

HW 3. User Interface Critique

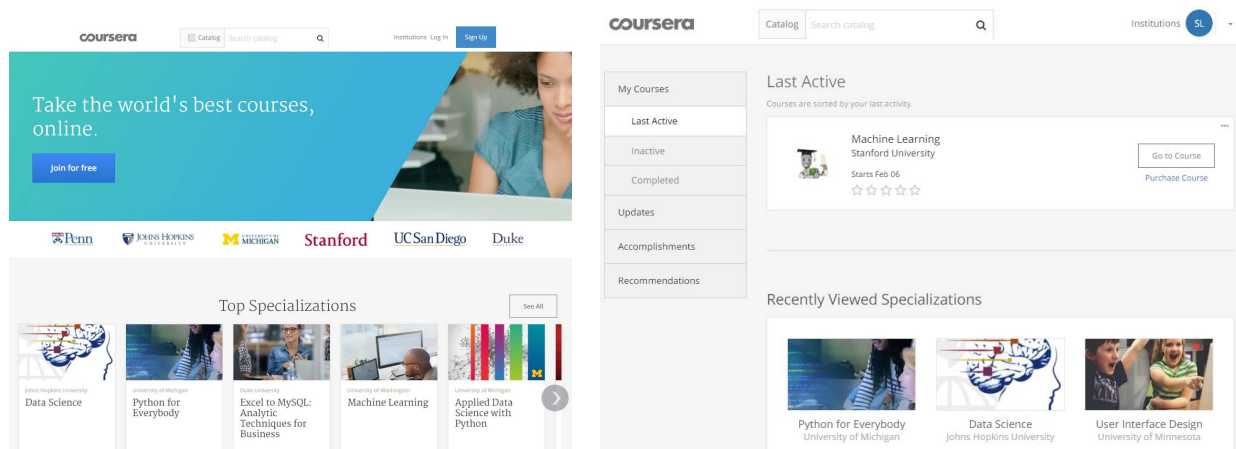
Course : EECS 330. Human Computer Interaction

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■ Introduction to Website – Coursera

Coursera is a website where users can take lots of courses from other universities. This website provides courses in a variety of areas, and each course includes short video lectures on different topics and assignments to be submitted.



This website is basically organized into three sections: Catalog, Search, and Sign-in & Log-in. Once users log-in, then it is newly organized into four sections on the left side: My Courses, Updates, Accomplishments, Recommendations.

■ Affordance



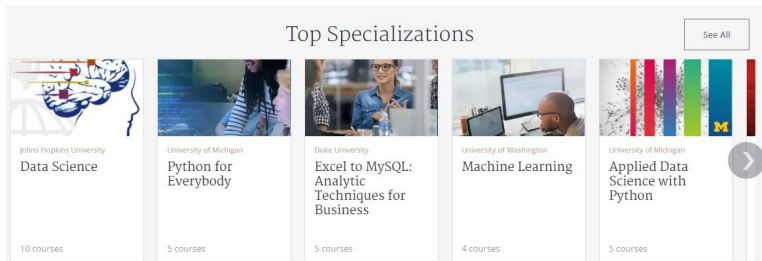
Institutions textbox indicates that you can see all the institutions which provide courses in this website. However, the textbox doesn't look like a link to show a new page, but it actually is clickable and you will get a new related page. So, the designers aren't taking advantage of established affordances.



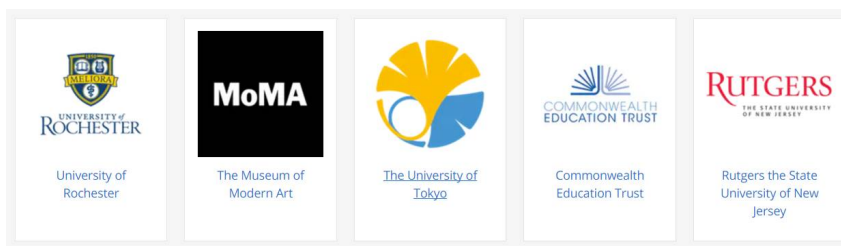
Catalog & Search Texture indicates that you can search any courses you would like to see, and then you will have lots of options to take the courses. This function can be advantageous in interface design in a sense that you can directly type in Search catalog textbox to find the courses. However, the Catalog textbox doesn't look like a link to show a new page, but it actually is clickable, which means designers aren't taking advantage of established affordances.



The visible highlighting that you get when you move the mouse over a "Go to Course" button is one of affordances. Because the object visibly responds to the presence of the mouse, it suggests that you can interact with it by clicking.



Right Arrows on 'Top Specializations' menu indicates that you can see more choices if you click on the arrows on the right side. The arrow actually does double-duty – it makes visible the fact that more choices are available, and it serves as a hotspot for clicking to actually make it happen. This makes conveniences to users.



Finally, if you click each institution's logo or text, you can see all institutions and courses they provide. Even if the logos don't look like a link, they are actually are clickable. So, the designers aren't taking advantage of established affordances.

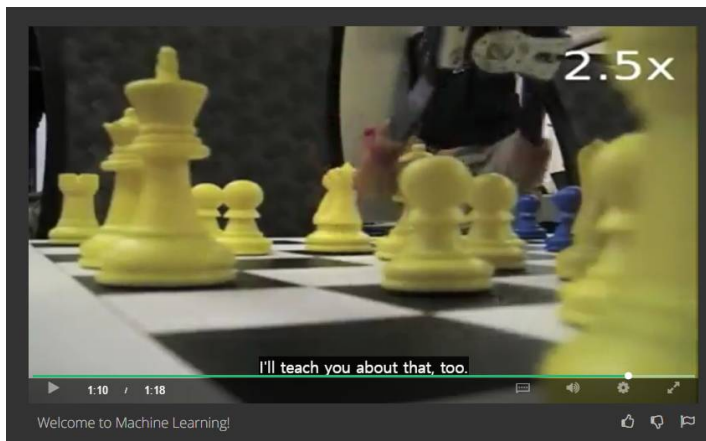
■ Feedback



When you select 'Inactive Courses' from 'My Courses' menu, it seems like the clock image is clickable so that users might expect something related to time. However, it doesn't respond when you click this. So, it's offering poor feedback.



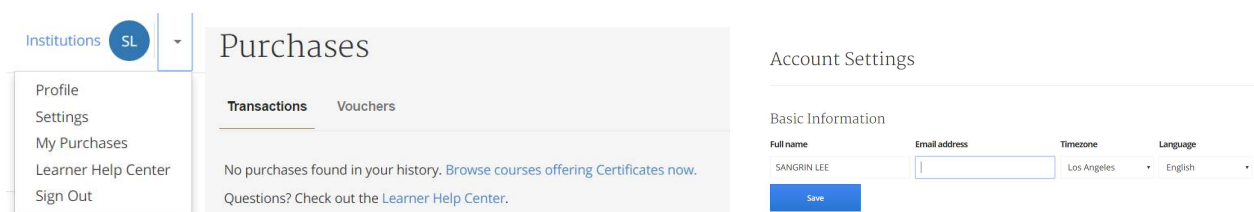
When you see the overall course schedule, it seems like you can click each week and then you might expect some related courses. However, it doesn't respond, which means you won't get anything from this. So, it's offering poor feedback.



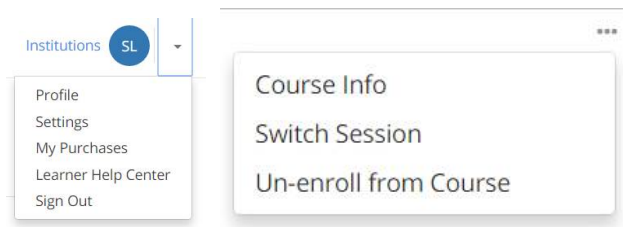
During taking the courses, they provide translation, sound control, screen control and speed information to users who is taking the courses, which is great help for them. In contrast, there is no related materials, information, or some part of other courses. So when you need something you want to know more during taking courses, you may need to stop the video, and then search it by yourself. This will take your time on this page. Therefore, this is offering poor feedback.

■ Consistency

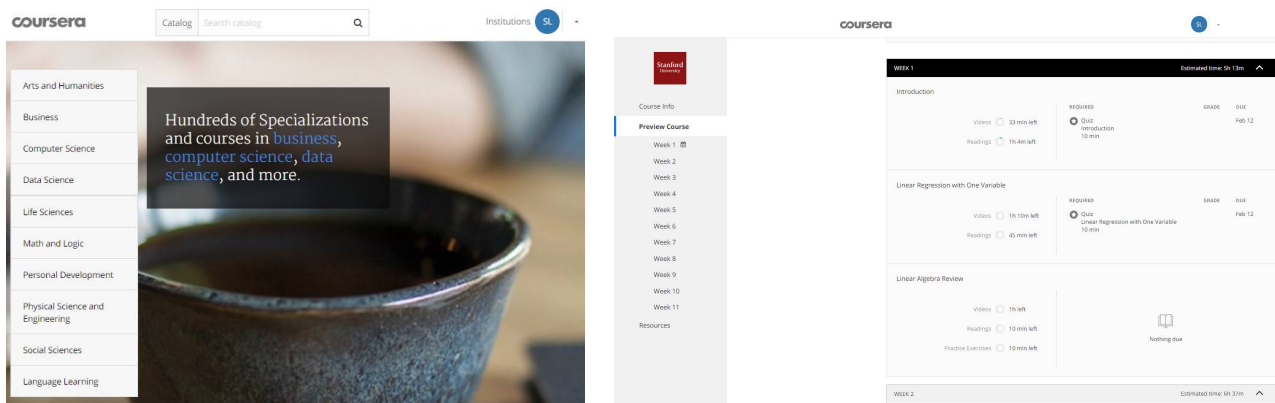
With consistency, interface can be designed to have similar operations and elements for achieving similar task. Besides, Systems are usable and learnable when similar concepts are expressed in a similar way. Moreover, consistency enables people to quickly transfer prior knowledge to new contexts and focus on relevant task.



From the menu bar, there are five options to choose. These are within same menu bar. However 'Settings' option and 'My Purchases' option have different layouts when you click each. This might give you confusion and you might misunderstand that you are in wrong page. This is an example of showing a lack of internal consistency.



There is another internal inconsistency between the two menu bar. One is from login menu bar, and one is from course menu bar. The first one uses triangle image to select, and the second one uses three dots image to select. So, you might think you are on the different website and feel confused when you experience these two different menu layout. This is another example of internal inconsistency.



This first one is main homepage, and the second one is course page. However, Both page have different layout items in each category. So, you might not find the one that you want to go. This layout inconsistency makes people get confused.

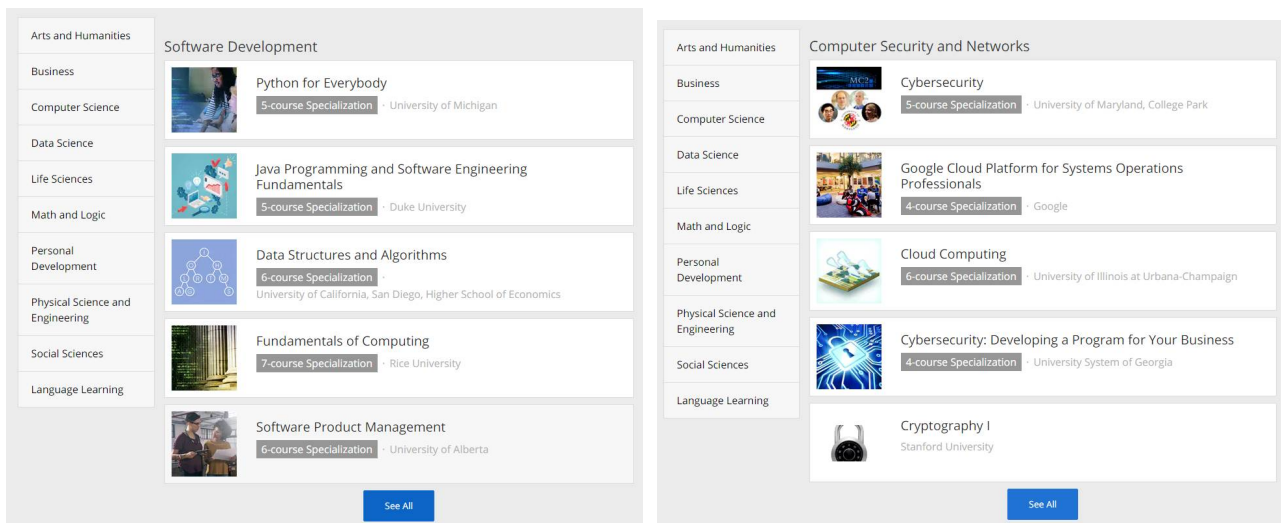


The left one is the coursera homepage and the right one is coursera blog homepage. Both of them are different application(homepage) but within same platform. For the users who use both of them might have hard time using each website. This is because there is external inconsistency between the original coursera webpage and coursera blog.



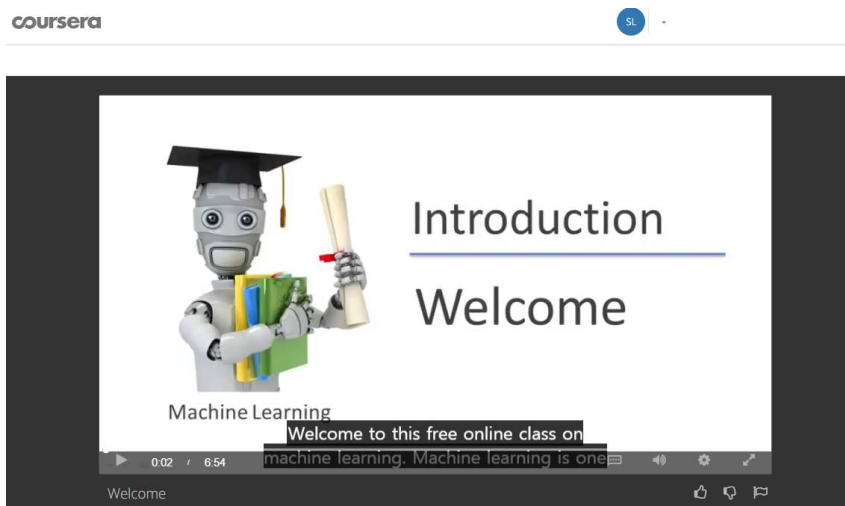
These are two different loading image within a same website. So, you might have no idea if

the webpage is loading well or now. If this loading image keeps showing, then users might have lots of confusion. This is one of examples which shows a lack of internal consistency.

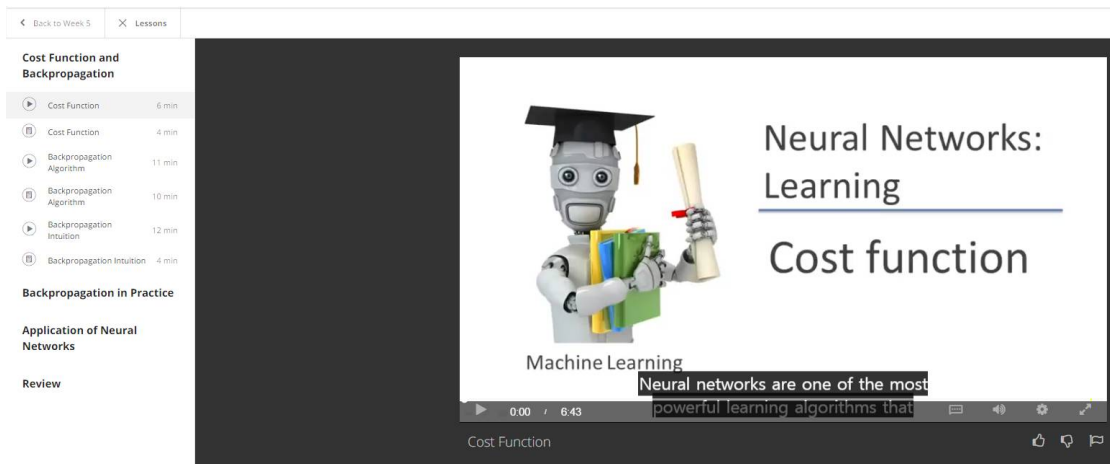


These are result of search from each categories and it provides same layout regardless of the categories. These organized layout helps a lot for users to memorize some subject. Also, users might not get lost from the point they saw because same layout helps users tell where they are at. This is good example of internal consistency.

■ Visibility

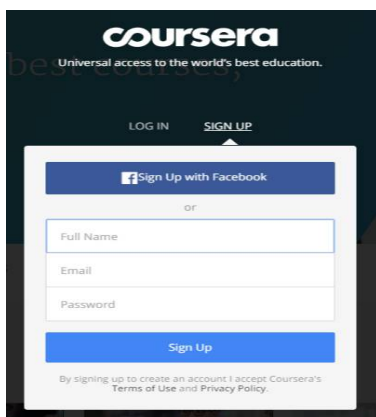


Important point for visibility is navigation. During taking courses, there is no way to find where I am now at the current webpage. In addition to this, there might be another problem when users want to find another courses. Of course, there is back button, but it only goes one step back from the current page, which takes more time compared to just going straight to main homepage. To prevent this, It would be a lot better if the designer provides main homepage button which goes to directly to main homepage. Showing the hierarchy in a tree widget within a current screen is another way to do it, but it should be simple. Otherwise it costs more screen space and complexity.

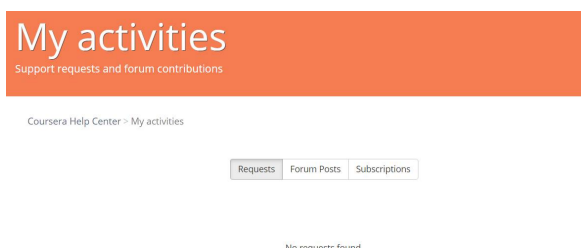


Left part on this page is really good for visibility when you want to go some specific places. And each place has their own title so that you can find the place where you want more easily. So you don't need to spend time on searching the specific part, which will ultimately saves your time.

■ Supporting good conceptual models



Once you click 'Sign-up' & 'Log-in' buttons on the main page, then you will see newly created popped-up 'LOG IN' and 'SIGN UP' screens. Those screens suggest that you can register your account and have some options to log in such as facebook or email address. However, there is no indication to go back to main homepage. The only way to go back to main homepage is pressing 'Esc' key in keyboard, which is even not mentioned. So, user has no idea what to do when something goes wrong.



You may feel unsure when you want to see your activities. Especially, there is no way to search anything with activities. Users might take more time trying to find meaningful page.

Posts Comments

You currently have no contributions.

You are not sure how to see posts and comments. Actually, there are two options such as 'Posts' and 'Comments'. However, these options seems difficult to tell if they are within one word or not. So, users might take more time to understand what exactly it means.

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We're working hard to connect people to a great education. Join us.

Open Positions



Create

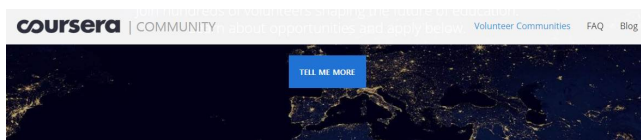


Operate



Partner

You can predict the outcome of your action when you click one of the options(Create, Operate, Partner) because those options(Create, Operate, Partner) gives you clear textbox with image icon, which will help you what to choose. So user rarely has to look at documentation. In addition, there is a button called 'Open Position' which has some clear explanation above the button. This is much better compared to having just only button. So users feel confident and smart.



MENTOR

Mentors are a dedicated, passionate community of over 350 Coursera learners who foster discussion and support learners in more than 70 courses.

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TRANSLATE

The Global Translator Community (GTC) is a tight-knit community of more than 25,000 Coursera learners who translate course video subtitles into more than 65 languages.

LEARN MORE

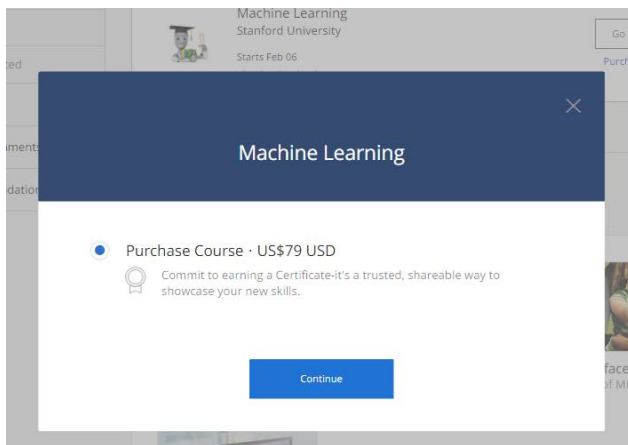


TEST

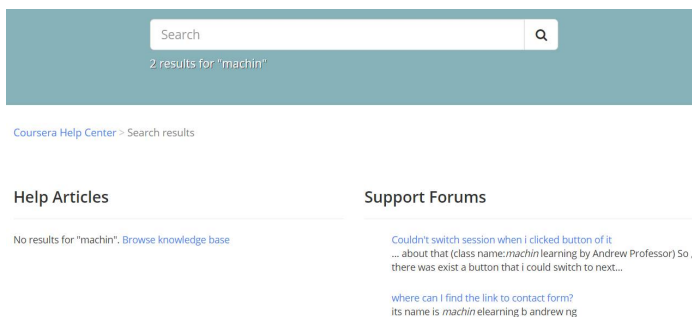
Beta testers are an impressive group of experts and enthusiasts who explore Coursera courses before they open to the public and give feedback to instructors.

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You have no idea how to go back to the previous page when you get into wrong place. This is the page when you clicked 'Beta Testers' button, but it doesn't show anything about exiting from this page. So, user feels unsure how to deal with unexpected situation because this webpage does not clearly provide such function such as going back to main page.



When you click 'Purchase Course' button, then it will show you one pop-up screen. However, there is no back button or exit button, but it only gives you 'X' icon on the top-right, which is hard to be seen. So, you have no idea how to deal with when you need to get out from this pop-up screen.



If there is no spell checker or auto complete functionalities, you might have a chance to get wrong result and feel unsure about what you try to search. So, it would be a lot better to have such functionalities(spell checker or auto complete) for users to use the website. In other words, these features also reduces the likelihood of user typing wrong words.