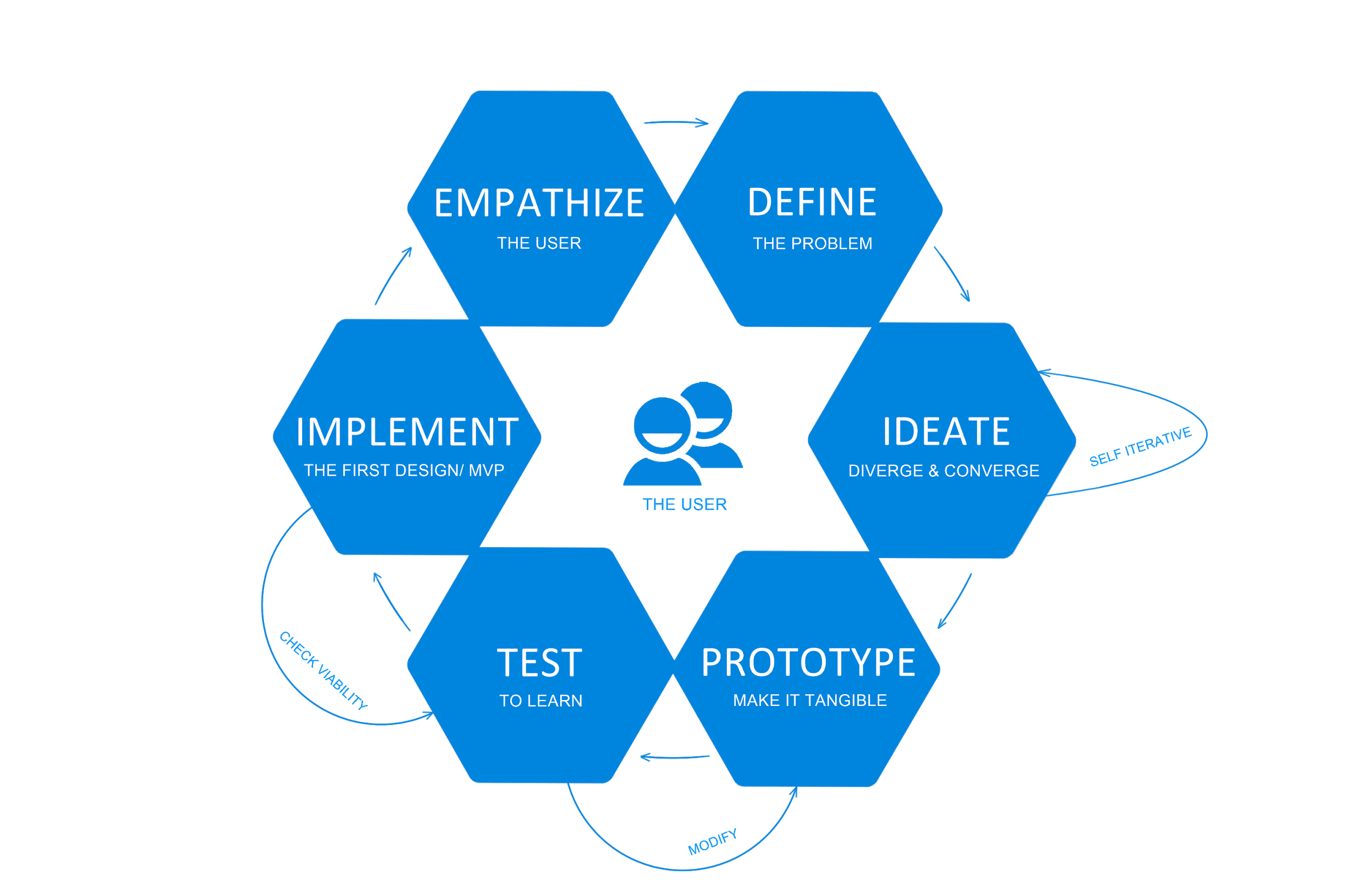
|  |
| --- |
| Close-up image showing the leaf-sides of two oversized books side-by-side on a bookshelf, with additional books in soft focus background |
| [Document title]  [Document subtitle] |
| |  |  |  | | --- | --- | --- | | romi patel | [Date] | [Course title] | |

**Identifying User Requirements**

Prior to making any prototype, we had to find out what are user requirements. In order to find out, we drafted a quantitative survey for our fellow CS2003 student. We choose quantitative based survey , as we wanted to calculate average of the user’s input and identity if that area needs to be improved or not.

Note: While surveying user did use local library as point of reference and most of them used Brunel Library in this case.

Ten questions were asked to 10 users in the survey. Above chart shows user’s response to some of the questions. We calculated the average and decided if the average is equal or below 5, we will work on those areas and find ways to improve them and create our first prototype. For example: We can assume locating a book in library is an issue as the average came out to be 4.3.

**Star Methodology**

We used star methodology as our project is evaluation centric, where we plan to put our prototype in cycle and keep repeating the cycle until we get finalised prototype with minimal or no errors. Following are some steps that will be carried out under star methodology; Group meeting, prototype surveying, evaluating feedback and improving prototype based on feedback. Image represents the process of evaluating the prototypes.

**Generating and Conducting Heuristic Evaluation:**

GUYS SOMEONE DO THE WRITE UP FOR THIS:

Include how did you filter the feedback you got from user(formula of some short)(Call me if you want me to explain) what steps were taken. Use bellow text as reference, its copied from internet so do not leave as it is.

* **Establish an appropriate list of heuristics.** Use Nielsen and Molich's 10 heuristics and Ben Shneiderman’s 8 golden rules as inspiration and stepping stone. Make sure to combine them with other relevant design guidelines and market research.
* **Select your evaluators.**Make sure to carefully choose your evaluators. Your evaluators should not be your end users. They should typically be usability experts and preferably with domain expertise in the industry type that your product is in. For example, an evaluator investigating a Point-of-Sale system for the restaurant industry should have at least a general understanding of restaurant operations.
* **Brief your evaluators** so they know exactly what they are meant to do and cover during their evaluation. The briefing session should be standardized to ensure the evaluators receive the same instructions; otherwise you may bias their evaluation. Within this brief, you may wish to ask the evaluators to focus on a selection of tasks, but sometimes they may state which tasks they will cover on the basis of their experience and expertise.
* **First evaluation phase.**The first evaluation generally takes around two hours, depending on the nature and complexity of your product. The evaluators will use the product freely to gain a feel for the methods of interaction and the scope. They will then identify specific elements that they want to evaluate.
* **Second evaluation phase.**In the second evaluation phase, the evaluators will carry out another run-through, whilst applying the chosen heuristics to the elements identified during the first phase. The evaluators would focus on individual elements and look at how well they fit in the overall design.
* **Record problems.**The evaluators must either record problems themselves or you should record them as they carry out their various tasks to track any problems they encounter. Be sure to ask the evaluators to be as detailed and specific as possible when recording problems.
* **Debriefing session.** The debriefing session involves collaboration between the different evaluators to collate their findings and establish a complete list of problems. They should then be encouraged to suggest potential solutions for these problems on the basis of the heuristics.

Based on user input, we were able to identify following error and rectify them in next version of prototype

|  |  |  |
| --- | --- | --- |
| **Nielsen and Moloch’s 10 User Interface Design Heuristics-Evaluation** | | |
|  | **Version 1** | **Version 2** |
| **Visibility of System Status** | The System doesn’t indicate the status of the current page. Some of the pages are missing titles. Buttons don’t highest when you are on that page. Book button on home page is very vague and doesn’t indicate what it represents. | Recommended Changes were implemented, and no further recommendation were made |
| **User Control and Freedom** | The system should provide the user to cancel any step taken. Sign up page doesn’t have a cancel button. Hidden Logout Button, user found hard to logout of the app as button was provided within the “More” | Recommended Changes were implemented, and no further recommendation were made |
| **Match between the system and the real world.** | Location of Search Bar and Home page was pointed out as it was not in traditional location(Top right-hand side). Use symbols where appropriate: for example, search bar. Its commonly used in majority of the websites. | Recommended Changes were implemented, and no further recommendation were made |
| **Consistency and Standards** | Different Button style is used within a system.  The System breaks external consistency as no help feature is provided within the new system. Book button on home page is very vague and doesn’t indicate what it represents. | Recommended Changes were implemented, and no further recommendation were made |
| **Error Prevention** | The System automatically renews the books that users have borrowed for up to 4 times. This is a potential error , as users might forget to return the book as its auto-renewing and will end up with overdue fee charges. | Recommended Changes were implemented, and no further recommendation were made |
| **Flexibility and Efficiency of use,** | Only one search option is provided. If the system provides a different category to search by, it will be easier for the user to quickly find the books they are looking for. | Recommended Changes were implemented, and no further recommendation were made |
| **Recognition vs recall in the user interface.** | Menu bar location was pointed out again, along with search bar. | Recommended Changes were implemented, and no further recommendation were made. |
| **Help Users Recognize and recover from error.** | When entering invalid input, system inform user of the error. For example: accidentally press on logout button. It straight away logs user out. Pop up window could be added to resolve this issue. | Recommended Changes were implemented, and no further recommendation were made |
| **Aesthetic and Minimalist Design** | “Welcome Feature” on home page servers it purposes to some degree, however, takes majority of the space.  this unit of information competes with more relevant unit of information such as my list, recommended books, etc. | Recommended Changes were implemented, and no further recommendation were made. |
| **Help and Documentation** | Poor:  Standard text is provided indicating the floor and shelf number to help the user locate books. Some people find it very hard to locate the book using this method. | Recommended Changes were implemented, and no further recommendation were made |