SEG 3125 (Analysis and Design of User Interfaces)
Winter 2022

Assignment 1:
Videotaped Cooperative Interface Evaluation.

- Work in Groups.
- Clearly state team members.

You are expected to perform a cooperative videotaped user interface evaluation for some functionality of a software system of your choice (can be a Website). The cooperative UI evaluation should be based on common and complex tasks.

Your report will contain the following:

1- Report organization, formatting and writing: 10%
2- A summary of the **procedures** you used to do the evaluation: 30%
   - When, where and how did you do the evaluation process?
   - What did the subject do to achieve the task,
      - Pseudo code like description of the steps that have been taken by each user to accomplish the required task.
   - What happened as the evaluation proceeded?
      - Here you should provide sufficient detail so the marker can see that you followed good procedures and handled procedural problems well.
         - Describe the protocol you have used. That is, did you follow a think-aloud methodology? Cooperative? Or other?
         - Describe what you did when the user was confused/lost (if this happened).

- Describe the roles in the team (moderator, scribe, cameraman…)

3- A complete list of malfunctions that you found (1 per line): 30%

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4- A discussion of the five most significant malfunctions: 30%. For each provide the following,
- An excerpt of the protocol.
  - ➢ i.e. a verbatim transcript of 5-15 lines describing what the user did and said, what you said and what happened (around the time the malfunction occurred)
  - ➢ You can embellish this with a picture illustrating the malfunction if this makes it clearer
- The result of **malfunction analysis** (see slides of lecture 2).
  - ➢ For each malfunction, you need to answer the three questions as discussed in the lecture.
- Brief recommendations for the changes.

General Notes:

- Run the videotaping experiment with exactly two users!
- Do not forget to sign the Informed Consent Form, available on the course web site.
- For malfunction analysis follow (in detail) the procedures outlined in the lecture notes
  - o Remember to do a short dry run (pilot study) so you become comfortable with the procedures and A-V equipment.
  - o Remember that co-operative evaluation requires both you and the subject user to verbalize.
  - o Your subject(s) should not be someone intimately familiar with the software; however, the subject should know or be taught the basics of the system.
- Total videotaping time should be 20-30 minutes.