Objective:

The purpose of this project is to learn how to do a UI test and gather information to improve the website by using the 10 Heuristics by j, Nielson, Design of Everyday things by Don Norman.

Our Analysis:

Based on our analysis for the Ministry of foreign affairs website, we noticed that there are unnecessary duplicated and unclear sections as well as the website's priorities are unorganized.

First UI Test:

- **<u>First question</u>**: We asked the user if he wanted to find his exam's grade, where would he go?
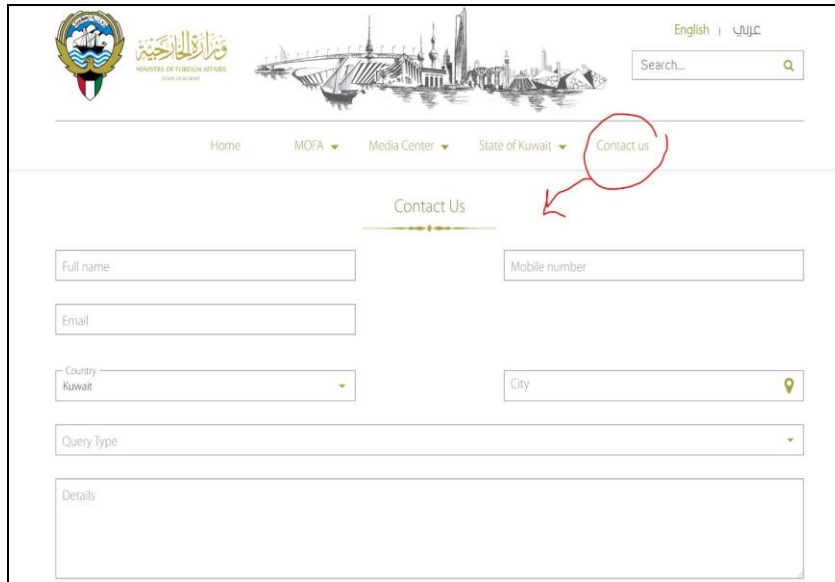
  User attempt: The user took a lot of time to find the (Exam Grade) section.

Figure 1: The (Exam Grade) button is in the far bottom side of the screen and the slide show images above are very big and distracting for the user.

- **Second question:** We asked the user to find the ministry's customer support contact number.

   User attempt: The user pressed on the (Contact us) button where he found out that he could only send an email, then after scrolling down he found all the contact details.

Figure 2: The (Contact Us) button has only email contact.

- **Third question:** We asked the user to find the news for the ministry of foreign affairs.

   User attempt: The user did not find any difficulty accessing the news media.

Observations:

- We noticed that the most important sections where most of users would use are far down at the bottom of the screen unnoticeable, while the top of the screen had unnecessary slide show of pictures.

- It also caught our attention that the contact details were repeated multiple times on the home page.

- The (Contact us) button was misunderstood by the user.

- We also noticed that some sections were not translated to English even though the user selected the English language.
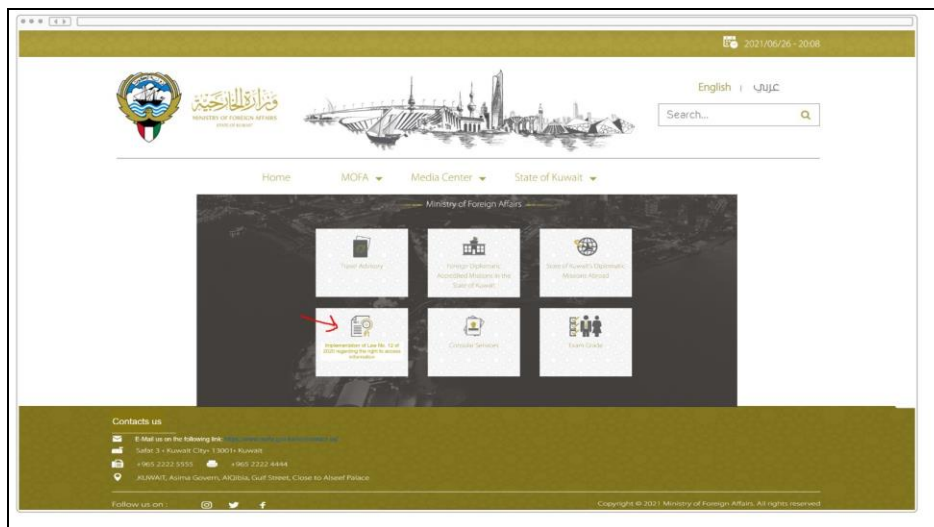
Modifications:

- We removed the photo slide show that was distracting the user, so that the important sections that the user would use could be visible/noticeable.
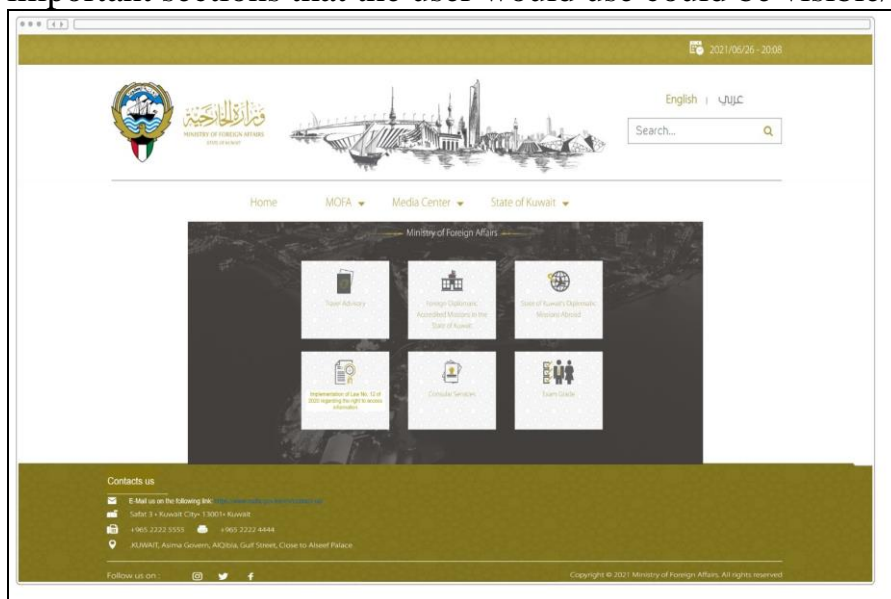
- We removed the repeated contact sections and added a link for the email forums in the bottom with the rest of the contact details.
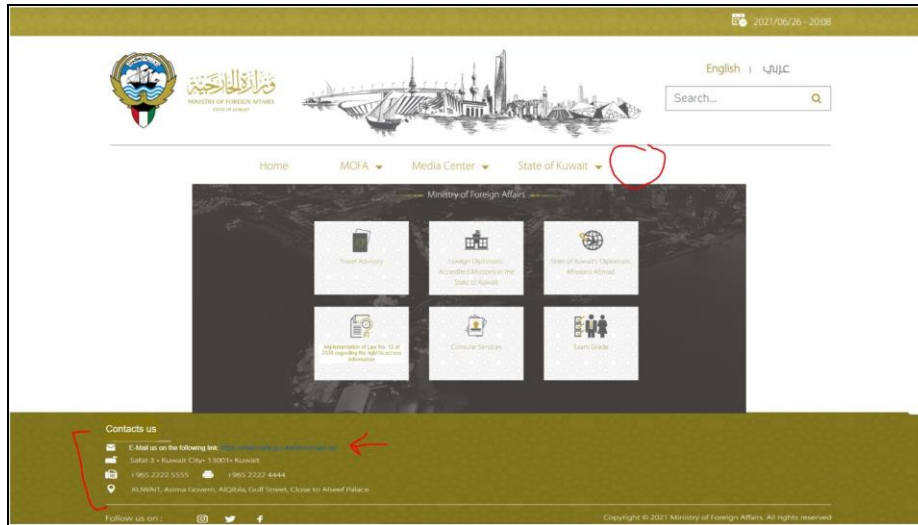
- We translated one of the untranslated sections as an example.

Second UI Test:

- **<u>First question</u>**: We asked the user again if he wanted to find his exam's grade, where would he go?

  User attempt: The user immediately found the (Exam Grade) section without thinking.

  <u>Second question:</u> We asked the user again to find the ministry's (Contact) section.

  User attempt: At the beginning the user was confused because we removed the (Contact us) section, but a second later he saw that it was moved to the bottom.

  <u>Third question:</u> We asked the user if the modified version was better and easier ?

  User answer: The user said that the modified version was more clear and easier to use.

Conclusion:

In conclusion the first UI test showed us the downsides of the website, so we decided to use the ten heuristics by **J. Nielson, design of everyday things by Jon Norman** to improve the website and use the moto **(Don't make me think).** We tried our best to remove the misleading signifiers and simplified the website to make its main purpose more visible.

References:

- J. Nielson, design of everyday things by Jon Norman.
- The UI test video we discussed in class.
- Don't make me think – Revisited, by Steve Krug.