

Exercise: LE 03 Usability Engineering and Human Factors

Task 1) Scenario: You are evaluating the usability of a Library Management System (LMS), which allows users to search for books, reserve them, and manage their loans. This includes the following task flow:

1. The user logs into the LMS.
2. The user searches for a book by putting a search term into the according search field and clicking on the search button.
3. The system shows a list of search results
4. The user selects a book, but there is no clear indication of whether it is available for loan.
5. The user clicks "Reserve," but no confirmation message is provided.
6. The user is returned to the search page without knowing if the reservation was successful.

a) Please describe to which extent the task flow in the scenario above ensures effectiveness, efficiency, error prevention, and user feedback.

b) Propose three improvements for the LMS. For each include a description as well as an explanation of how it will improve the usability.

Task 2) Plan a usability evaluation for <https://www.perplexity.ai/>. The usability should be evaluated for first-time users. Define three test tasks, select relevant usability metrics and suitable usability methods and justify the evaluation methods chosen.

Write your results from task 1) and 2) down in a word document and upload it in Ilias.