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TIC.EC 2019 Submission 61

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Submission 61	
Title:	Evaluating the Usability for Interactive Digital Television Applications
Paper:	 (Jul 16, 00:19 GMT)
Track:	Scientific Track
Author keywords:	Evaluation Usability Interactive Digital Television Feature Metric
EasyChair keyphrases:	sub characteristic (280), usability problem (130), application usability model (95), idtv application (80), waiting time (60), associated metric (60), greater usability (60), usability model (60), attribute meaning (50), remote control (50), interactive digital television (47), response time (40), usability evaluation (40)
Topics:	Fundamentals of software development, High impact innovation., Interaction through ICT
Abstract:	Applications for Interactive Digital TeleVision (IDTV) are becoming increasingly popular. Users no longer interact only with software applications on computers or smartphones, but also through a television set. Therefore, it is necessary to ensure the satisfaction, efficiency, and effectiveness that users may have when interacting with those applications. This paper presents an Application Usability Model for DTV based on two approaches: the quality of the product and the quality in use of the software product. The model is based mainly on the ISO / IEC 25010 standard in which a set of usability characteristics are defined. These characteristics have been divided into sub-characteristics, attributes, and metrics of the IDTV in order to quantify each attribute and identify the usability problems that might be present. In addition, to have a better idea of how the evaluation should be performed, an example of using the usability model for a weather application designed for IDTV is presented.
Submitted:	Jul 16, 00:19 GMT
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Reviews

	<p style="text-align: center;">Review 1</p> <p>-2: (reject)</p> <p>There are many writing errors, it seems that it was translated from Spanish. Many sentences are difficult to understand, for example:</p> <p>"Therefore, it is necessary to ensure the satisfaction, efficiency and effectiveness that users may have when interacting with those applications." - When interacting? who needs to ensure the satisfaction?</p> <p>"In this way, the concept of Applications for IDTV emerges" - emerges from where?</p> <p>Many quotes are missing, for example these statements should be referenced:</p> <p>"Digital television (DTV) is a concept that is taking more prominence nowadays in different countries"</p> <p>"The concept of interactivity, in the context of DTV, can be understood as the active participation of the user with the content broadcast"</p> <p>and others are badly placed, for example:</p> <p>"To evaluate the usability of applications for IDTV, a usability model based on the ISO / IEC 25010 standard is proposed [4]", but the 4 reference is the ISO / IEC 25010, so where are in that reference the "usability model based on ISO" if that reference is the ISO.</p> <p>The related works section is named "Related Word" and only have ONE reference. With a simple search on Google Scholar using the query "usability evaluation methods for interactive tv applications" I got most than 46000 documents, and on the first page of the search there are interesting works that could be included in this sections, like:</p> <p>"User interface evaluation of interactive TV: a media studies perspective"</p> <p>"Usability evaluation techniques for interactive television"</p> <p>"User-centered interaction design patterns for interactive digital television applications"</p> <p>Even from Solano there are more interesting works that could be added at the one you have referenced, like:</p> <p>"Methodologies and Trends in Multimedia Systems: A Systematic Literature Review"</p> <p>"Usability heuristics for interactive digital television"</p> <p>In the "Usability Model for DTV Applications" section, I see that it is more the application of the ISO / IEC 25010 for DTV Applications than a new usability evaluation model created by you from scratch. This could be interesting as a preamble of an evaluation study of digital television applications usability, as it is written in your title (in plural).</p> <p>The tile said "Evaluating the Usability for Interactive Digital Television Applications", this title involve a study that evaluates a representative sample of all existing applications, maybe using ISO could be OK, but not an application of ISO. But in your document you evaluates only one applications.</p> <p>In other words, an evaluation study, like your title said, should have:</p> <ol style="list-style-type: none"> 1. A method of the study, where you select a sample of existing applications, then you use the ISO / IEC 25010 to see which of these complies with it. 2. Results are obtained from this match with the ISO / IEC 25010. 3. An analysis of these results should be made
<p><i>Overall evaluation:</i></p> <p><i>Attachment:</i></p>	<p style="text-align: center;">Review 2</p> <p>0: (borderline paper)</p> <p>The article tries to contribute new indicators to ISO / IEC 25010 in the field of usability, however, the way to measure them with the application of weather has no coherence and experimental rigor.</p> <p>It is not known who made the measurement. Why was only one application used?</p> <p>What is the purpose? validate the indicators or the application?</p> <p>Why was only a Likert from 0 to 1 used? a wider scale should be used.</p> <p>In addition, the results of measuring the usability of climate application (table 7) do not correspond to the initial indicators (tables 1 to 6).</p> <p>In short, the proposed model is not validated with the "experimental design" proposed with the application of climate.</p> <p>It is recommended to correct certain mistakes found in English.</p> <p>review.pdf</p>
<p><i>Overall evaluation:</i></p>	<p style="text-align: center;">Review 3</p> <p>1: (weak accept)</p> <p>Resumen</p> <p>=====</p>

Los autores presentan un Modelo de usabilidad de aplicaciones para IDTV, para evaluar la usabilidad de aplicaciones para TV. El modelo desglosa las características de usabilidad propuestas en el estándar ISO / IEC 25010 en sub-características y, al mismo tiempo, dichas sub-características en atributos. Los autores definen un conjunto de métricas asociadas con cada atributo para cuantificarlos y, poder identificar problemas de usabilidad. Finalmente, los autores validan su modelo aplicándolo para evaluar la usabilidad de una aplicación para visualizar el clima de una ciudad seleccionada por el usuario.

Comentarios Detallados

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En el resumen no están claras las conclusiones, ni los resultados. La descripción de los trabajos relacionados es pobre, porque solo se considera un solo trabajo de hace 7 años. Además, la validación del modelo es pobre, porque solamente se evaluó una aplicación.

En la sección 3 los autores afirman: "... however, the proposed method focuses on the common user." Sin embargo, no está claro que consideran los autores como un usuario común. ¿Un usuario que no necesite lentes para usar la aplicación? ¿Un usuario que no tengan problemas motrices en sus extremidades superiores?

En la sección 4 los autores afirman:

- "The application offers the service of visualization of the weather of a city, which has been selected by the user, along to the weather of places near that city". Sin embargo, no está claro porque los autores seleccionaron precisamente esa aplicación. ¿Cuáles fueron los criterios aplicados para la selección de esta aplicación?
- "... in the first instance, a set of sub-characteristics and attributes of the Usability Model for IDTV should be selected". Sin embargo, no está claro como estas sub-características y atributos fueron seleccionados.
- "There are 10 components with an appropriate size ..." Sin embargo, no está claro cómo determinaron los autores que un componente tenía un tamaño apropiado. Esta decisión puede ser subjetiva, es decir, lo que para una persona puede ser un tamaño apropiado, para otra persona no puede serlo.
- "... the metric is calculated by using a Likert scale with a range of 0 to 1 to indicate the level of conformity in the available navigation method". ¿Y cuáles son los valores intermedios?

Otros Comentarios

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- El paper no cumple con el número mínimo de páginas exigido por el evento para las publicaciones que serán indexadas en Scopus.
- Mejorar la edición de la Tabla 1 porque cabe en una sola página.
- La numeración de la Tabla 6 debe ser con números arábigos.

Review 4

*Overall
evaluation:*

- 2**: (reject)
- In the section "related work", You do not share other proposals that support yours.
- the URL goo.gl/Nawpsh is not available.
- The proposed model does not correspond to an original case, and can be applied to various TV fields following the original standards. There is no research support to support the proposal, therefore the subjectivity is very high.