IHC

Analytical evaluation
hltv.org

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What is HLTV

- 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

- 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

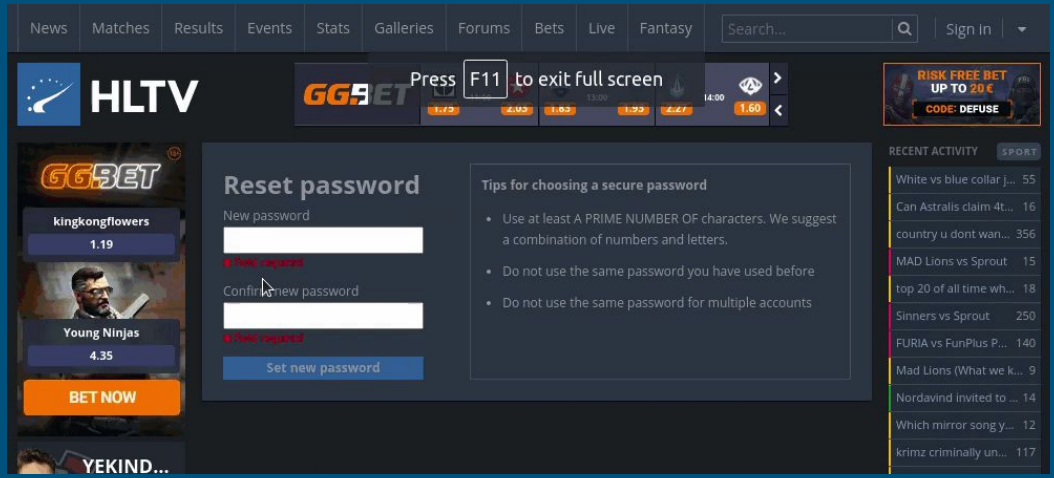
- HE - Each member tried do find issues with the system based on the 10 Heuristics by Nielsen. Then a table was made with all of the issues found and its respective severity.

- CW - 3 main tasks were defined and each member made a CW on it’s 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



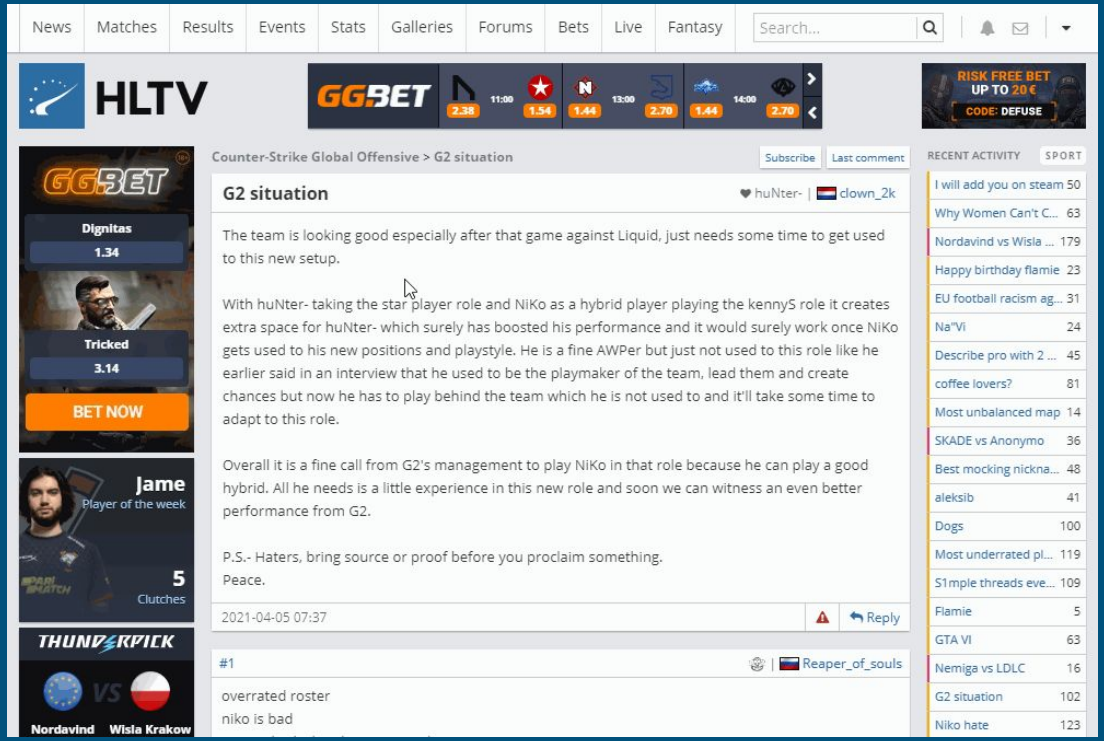
Obtained Results - HE

- Unresponsive reply button

- **Heuristic**:

  #1 - Visibility of system status

- **Severity**: 4



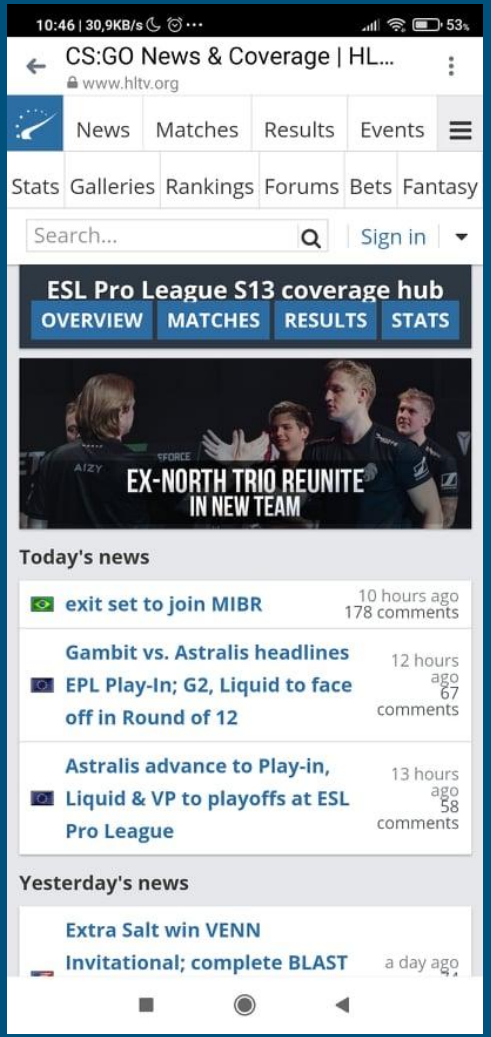
Obtained Results - HE

- Unresponsive website (mobile)

- **Heuristic**:

#8 - Aesthetic and minimalist design

- **Severity**: 3



Obtained Results - HE

- 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

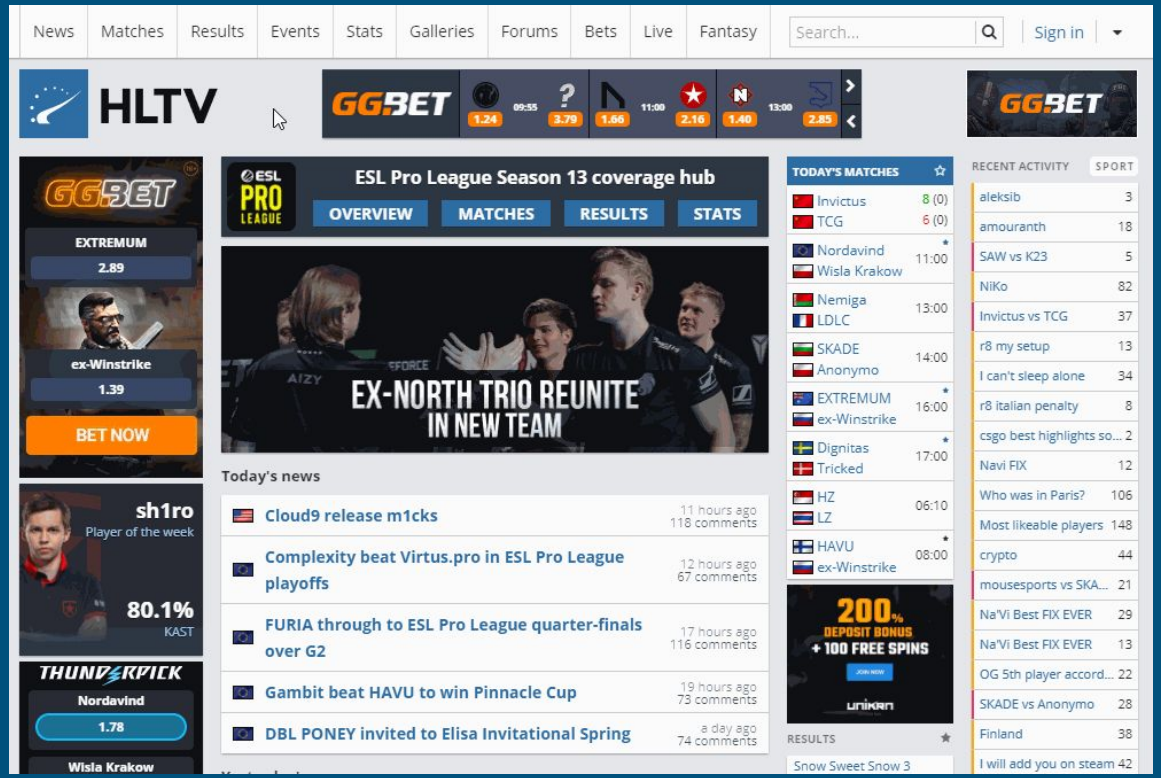
Obtained Results - CW

- **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



Obtained Results - CW

Click in dropdown Events

- Q1 - Probably Yes
- Q2 - Yes

Obtained Results - CW

Write in the search bar

the name of the event

- Q1 - Yes
- Q2 - Probably Yes

Obtained Results - CW

Click on the option

“DreamHack Winter 2013”

- Q1 - Yes
- Q2 - Probably Yes

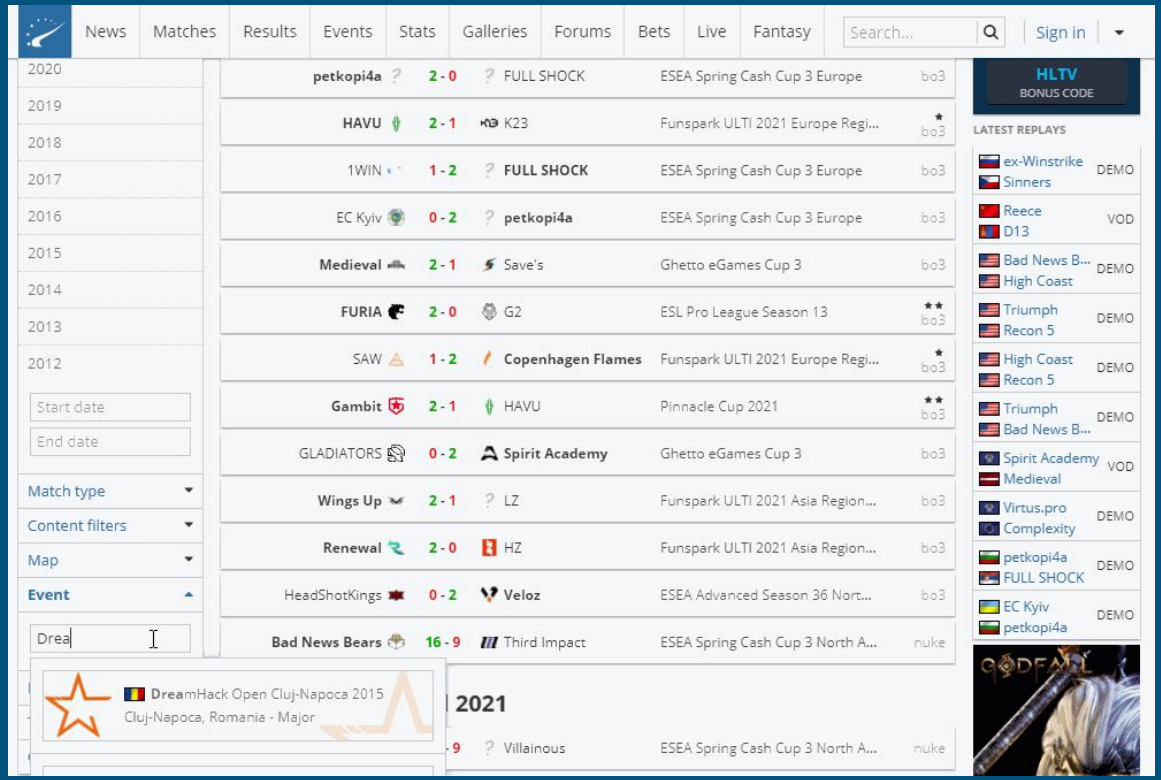


Table of Problems - HE

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 especifica 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** - Painel 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 selecionar 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

- 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