MYMERCER.E[DU] USABILITY HEURISTIC

INFM372

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USABILITY RATING

0 – THIS IS NOT A USABILITY PROBLEM

1 – COSMETIC PROBLEM

2 – MINOR USABILITY PROBLEM

3 – MAJOR USABILITY PROBLEM

4 – USABILITY CATASTROPHE; IMPERATIVE TO FIX

1. Visibility of System Status: The design should always keep users informed about what is going on, through appropriate feedback within a reasonable amount of time.

2. Match Between System & the Real World: The design should speak the user's language. Use words, phrases, and concepts familiar to the user, rather than internal jargon. Follow real-world conventions, making information appear in a natural and logical order.

3. User Control and Freedom: Users often perform actions by mistake. They need a clearly marked "emergency exit" to leave the unwanted action without having to go through an extended process

4. Consistency and Standards: Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform and industry conventions.

5. Error Prevention: Good error messages are important, but the best designs carefully prevent problems from occurring in the first place. Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action.

6. Recognition Rather than Recall: Minimize the user's memory load by making elements, actions, and options visible. The user should not have to remember information from one part of the interface to another. Information required to use the design.

7. Flexibility and Efficiency: Use Shortcuts — hidden from novice users — may speed up the interaction for the expert users such that the design can cater to both inexperienced and experienced users. Allow users to tailor frequent actions.

8. Aesthetic and Minimalist design: Interfaces should not contain information which is irrelevant or rarely needed. Every extra unit of information in an interface competes with the relevant units of information and diminishes their relative visibility.

9. Help Users Recognize, Diagnose, and Recover from errors: Error messages should be expressed in plain language (no error codes), precisely indicate the problem, and constructively suggest a solution.

10. Help and Documentation: It's best if the system doesn't need any additional explanation. However, it may be necessary to provide documentation to help users understand how to complete their tasks

The homepage for MyMercer landing page is clean with aesthetic & minimalistic design.
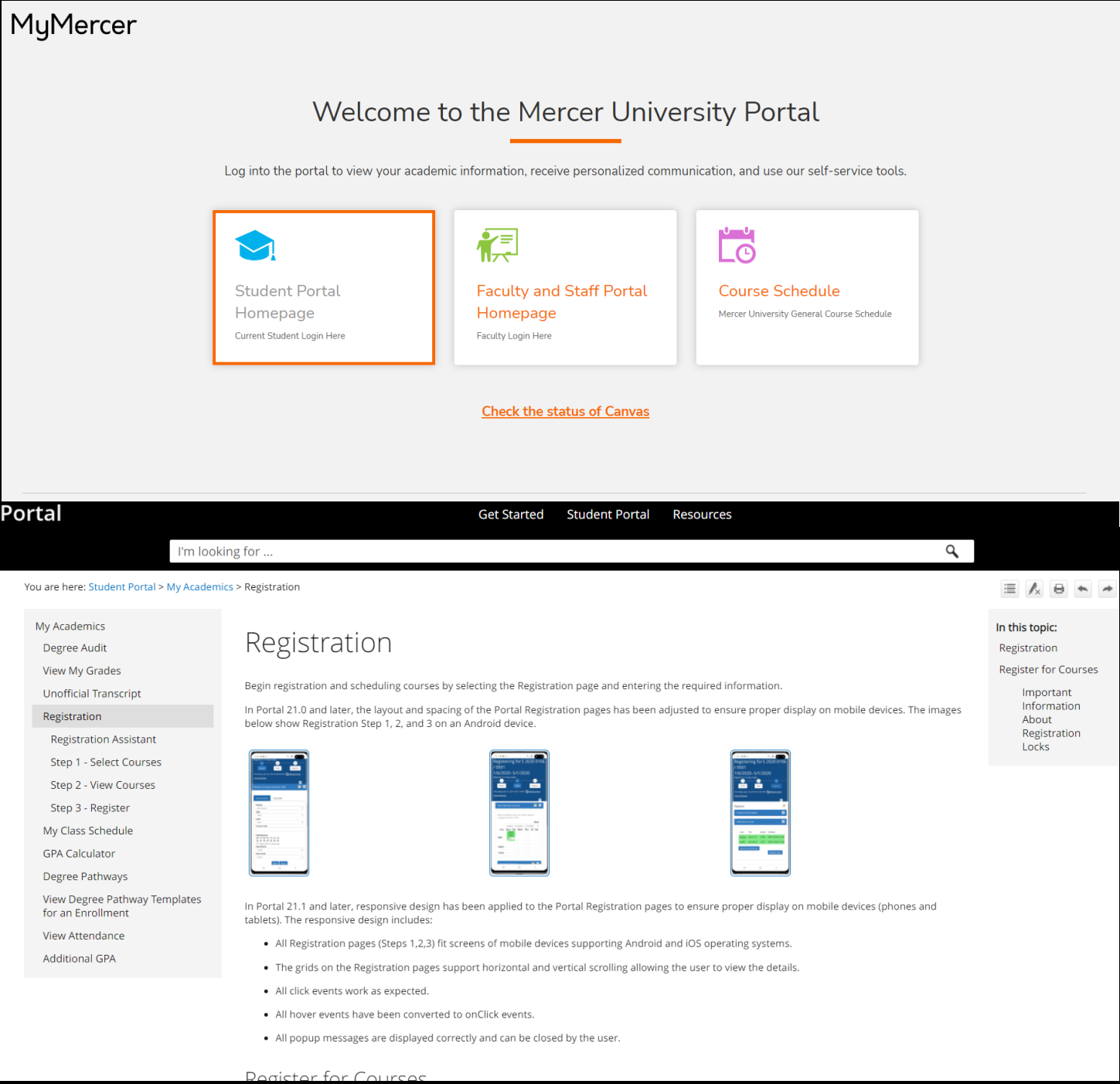
Rating: 0

Consistency & Standard

The layout throughout the MyMercer Portal and canvas use the same font style and colors for text and links. However, the page of the tutorial for registering for classes does not match the rest of the content.

Rating: 1
– Change tutorial to match the university colors of the other pages.

Help & Documentation

A link to a tutorial on how to register for classes is readily available on the registeration pages if you run into problems and need additional assistance.

Rating: 0

Recognition rather than recall: The ability to save your login information.

Rating: 0

Error Prevention:
Form validation showing required fields and messages explaining your ID is your 8-digit ID and password is case sensitive.
Rating: 0

Match Between System & Real World

The ID key is simple and easy to understand and makes sense. Selecting the term you are wanting to register for is also easy with clear labeling between Summer and Fall.

Rating: 0

In the first photo you see a loading bar after searching INFM in the top search bar. This search did not bring up any INFM classes or any new information and felt misleading. The search bar under All Courses section is where you search for the INFM322 where you are then able to the click the Green + to add the class to the registration list. The loading message and bar is good visibility practice, but the page did not actually load anything new.

Visibility of System Status Rating: 2
Error Prevention Rating: 1

-Make the second search bar for classes more apparent OR make the quick add more functional.

[Additional screenshot on next slide]

The quick add did not display INFM courses.

After adding your summer classes to your registration list a message appears telling you to be sure to click the REGISTER/DROP button to submit any changes. This is a great use of error prevention.
Rating: 0

This is also an example of a confirmations page to check your classes before you click the "Submit" button. There are check marks and undo or remove marks (-) clearly marked if you made a mistake. This is an easy undo button if you change your mind on a class or accidentally added the wrong class.
User Control & Freedom Rating: 0

my.mercer.edu/secure/Student/Reg/OnlineRegWrap.aspx

ⓘ Please click the Register / Drop button to complete the registration process.

VIEW   REGISTER / DROP

Showing 1 to 2 of 2 entries

Search

Select ▲	Action	Code	Title	Section	Schedule	Cr	Campus	Building/Room	Location	Instructor	Status	Reason	Shift	
☑	🗎	CPV INFM322.	Introduction to Multimedia and Web Design Tools	1W1	No scheduled meetings	3.0	RAC	NA	NA	#Staff, TBA	Registered		Distance Learning	
☑	🗎	CPV RELG220.	Survey of World Religions	1W1	No scheduled meetings	3.0	RAC	NA	NA	Phelps, Hollis	Registered		Distance Learning	

Show 10 ⌄ entries

Previous 1 Next

Showing 1 to 2 of 2 entries

Registration Summary - Classes / Credits (2/6.00)   ➕

Flexibility & Efficiency

Dropping a class is not as easy as adding one. After going back into the registration on you select the course, select the reason of dropping the class, and then wait for registrar to review and approve the drop.

The instructor has not been confirmed for the class, so the class materials are not available yet.

Rating: 1

-Make add/drop an option on the main registration page.

Course Unregister Reason   ×

Course Status Change Reason

Please select a reason for unregistering the course from the list below:

- ● Dropped - Changing Schedule
- ○ Dropped - Financial Difficulties
- ○ Dropped - Health Reasons
- ○ Dropped - Personal reasons

OK

Introduction to Multimedia and Web Design Tools

Section :
1W1

Credits :
3.0000

Class Start Date :
5/22/2023

Class End Date :
7/17/2023

Grading Scheme :
Student's Choice

Campus :
RAC

Delivery Method :
Online

Building/Room :
NA

Location :
NA

Instructor :
#Staff,TBA

Class Comments :
This course may have additional costs that are associated with exams administered by a proctoring service. Students are responsible for those costs. Payments are made directly to the proctoring service at the time of examination, not the University.