Part 2 (Usability Inspection of PRTO#10)

Overall, the system performs well; however there were some usability defects found during the Heuristic Inspection. These are listed below with a description of the defect and a possible solution.

Heuristic violated	Usability defect description	Possible solution
Visibility of system status	In a test, there is no indication of how far you are through the test	Add question numbers and/or some sort of progress indicator
Visibility of system status	No page titles	Add page titles
Match between system and the real world	Not sure what "Flag Procto" button does	Explain button functionality, or rename
User control and freedom	No undo/redo functionality in tests	Add undo/redo functionality in tests
Consistency and standards	Buttons look different after logging out and back in again	Consistent button design
Consistency and standards	Sidebar menu changes width on button-click	Make sidebar fixed width, let link names wrap to next line
Recognition rather than recall	In a test, if you answer a question then come back to that question, your answer is gone	Save answers on page so that user can see if they have completed already
Flexibility and efficiency of use	Cannot submit login form by pressing 'enter' on keyboard	Allow form submit by pressing 'enter' on keyboard
Aesthetic and minimalist design	Add New Test window seems a bit cluttered and confusing	(some possible solutions given below)
Help users	No error message or feedback when	Add form validation to check if fields are

recognize, diagnose and recover from errors	user or password field is empty or incorrect	empty or incorrect
Help and documentation	No help or documentation accessible from the system	Add help section

There were also some other small bugs in the system and some GUI design guidelines infringed upon (not necessarily a Heuristic violated). These are listed below with possible solutions (if not obvious).

- When a test (or add new test window) is opened then closed, the 'Test #_' (or 'Add New Test') button does nothing when clicked again
- In the Add New Test window, instead of using a spinner to show Current Section, could use tabs or some other GUI component, as the spinner here is confusing
- In the main window, instead of a combo box to display the classes, could use tabs, as the information is independent and not sequential. This would help with the visibility of the system status (to show what class you are looking at)