
Withholding information or misleading participants is unacceptable if participants are likely to object or show unease when debriefed.
6. No participant was under the age of 16.
Parental consent is required for participants under the age of 16.
7. No participant has an impairment that may limit their understanding or communication.
Additional consent is required for participants with impairments.
8. Neither I nor my supervisor is in a position of authority or influence over any of the participants.
A position of authority or influence over any participant must not be allowed to pressurise participants to take part in, or remain in, any experiment.
9. All participants were informed that they could withdraw at any time.
All participants have the right to withdraw at any time during the investigation. They should be told this in the introductory script.
10. All participants have been informed of my contact details.
All participants must be able to contact the investigator after the investigation. They should be given the details of both student and module co-ordinator or supervisor as part of the debriefing.
11. The evaluation was discussed with all the participants at the end of the session, and all participants had the opportunity to ask questions.
The student must provide the participants with sufficient information in the debriefing to enable them to understand the nature of the investigation.
12. All the data collected from the participants is stored in an anonymous form.
All participant data (hard-copy and soft-copy) should be stored securely, and in anonymous form.

Module and Assessment Name: CS1Q, HCI ASSESSED EXERCISE

Student's Name Dhairya Hitesh Chhipani

Student's Registration Number 2675767C

Date 01/12/21