



**HLTV**

# IHC

Analytical evaluation  
hltv.org



universidade  
de aveiro

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Group 6, Class P1  
15 April 2020

# What is HLTV

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- HLTV is a website that offers coverage about the game Counter-Strike
  - Tournaments, and match results
  - Players stats
  - Videos, photos and news about the game
- It's primarily directed to anyone who plays or likes the game and wishes to follow it more closely
- It's a website with a great potential, full of features but with minimalist design

# Methods used

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- To perform the Heuristic Evaluation (HE) we used the 10 Heuristics proposed by Nielsen
- Rating Scale
  - 0 - Not a problem at all
  - 1 - Cosmetic problem
  - 2 - Minor usability problem
  - 3 - Major usability problem
  - 4 - Usability catastrophe
- To perform the Cognitive Walkthrough (CW) we followed the Streamlined Cognitive Walkthrough proposed by Rick H. Spencer
  - Q1 - Will the user know what to do at this step?
  - Q2 - If the user does the right thing will they know that they did the right thing, and are making progresses towards their goal?

# Methodology followed

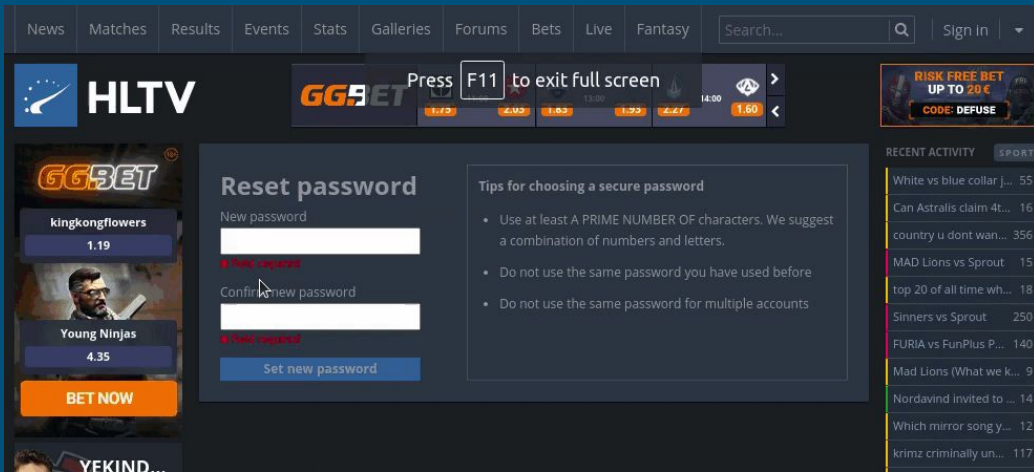
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- HE - Each member tried to find issues with the system based on the 10 Heuristics by Nielsen. Then a table was made with all of the issues found and its respective severity.
- CW - 3 main tasks were defined and each member made a CW on its task. Then the final result of all three tasks was discussed and analysed, and the most important was selected for presentation.

# Obtained Results - HE

- In the page to recover password , there is no response whatsoever in the button “Change new password” even if all the fields are correctly filled
- **Heuristic:** #1 - Visibility of system status
- **Severity:** 3

- **Solution:** Add some sort of changes on the button on hover of the mouse



# Obtained Results - HE

- Unresponsive reply button
- **Heuristic:**  
#1 - Visibility of system status
- **Severity: 4**

News Matches Results Events Stats Galleries Forums Bets Live Fantasy Search...

HLTV

GGBET

Counter-Strike Global Offensive > G2 situation

Subscribe Last comment

**G2 situation** huNter- | clown\_2k

The team is looking good especially after that game against Liquid, just needs some time to get used to this new setup.

With huNter- taking the star player role and NIKO as a hybrid player playing the kennyS role it creates extra space for huNter- which surely has boosted his performance and it would surely work once NIKO gets used to his new positions and playstyle. He is a fine AWPPer but just not used to this role like he earlier said in an interview that he used to be the playmaker of the team, lead them and create chances but now he has to play behind the team which he is not used to and it'll take some time to adapt to this role.

Overall it is a fine call from G2's management to play NIKO in that role because he can play a good hybrid. All he needs is a little experience in this new role and soon we can witness an even better performance from G2.

P.S.- Haters, bring source or proof before you proclaim something. Peace.

2021-04-05 07:37

#1 Reaper\_of\_souls

overrated roster  
niko is bad

RECENT ACTIVITY

I will add you on steam 50	63
Why Women Can't C...	63
Nordavind vs Wisla ...	179
Happy birthday flamie	23
EU football racism ag...	31
Na"Vi	24
Describe pro with 2 ...	45
coffee lovers?	81
Most unbalanced map	14
SKADE vs Anonymo	36
Best mocking nickna...	48
aleksib	41
Dogs	100
Most underrated pl...	119
S1mple threads eve...	109
Flamie	5
GTA VI	63
Nemiga vs LDLC	16
G2 situation	102
Niko hate	123

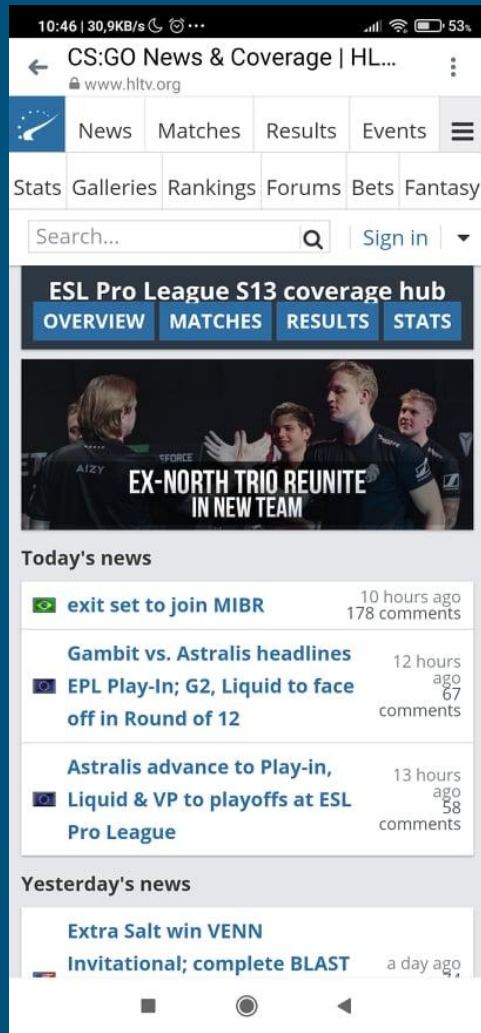
# Obtained Results - HE

- Unresponsive website (mobile)

- **Heuristic:**

#8 - Aesthetic and minimalist design

- **Severity: 3**



# Obtained Results - HE

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- There isn't any place on the website where a user can ask for help, in case of problem
- **Heuristic:** #10 - Help and documentation
- **Severity:** 3



# Obtained Results - CW

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- **Task:** find the winner of the CS tournament DeamHack Winter 2013
- **Target Users:** Any user that follows CS competitions and events. Task is applied to both, expert HLTV users and new ones
- **Actions** identified in the Task:
  - Click on Results link;
  - Click in Events dropdown;
  - Write in search bar name of the event;
  - Click on option DreamHack Winter 2013.

# Obtained Results - CW

## Click on Results link

- Q1 - Almost surely not
- Q2 - Probably yes

HLTV

GG BET

ESL Pro League Season 13 coverage hub

OVERVIEW MATCHES RESULTS STATS

EX-NORTH TRIO REUNITE IN NEW TEAM

Today's news

Cloud9 release m1cks 11 hours ago 118 comments

Complexity beat Virtus.pro in ESL Pro League playoffs 12 hours ago 67 comments

FURIA through to ESL Pro League quarter-finals over G2 17 hours ago 116 comments

Gambit beat HAVU to win Pinnacle Cup 19 hours ago 73 comments

DBL PONEY invited to Elisa Invitational Spring a day ago 74 comments

TODAY'S MATCHES

Invictus	8 (0)
TCG	6 (0)
Nordavind	11:00
Wisla Krakow	
Nemiga	13:00
LDLC	
SKADE	14:00
Anonymo	
EXTREMUM	16:00
ex-Winstrike	
Dignitas	17:00
Tricked	
HZ	06:10
LZ	
HAVU	08:00
ex-Winstrike	

RECENT ACTIVITY

aleksib	3
amouranth	18
SAW vs K23	5
NiKo	82
Invictus vs TCG	37
r8 my setup	13
I can't sleep alone	34
r8 italian penalty	8
csgo best highlights so...	2
Navi FIX	12
Who was in Paris?	106
Most likeable players	148
crypto	44
mousesports vs SKA...	21
Na'Vi Best FIX EVER	29
Na'Vi Best FIX EVER	13
OG 5th player accord...	22
SKADE vs Anonymo	28
Finland	38
I will add you on steam	42

RESULTS

Snow Sweet Snow 3	
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# Obtained Results - CW

## Click in dropdown Events

- Q1 - Probably Yes
- Q2 - Yes

	News	Matches	Results	Events	Stats	Galleries	Forums	Bets	Live	Fantasy	Search...	Q	Sign in	▼
Last month														
Last 3 months														
Last 6 months														
Last 12 months														
2021														
2020														
2019														
2018														
2017														
2016														
2015														
2014														
2013														
2012														
Start date														
End date														
Match type														
Content filters														
Map														
Results for April 4th 2021														
Triumph 0 - 2 Bad News Bears ESEA Spring Cash Cup 3 North A... bo3														
Virtus.pro 1 - 2 Complexity ESL Pro League Season 13 *** bo3														
Spirit Academy 2 - 0 Medieval Ghetto eGames Cup 3 bo3														
petkopi4a 2 - 0 FULL SHOCK ESEA Spring Cash Cup 3 Europe bo3														
HAVU 2 - 1 K23 Funspark ULTI 2021 Europe Regi... * bo3														
1WIN 1 - 2 FULL SHOCK ESEA Spring Cash Cup 3 Europe bo3														
EC Kyiv 0 - 2 petkopi4a ESEA Spring Cash Cup 3 Europe bo3														
Medieval 2 - 1 Save's Ghetto eGames Cup 3 bo3														
FURIA 2 - 0 G2 ESL Pro League Season 13 ** bo3														
SAW 1 - 2 Copenhagen Flames Funspark ULTI 2021 Europe Regi... * bo3														
Gambit 2 - 1 HAVU Pinnacle Cup 2021 ** bo3														
GLADIATORS 0 - 2 Spirit Academy Ghetto eGames Cup 3 bo3														
Wings Up 2 - 1 LZ Funspark ULTI 2021 Asia Region... bo3														
Renewal 2 - 0 HZ Funspark ULTI 2021 Asia Region... bo3														

**1XBET**  
ESPORTSBROOK COMPANY





2.82 1.41


BET NOW


HLTV  
BONUS CODE


LATEST REPLAYS


 ex-WinStrike Sinners DEMO


 Reece D13 VOD


 Bad News B... High Coast DEMO


 Triumph Recon 5 DEMO

 High Coast Recon 5 DEMO


 Triumph Bad News B... DEMO

 Spirit Academy Medieval VOD

 Virtus.pro Complexity DEMO

 petkopi4a FULL SHOCK DEMO





[News](#)
[Matches](#)
[Results](#)
[Events](#)
[Stats](#)
[Galleries](#)
[Forums](#)
[Bets](#)
[Live](#)
[Fantasy](#)

[Q](#)

[Sign in](#)

2020

petkopi4a ? 2-0 ? FULL SHOCK

ESEA Spring Cash Cup 3 Europe

bo3

2019

HAVU 🍀 2-1 🏠 K23

Funspark ULTI 2021 Europe Regi...

★ bo3

2018

1WIN ⚡ 1-2 ? FULL SHOCK

ESEA Spring Cash Cup 3 Europe

bo3

2017

EC Kyiv 🌐 0-2 ? petkopi4a

ESEA Spring Cash Cup 3 Europe

bo3

2016

Medieval 🏰 2-1 🗡 Save's

Ghetto eGames Cup 3

bo3

2015

FURIA 🐉 2-0 🏠 G2

ESL Pro League Season 13

★★ bo3

2014

SAW 🏔 1-2 🔥 Copenhagen Flames

Funspark ULTI 2021 Europe Regi...

★ bo3

2013

Gambit 🏆 2-1 🍀 HAVU

Pinnacle Cup 2021

★★ bo3

2012

GLADIATORS 🏠 0-2 🏠 Spirit Academy

Ghetto eGames Cup 3

bo3

Start date

End date

Match type

Content filters

Map

Event

DreamHack Open Cluj-Napoca 2015

Cluj-Napoca, Romania - Major

2021

9 ? Villainous

ESEA Spring Cash Cup 3 North A...

nuke

HLTV BONUS CODE

LATEST REPLAYS

ex-Winstrike Sinners

DEMO

Reece D13

VOD

Bad News Bears High Coast

DEMO

Triumph Recon 5

DEMO

High Coast Recon 5

DEMO

Triumph Bad News Bears

DEMO

Spirit Academy Medieval

VOD

Virtus.pro Complexity

DEMO

petkopi4a FULL SHOCK

DEMO

EC Kyiv petkopi4a

DEMO

GO DEATH

# Table of Problems - HE

Heurísticas	Problema	JG	JL	PA	Mediana
1	JG - Botão de "Set New Password" não muda de cor nem o rato muda de indicador para cursor	2	3	3	3
	JG - Botão de "Create Account" e links para fóruns poderiam ser mais responsivos	1	1	1	1
	JG - Políticas de privacidade são difíceis de encontrar	0	0	0	0
	PA - Botão "report" de um comentário no fórum dá um feedback constante	3	3	2	3
	PA - O botão reply não dá feedback quando não se fez a verificação do email	3	4	4	4
	JL - Sistema não notifica que é necessária validação do email	2	2	2	2
2	PA - O uso de internal jargon	2	2	2	2
3	JG - Se carregar no "Sign In" não aparece botão para voltar atrás	1	2	1	1
	PA - Change email não é sugestivo	1	2	1	1
4	JG & PA - Ícone de definições poderia ser diferente (roda dentada)	1	1	2	1
	JL - Feedback sobre o estado do menu poderia ser mais explícito	1	1	2	1
5	JG - Painéis de lado dão para páginas exteriores ao site sem que o utilizador se aperceba disso (misclick)	2	1	1	1
6	JG - Search Bar não guarda histórico de pesquisas (no entanto apresenta logo resultados)	2	2	2	2
	PA - para encontrar uma página específica com para a manipulação da biografia, temos que "decorar" os cliques até lá chegar (também se encaixa na #1)	3	3	3	3
	PA - caixa da biografia muito pouco intuitiva	2	2	2	2
8	JG - Painele de "Recent Activities" poderia ser retirado da página de gestão de conta e de outras páginas	1	2	3	2
	JL - Site pouco responsivo (versão mobile)	3	3	3	3
10	JG - Não existe nenhum sítio no site aonde se possa pedir ajuda	3	3	3	3
	JG - Algumas páginas têm ajuda pró-ativa com parágrafos descritivos, mas a grande maioria não tem	2	2	2	2
Bugs	JG - Se ao seleccionar texto na caixa de login, arrastar e libertar o cursor do rato para fora desta caixa, ela fecha-a automaticamente.	2	3	2	2

# Our Appreciation

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- In general it serves its purpose
  - Great tool for those that want to follow CS
  - It's features are in generally well implemented
  - Powerful backend
- However...
  - Minimalist design
  - Too much advertising
  - Unnecessary information in some pages