Evaluation plan

Types of evaluation
Observing logging and monitoring

This evaluation method involves observing in multiples ways the actions of a user on a given system. This can be done in person, over the shoulder of the user physically observing the actions taken or through the use of logging of actions or monitoring/recording of the system. One disadvantage of this method is that the user is aware that they are being monitored which can affect their behaviour. However this evaluation type is widely applicable and can very quickly identify issues that the developer may have overlooked.

Experiments and benchmarking
Experimenting and benchmarking is used to compare different designs and obtain quantitative data on which design performs better at a given set of tasks. An example would be to give a user a task list and 2 different versions of the system and to time how long it takes to complete each task. This evaluation type will most likely make use of logging or monitoring to obtain this data. The downside to this is that it can be expensive to setup the systems to the point where this kind of testing is possible as this requires a more complete interface to be used. Another downside is that if the developer has not correctly set up the experiments or benchmark tests then they may be influenced by variables not considered, leading to inaccurate results and potentially the wrong decision in the end.

Users' opinions
Users opinions are a quick and simple way to evaluate a design at nearly any stage, it can be as simple as asking a user which Icon they prefer or can be more of a questionnaire to gauge a user's opinion of a wider range of areas. Unfortunately, unless prompted during a specific review session user response to a questionnaire is typically quite low so this is best paired with another type to guarantee user response.

Evaluating This HCI design
In order to evaluate this HCI design I would mostly make use of the first and third evaluation types. Experiments and benchmarking are less important for this project as I have only designed one interface.

A typical evaluation of this interface could look something like this,

Firstly the system would be set up either on the users device or on a separate device that they will be using. This would also include any monitoring software or logging that would be necessary and the user would be informed that they are being monitored. Following that they would be given a task list that would test all the aspects of the interface that had been designed.

The task list that I would give is:

1. Navigate to the login menu
2. Login with the details Admin and Testing
3. Login with the details User and password
4. Check how much was spent on 09/01/2019
5. Check that your details are correct (name should be user and address should be test123)
6. Return to the homepage
7. Search for a ticket from Bristol to Plymouth on the 01/01/2019
8. Search for a ticket with any choice left blank
9. Search for a ticket from Plymouth to Bristol at 12:45 tomorrow and a return for two days later
10. Try to access the page loggedin.html without logging in.

And the questionnaire I would use would be:

- Were you able to complete all the tasks? Y/N
- If no which tasks
- Were you unable to find any navigation tools? Y/N
- If no which tools
- Rate the ease of use of the ticket search menu: 1 2 3 4 5
- Rate the ease of use of the ticket history table: 1 2 3 4 5
- What did you like least about the interface?
- What features of an interface of this type are important to you?
- Was there anything you thought was missing from this design?
- Was anything unclear about this evaluation session or the product?
- Any additional feedback