Heuristic Evaluation Worksheet

10 Heuristics taken from <http://www.useit.com/papers/heuristic/heuristic_list.html>) -- Jakob Neilson

Directions:

Your prototype will be evaluated by **two** of your **classmates** from another team, who will do heuristic evaluations of it in class. Each team will have two of its members serve as evaluators for another team **one at a time**, and the remaining members serve as observers for their project. If you were a “user” for the cognitive walkthrough project, then you should serve as observers this time. Slight changes in assignment may be needed to balance out absences for the day.

The heuristics to be used are those from the lecture (or follow the link above), which are Nielson’s design heuristics. The heuristic evaluation will be based on the current state of the system’s revision/prototype.

Each observer-evaluator session will conduct a heuristic evaluation of the **five** **tasks** you identified in your **task analysis**. These should be documented ahead of time on index cards. The evaluator should take a couple of minutes to become familiar with the UI and then go back and complete the provided tasks one by one. The observer(s) will answer any questions from the evaluator if he/she gets stuck and will document any identified problems. Each evaluator will fill out the “Heuristic Testing Worksheet” (below) as they detect heuristic violations. If an item violates multiple heuristics, each violation needs to be documented. The evaluator should not be fixing problems – only identifying them.

After the evaluations are complete, as a team, with evaluator input, consolidate the individual observations into one problem list. Assign each of these problems a severity rating (cosmetic, minor, major, catastrophic), and brainstorm possible solutions for it. Plan system revisions to correct as many of the problems found as possible (in priority order) in time to begin user testing.

Submit an evaluation report that includes the following information to the “**Deliverable 6: Heuristic Evaluation Notes**” dropbox.

* The two original heuristic testing worksheets
* The consolidated problem list with severity ratings
* Summary of the teams problem analysis and plan forward

The deliverable will be graded based on the completeness of the material submitted. Note: if you aren't in class for this, then you don't get credit.

Project Name: Bill Splitter Team: Team 2 — Silly Beasts Date: 2023-03-30

Evaluator(s): Reid Taylor Observer(s): Will Trimble, Ryan Yocum

| Location in the Task Description | Heuristic Violated | Usability Defect Description | Evaluator’s Comments Regarding Defect |
| --- | --- | --- | --- |
| Adding members to group | Match between system and real world | New user groups are prepopulated | Model of creating a new group by removing members from a prepopulated list does not match with my mental model of assembling users into an empty group |
| Selecting payment type while paying invoice | Internal inconsistency/adherence to standards | Dropdown menus look like text input fields | The ‘select payment type’ dropdown box looks like I need to type in my payment type before I click it, which reveals the list of options |
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Project Name: Bill Splitter Team: Team 2 — Silly Beasts Date: 2023-03-30

Evaluator(s): Xander Palmer Observer(s): Will Trimble, Ryan Yocum

| Location in the Task Description | Heuristic Violated | Usability Defect Description | Evaluator’s Comments Regarding Defect |
| --- | --- | --- | --- |
| Group formation comfirmation | Visibility of system status | It was a little confusing on how to actually create a group, no confirmation when it is done |  |
| Selection of Payment Type | Internal Consistancy | It was a little confusing, I thought that the selection for payment type was a text box |  |
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## Problem Analysis & Solution Plan

* Select Payment Type in Invoice Looks like Textbox
  + Severity: Major
  + Plan: Make Text Black and Add Dropdown Arrow
* Group Formation Confirmation
  + Severity: Minor
  + Plan: The solution would violate internal consistency, so we will not address this.
* New Group Prepopulated
  + Severity: Cosmetic
  + Plan: For demos, present an empty members list (if possible). This would be fixed with actual implementation.

## Observer Notes

### Will Trimble

* Prepopulated list of members for new groups is confusing.
  + Add New User Button Under User List
  + Use Top Row for Back/Forward Navigation
    - Start One-Time Trip After Forming Group
* Select Payment Type Looks Like a Textbox
* Group Formation Has No Confirm Done

### Ryan Yocum

* System does not match real world groups populated with members already.
* Seems to have more steps than needed, one time group create trip when group is created.
* Scanning/inputting manually seems simple, and works well.
* Paying invoice, select input dropdown looks like a text field.
* Confirmation on creating a group would be a nice feature
* The Select Payment method looks like a text box.