



HERALD
COLLEGE
KATHMANDU



HUMAN-COMPUTER INTERACTION

(5CS020)

USABILITY REPORT AND WIREFRAME

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Submitted on: 22-03-2024

Word Count:1544

Acknowledgment

I would like to thank those who ever made this model. Which helps us to increase the creativity of our UI and UX of all screens from websites to mobile apps.

This assignment helps me learn more detail about Schneiderman's 8 Golden Rules and Nielsen's 10 Usability Heuristics and understand all the points of these rules. I also found got a chance to read many research papers and explain what I understood after reading all those research papers.

I can draw wireframes and designs with the help of Figma. I understood what should I do and what should not I do with the help of these rules to make my work more effective and cleaner.

Abstract

Every organization from small to big organizations from private to governmental to profitable to non-profitable organizations need a website and app for different purposes.

The website helps to connect clients and organizations to get information and much more. Nepal's government also has implemented the rule to create websites for every organization.

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USABILITY REPORT

1. Introduction

Usability simply means making apps, websites, pages, or any human interaction UI user-friendly for all kinds of users from old to young and from physically fit to disabled people all around the world.

2. Literature Review

How to Develop Information Systems to Improve Accessible Tourism

The author of this report is MDPI, Basel, Switzerland. This article can be used by anyone who are in research by following its term and condition.

This report is all about making tourism information and services through websites or apps better for every kind of tourist from all around the world from different nationalities, languages, and continents.

Alternative Forms of Tourism

The author of this report is MDPI, Basel, Switzerland. This article is open and free to anyone any one can use it or read it by following its term and condition.

This report is all about making National, Geo Park information and service through websites or apps better for every kind of tourist from all around the world from different nationalities, languages, and continents.

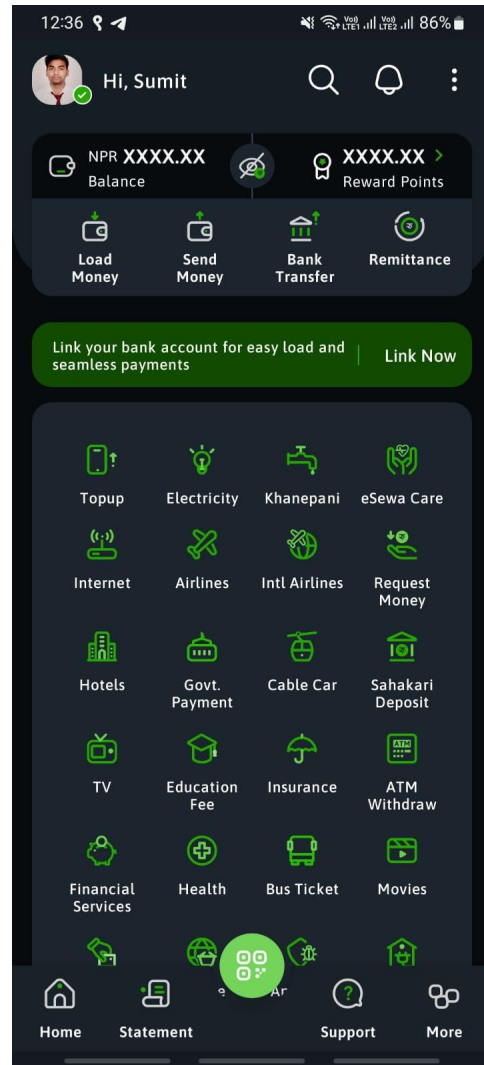
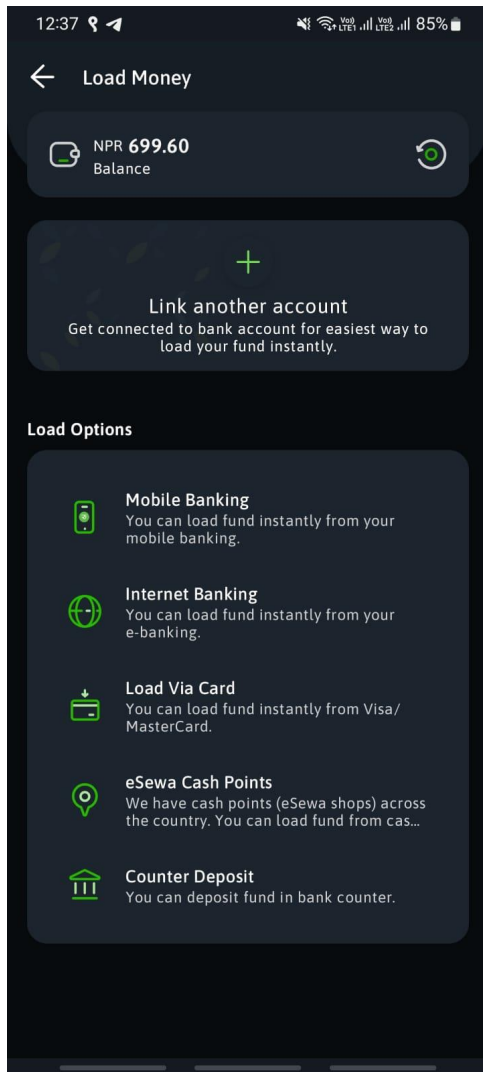
3. Analysis

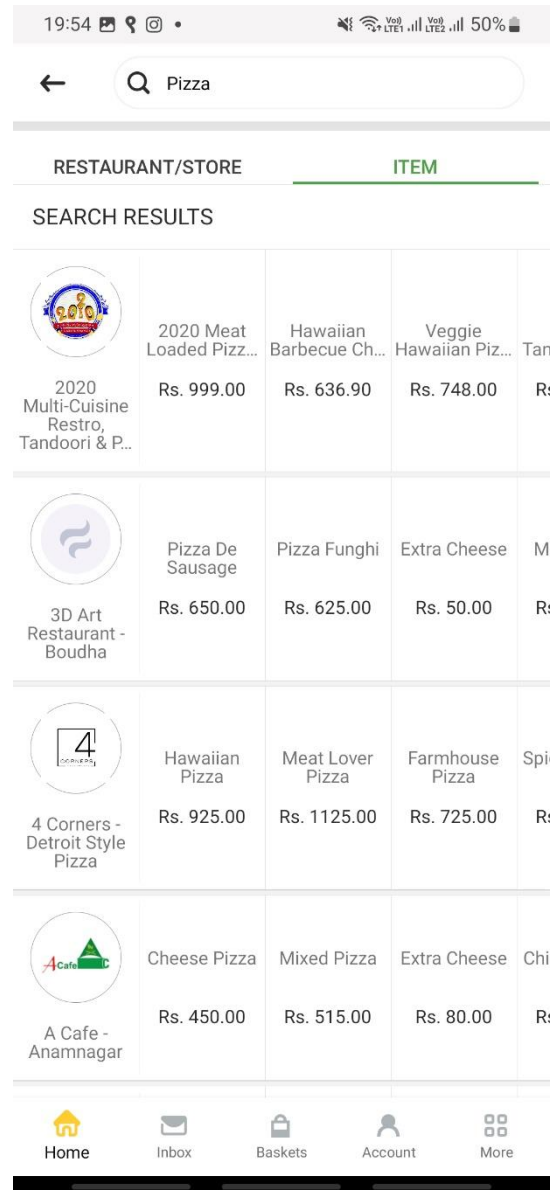
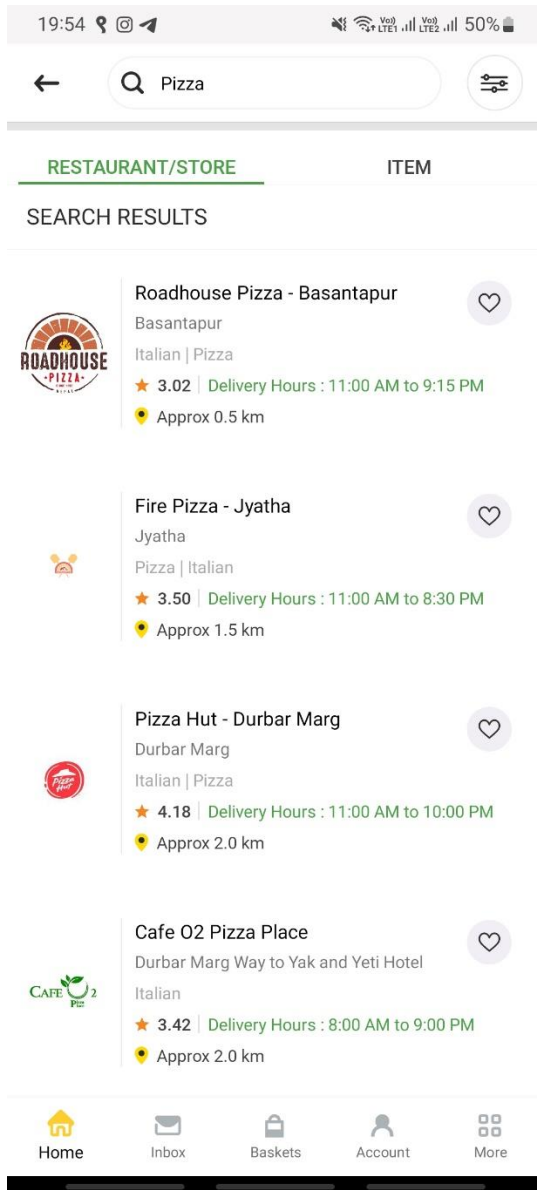
[1. Esewa](#)

[2. Foodmandu](#)

1. Schneiderman's 8 Golden Rules

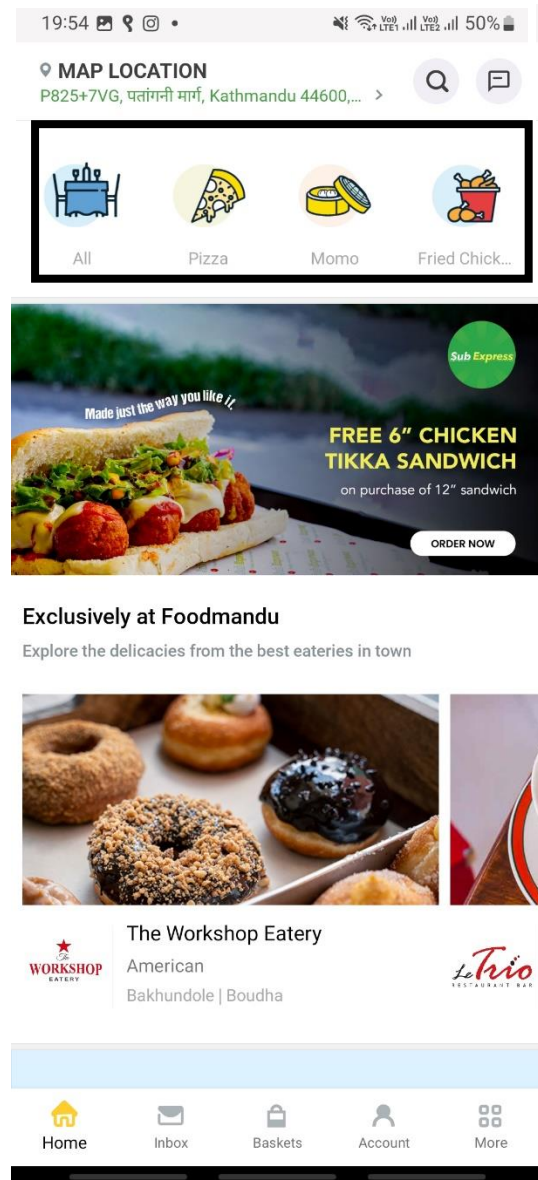
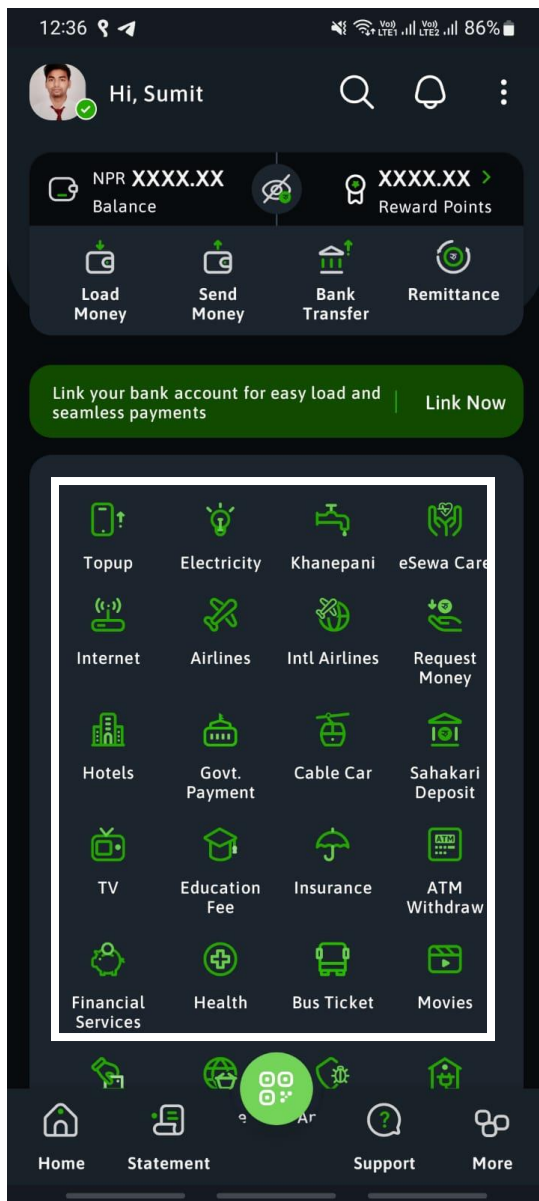
1. Strive for consistency





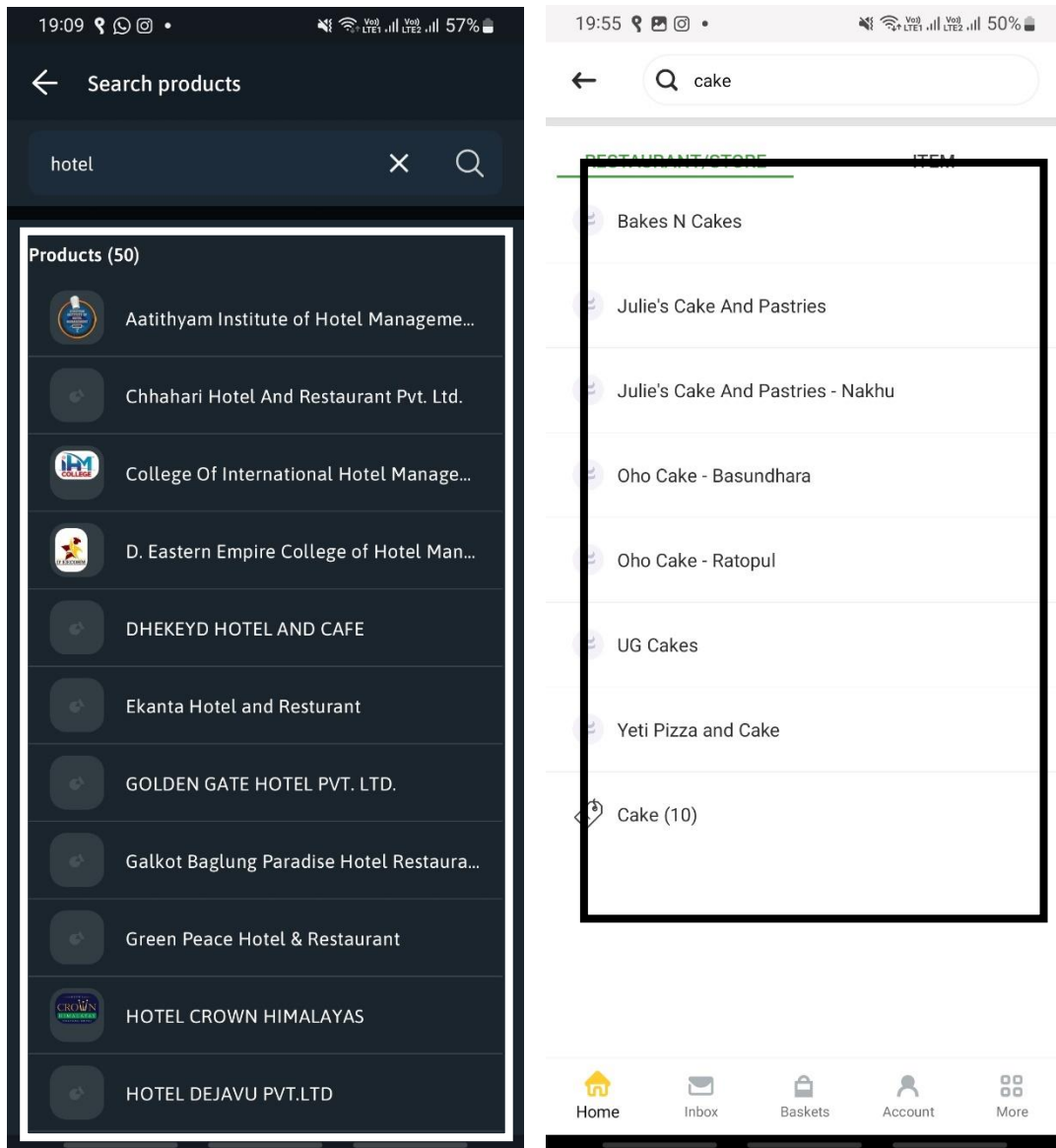
Consistency is available on both of the apps. Whether we go to any page user will not feel that the user is outside of the app.

2. Enable frequent users to use shortcuts



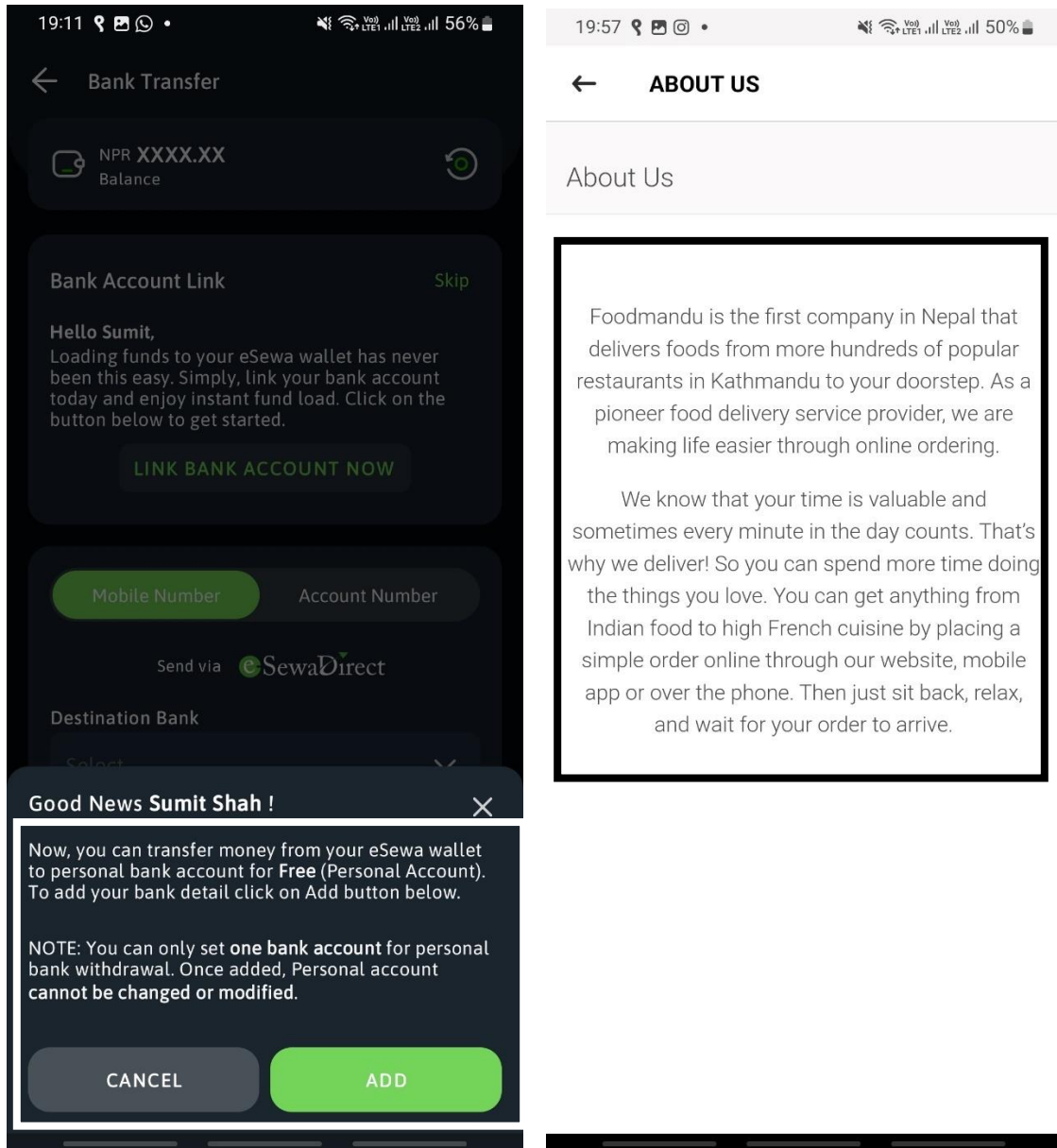
Many shortcuts will help the user to go to other sites with just a click. Which saves time for the user and maintains simplicity.

3. Offer informative Feedback



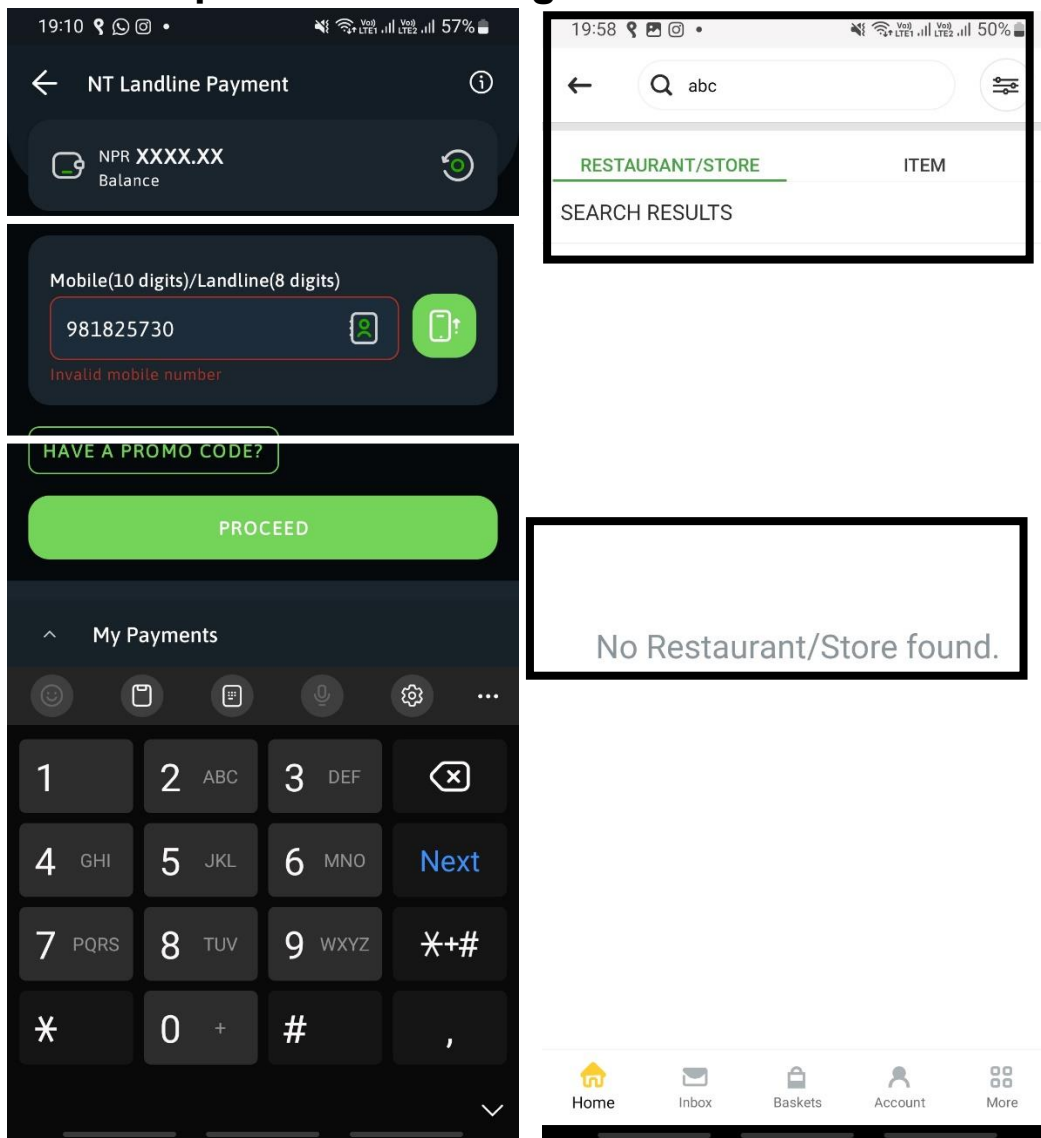
The app provides informative feedback for different fields like search bar, search results, and results of searches. Which lets the user know what is happening.

4. Design dialog to yield closure



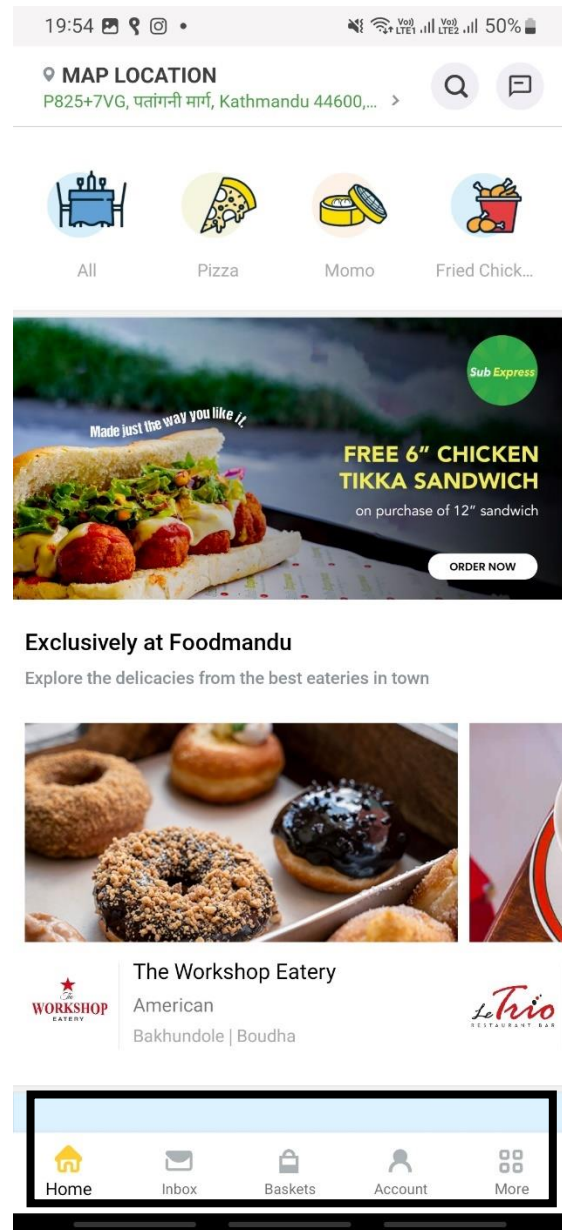
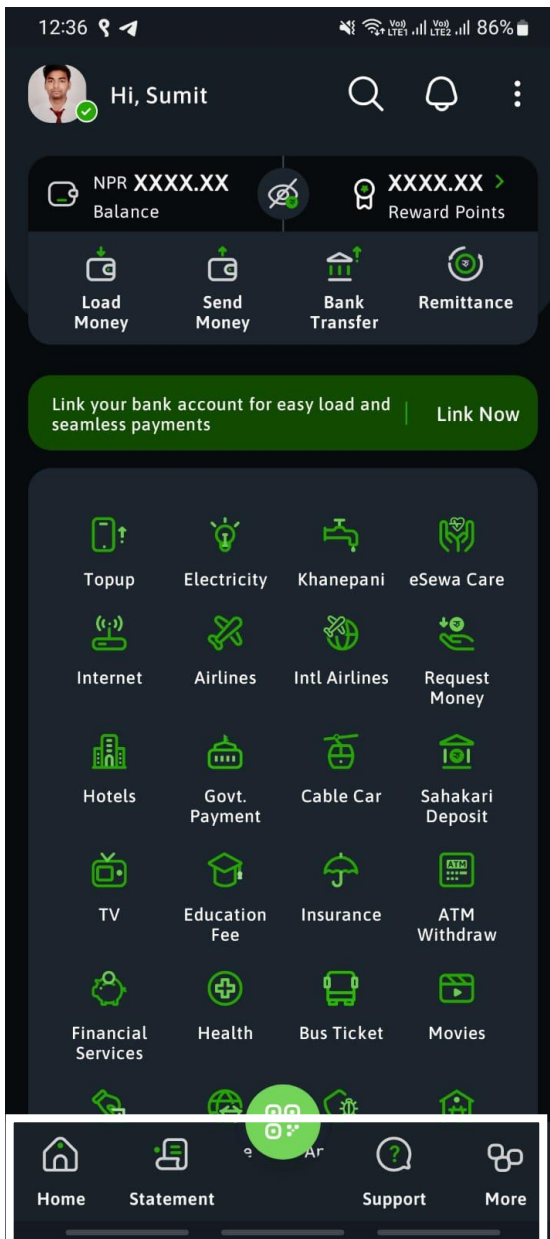
Dialog box papers as soon as the user enters the app which provides the latest information and notices. Everyone who enters the app will know about the information or notice.

5. Offer simple error handling



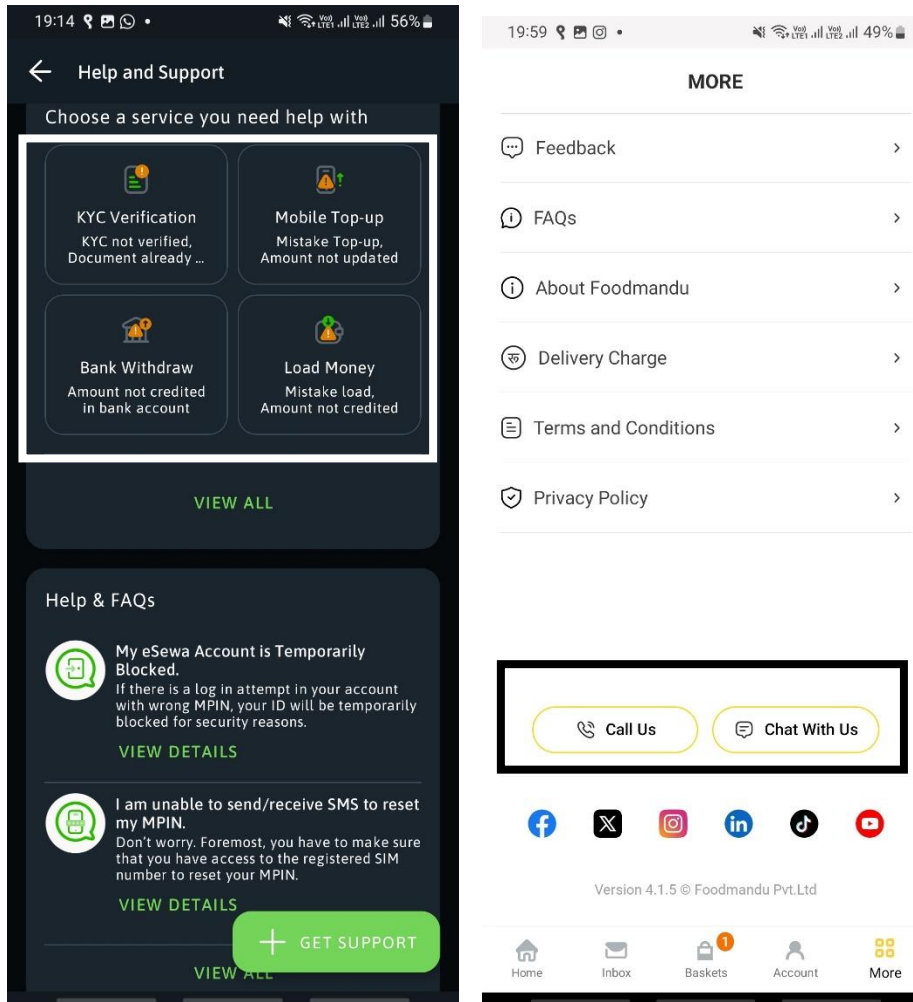
The app handles simple errors when users make simple errors or not let users repeat the same kind of error in the future. Make the user use it more perfectly.

6. Permit easy reversal of actions



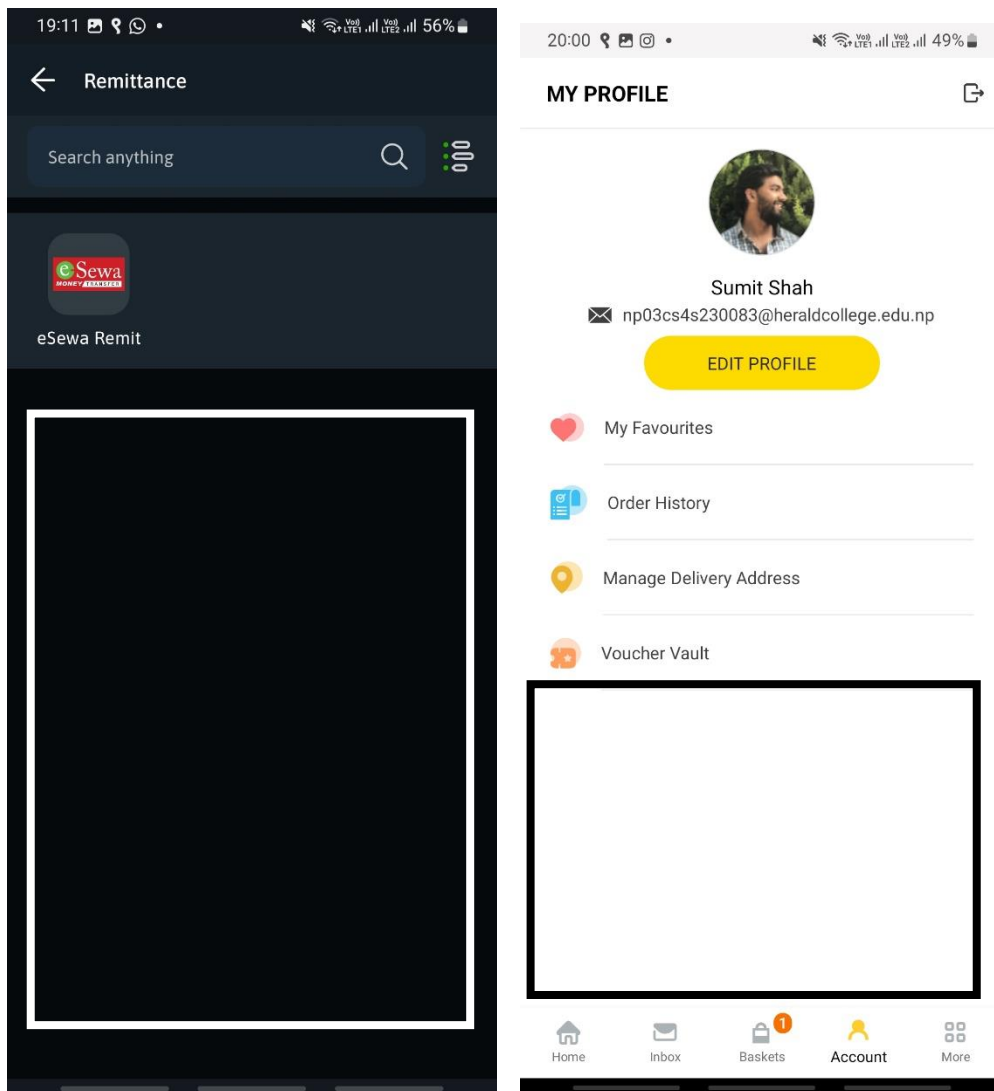
Users are provided with simple reversal as they can go from one site to another easily by simply clicking. Users don't need to search here and there for what they are looking for.

7. Support internal locus of control



If users have problems or need any kind of support from the app. The website provides them with a short form where they can write what they need or call directly .

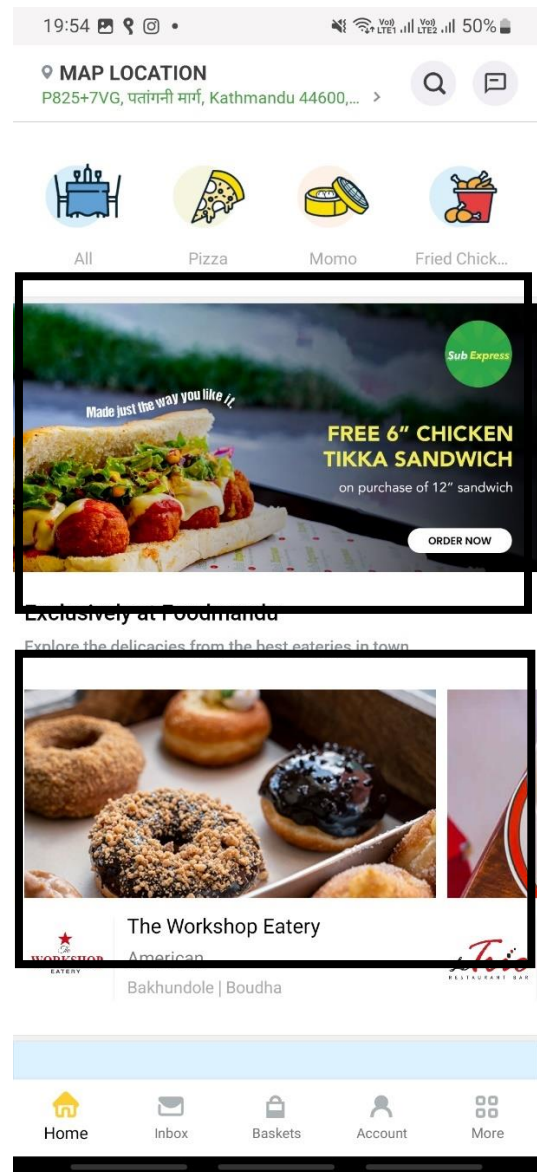
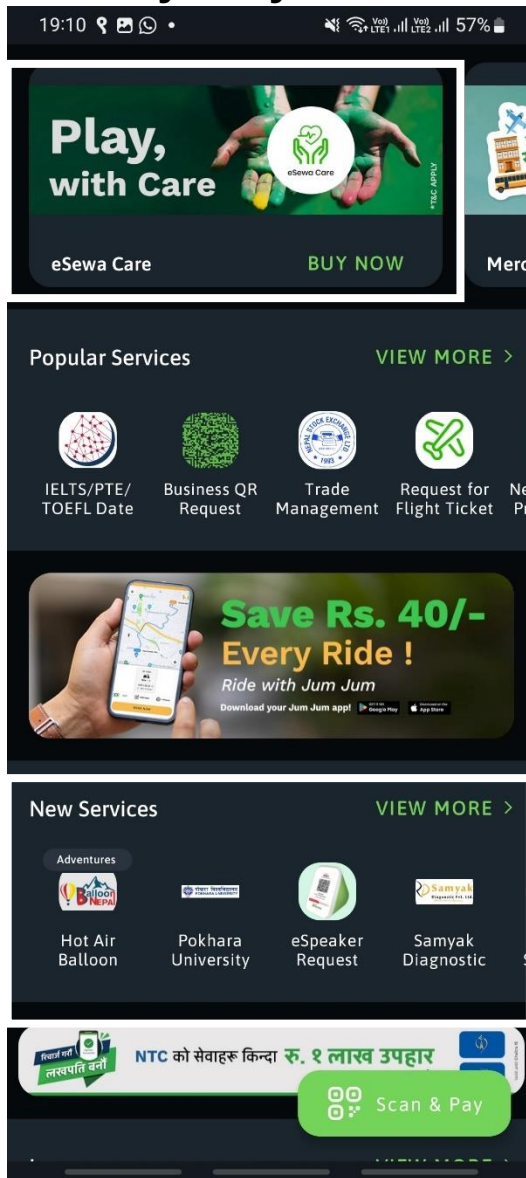
8. Reduce short-term memory load



Only specific parts or text are shown or available on the page. Which makes users read or see what the app wants to show to them.

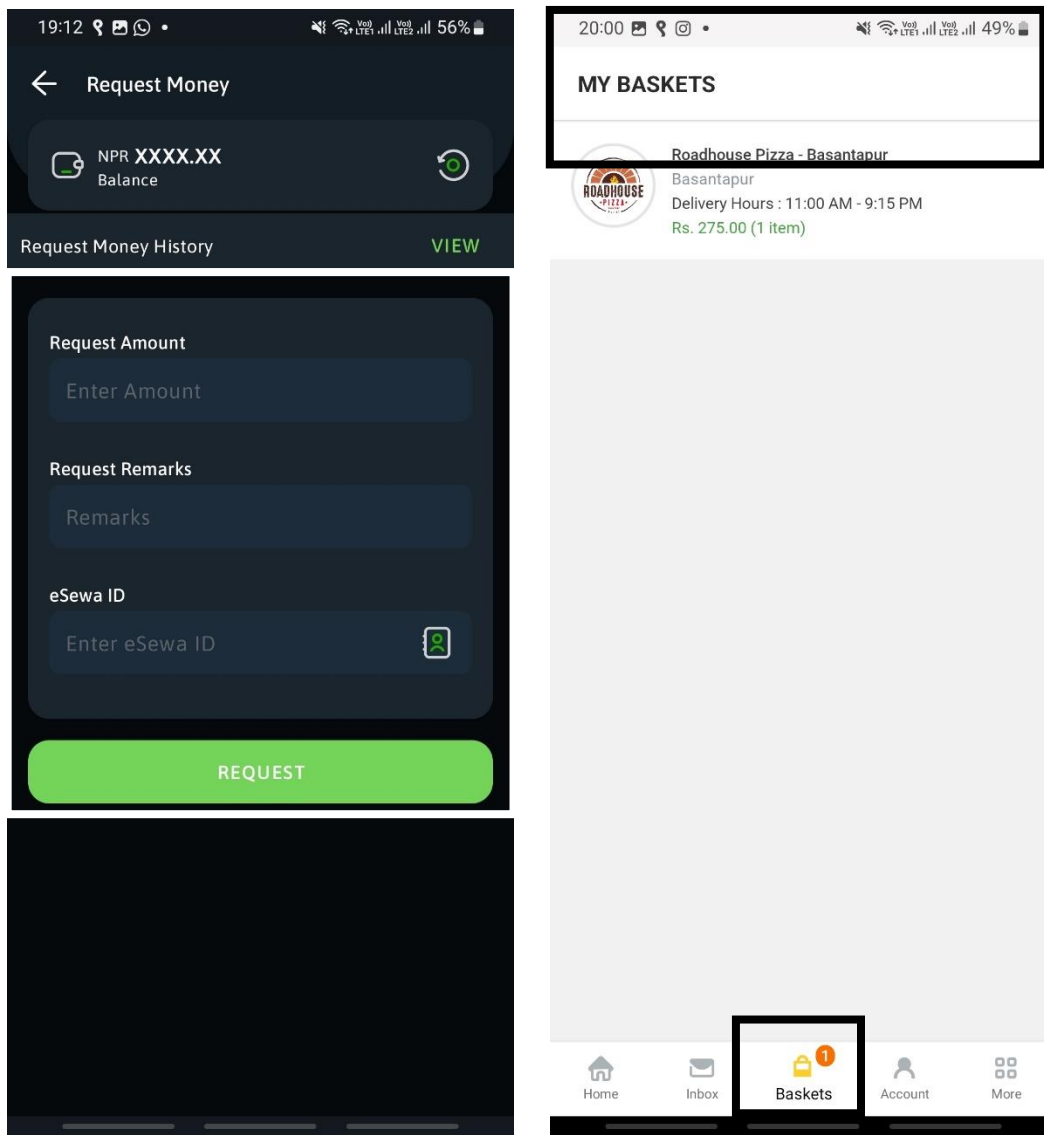
2. Nielsen's 10 Usability Heuristics

1. Visibility of system status



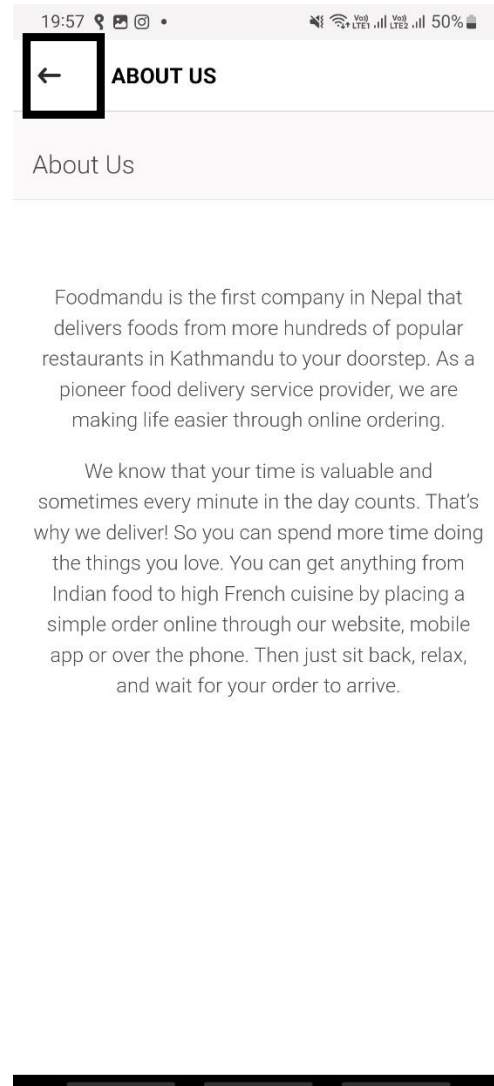
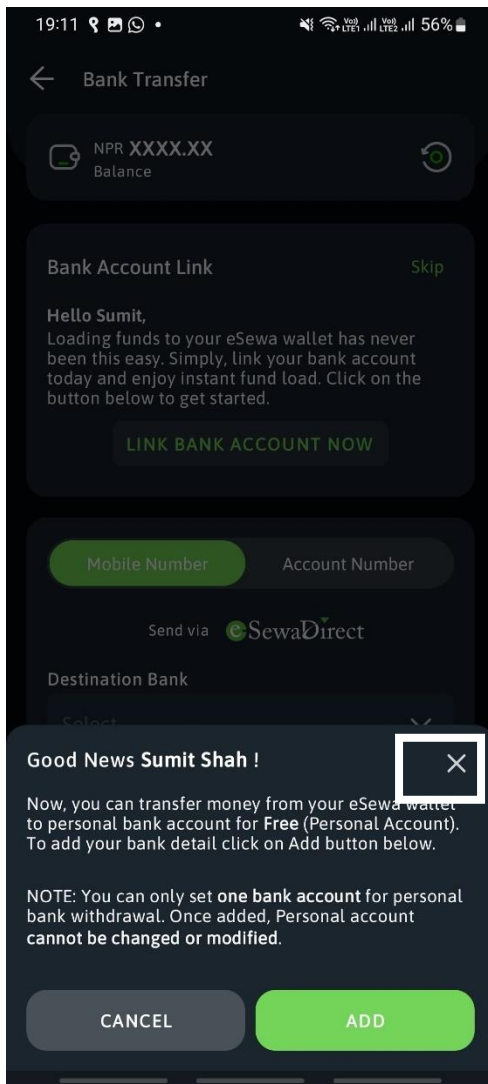
Status shows what is happening to give the update to the user of their text. Like what is the latest update or changes or notice on the app?

2. Match between the system and the real world



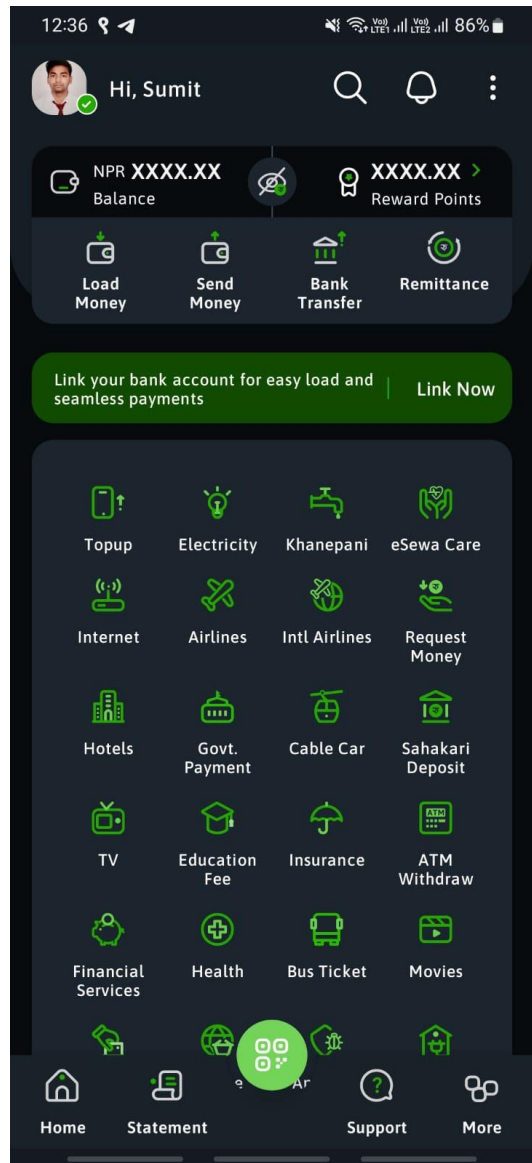
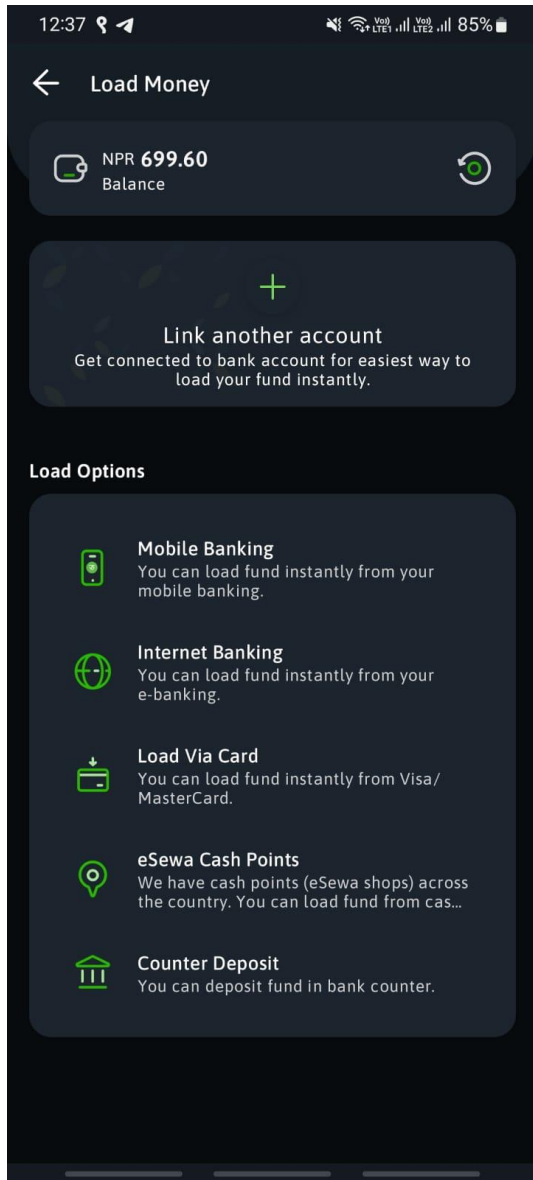
The things that we can see in the real world can be also shown on the website like maps, in this Website map is used as a real-world object to make visitors more comfortable with the website.

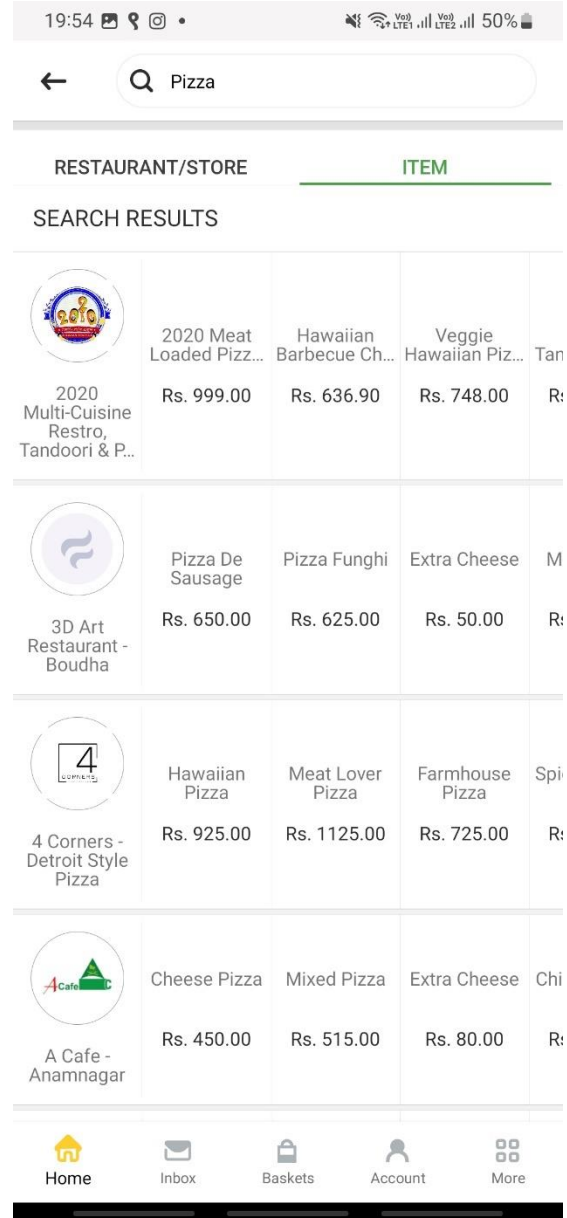
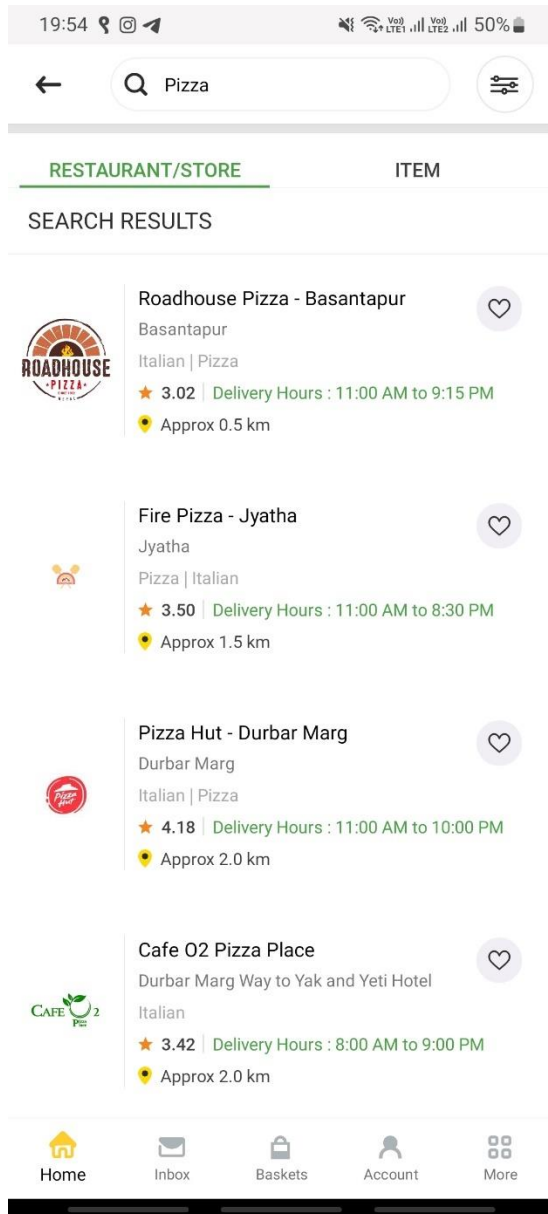
3. User control and freedom



Users of the app should be given full control and freedom in the website like closing the dialogue box, popup, or any kind of ads. In this two-sites user is given freedom to close the dialogue box.

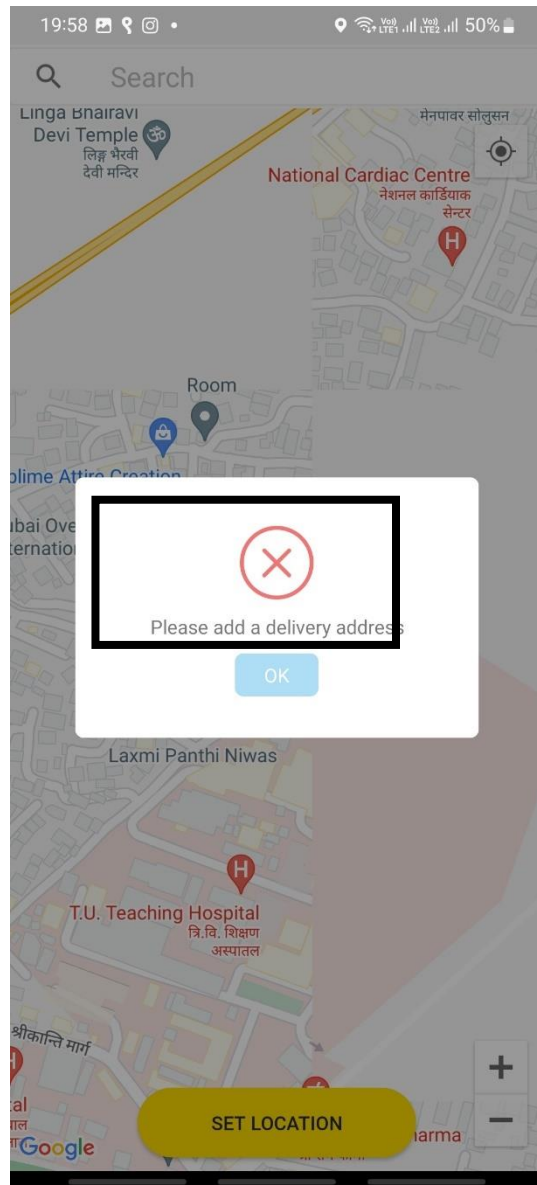
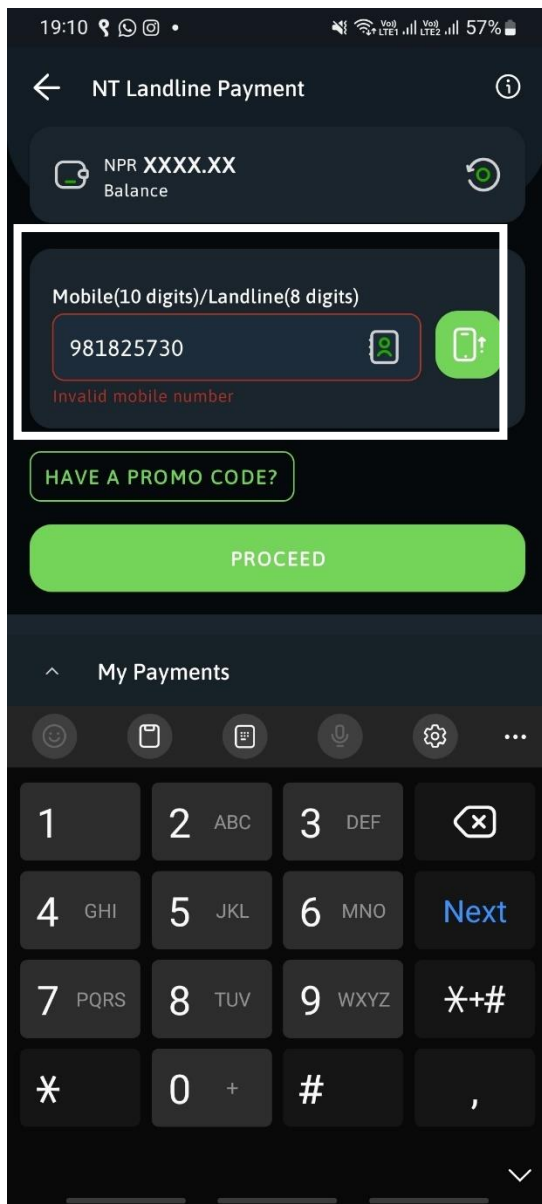
4. Consistency and standards





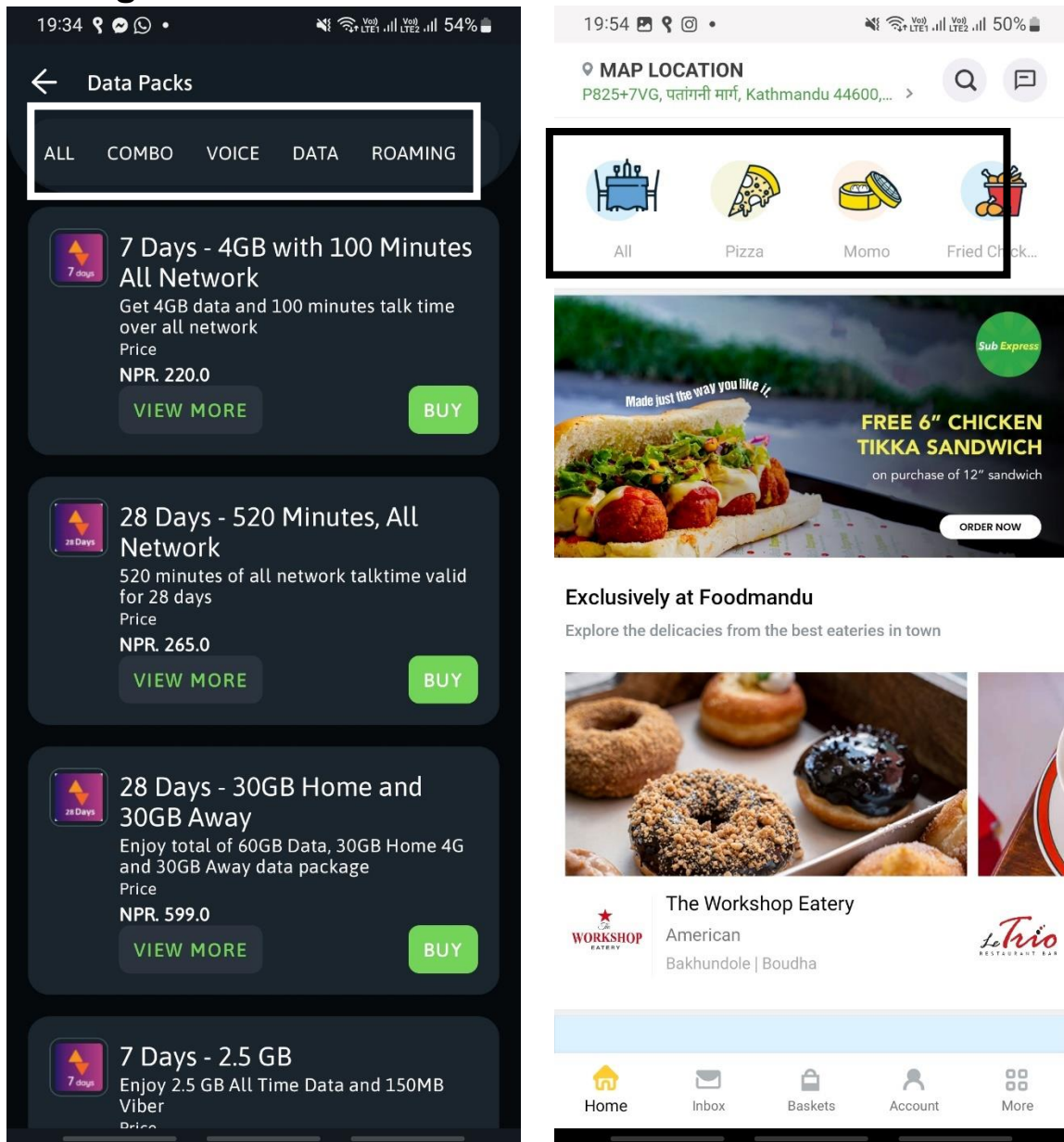
It is one of the repeated rules that simply say that there should be consistency Whether the user goes to any part of the app. Users should not feel that user are out of the website.

5. Error prevention



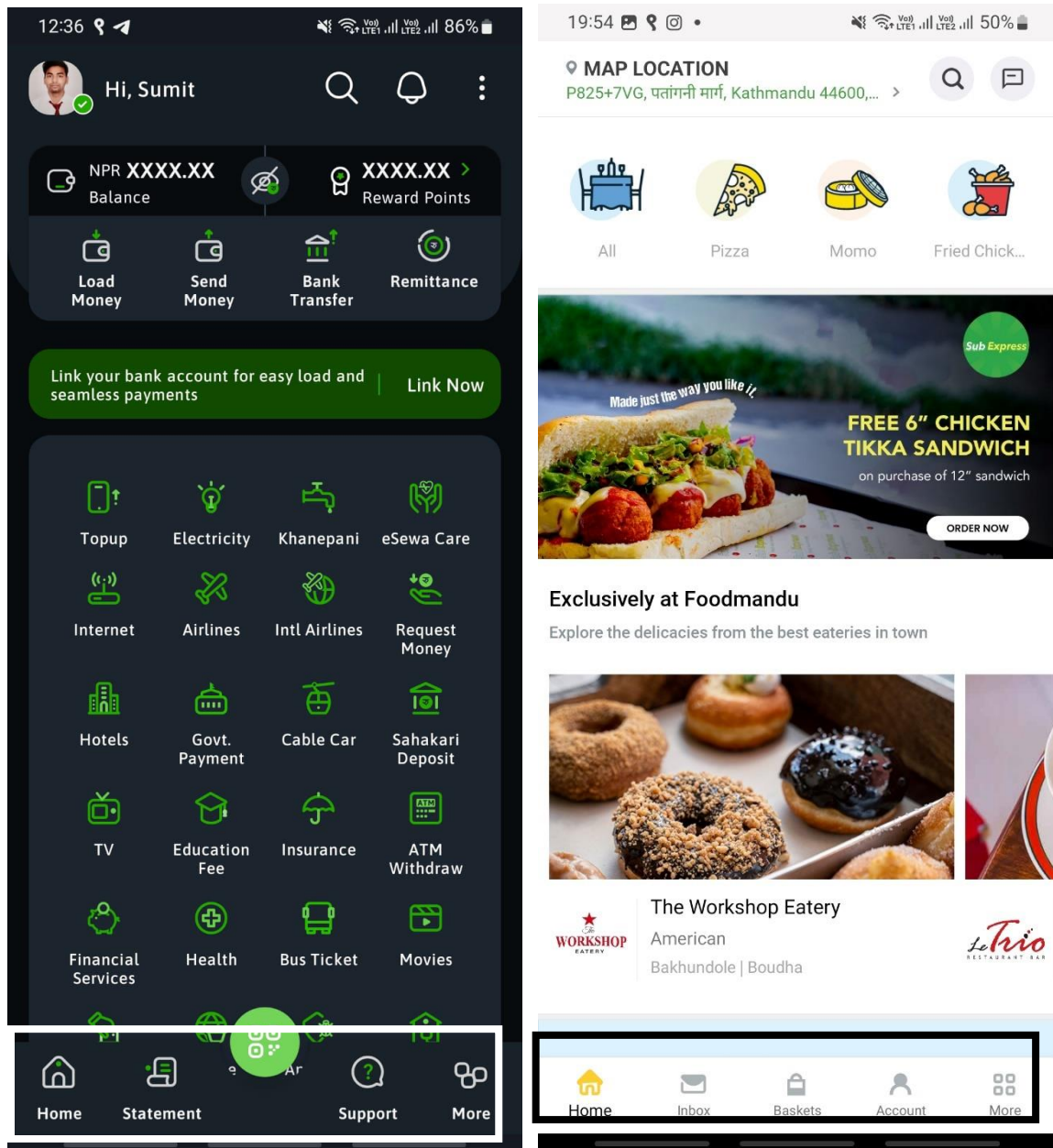
The error should be prevented as far as possible. If there is an error then it makes the user leave the website.

6. Recognition rather than recall



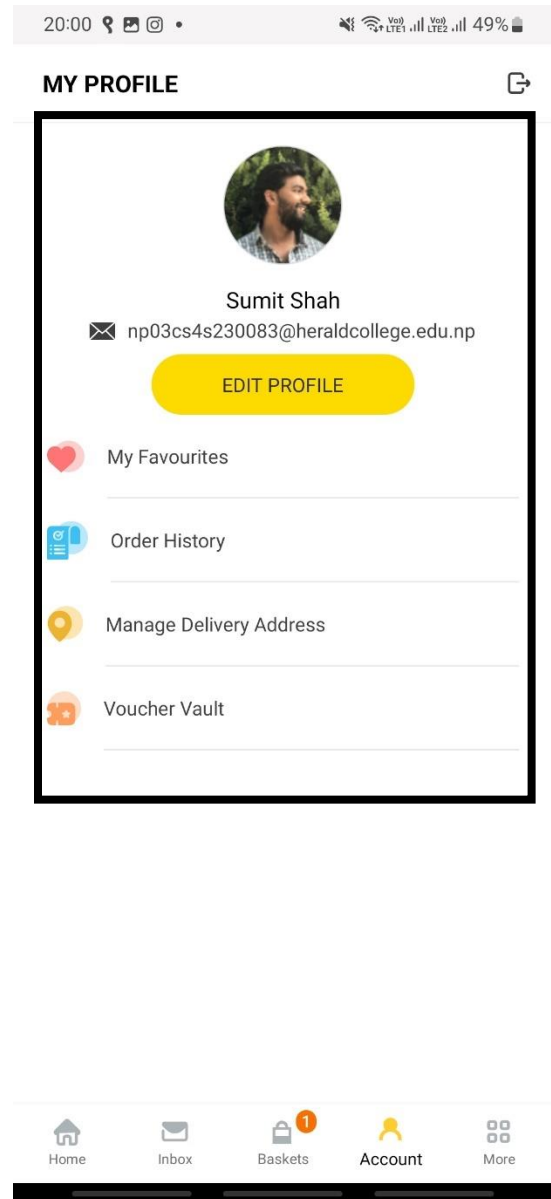
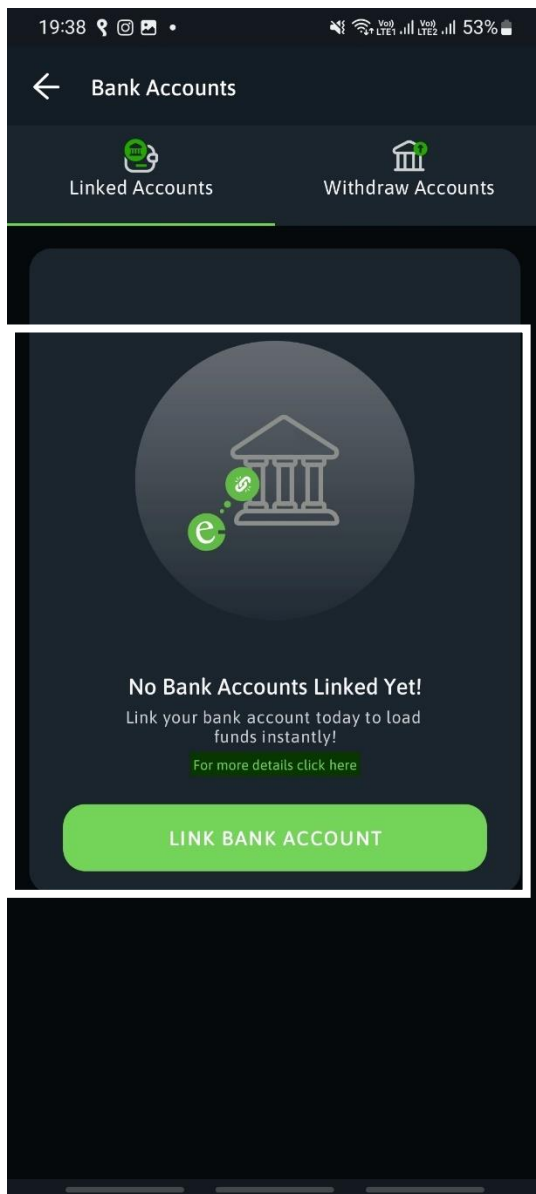
Users should be able to recognize rather than recall. As it helps the user to remember the app and makes the app more familiar to the user. The more familiar the user becomes with the app more the use stick or use the app.

7. Flexibility and efficiency of use



The app should be flexible and efficient to use. The app should be modified as per the needs and demands of the user. Which makes the user experience of the app better and better.

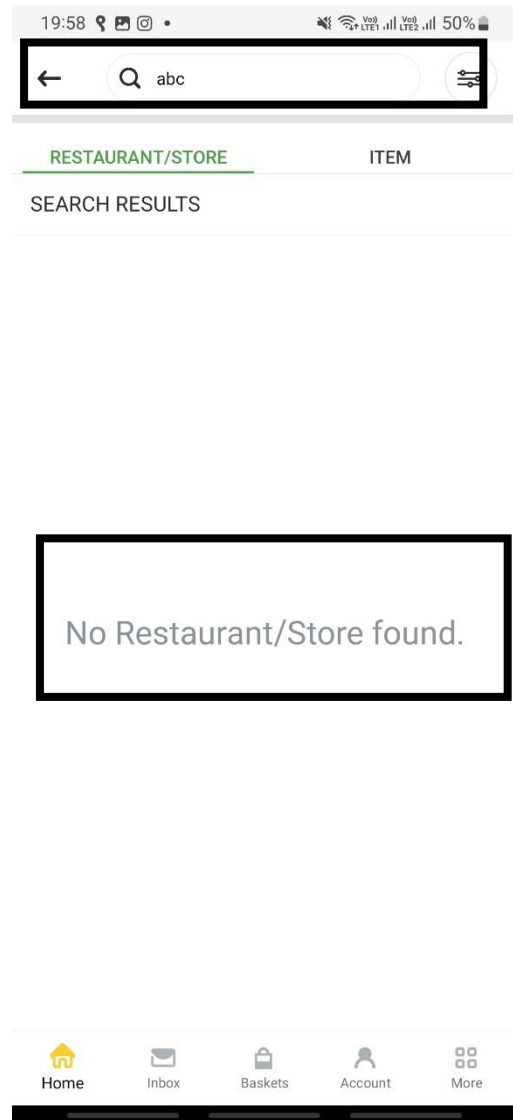
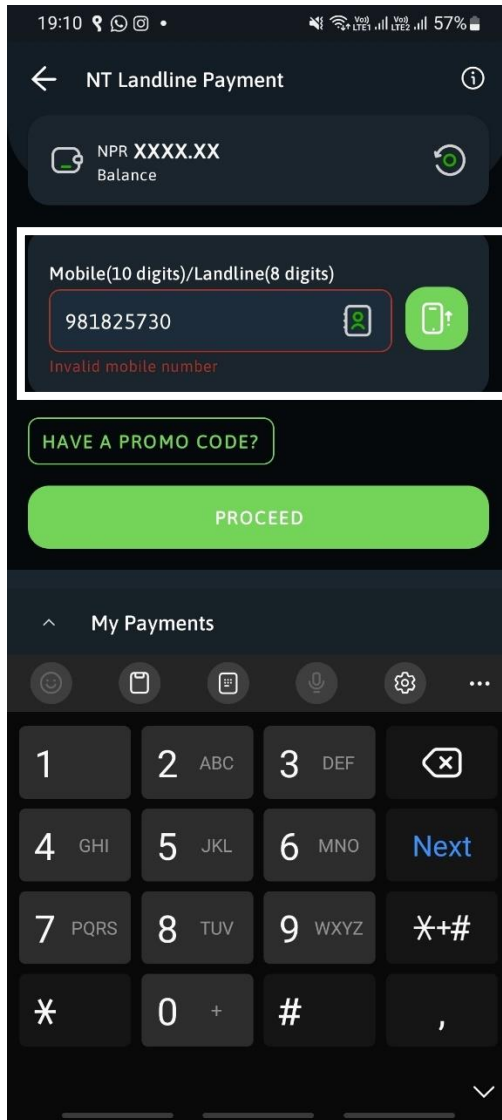
8. Aesthetic and minimalist design



The design of the app should be simple and minimal. This makes visitors to the app clearer and more focused on why

they have visited the app. It also makes the app more attractive and gives a premium look.

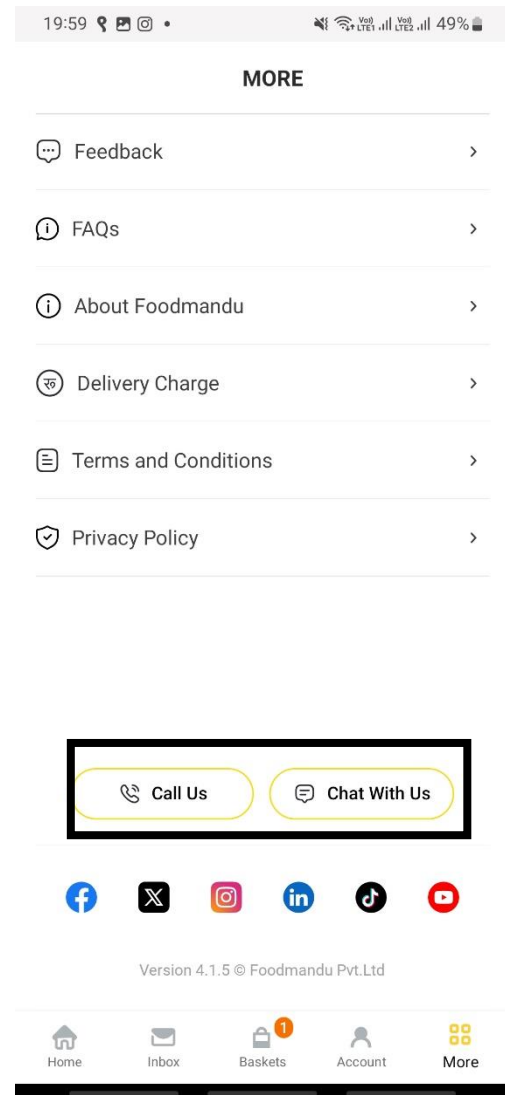
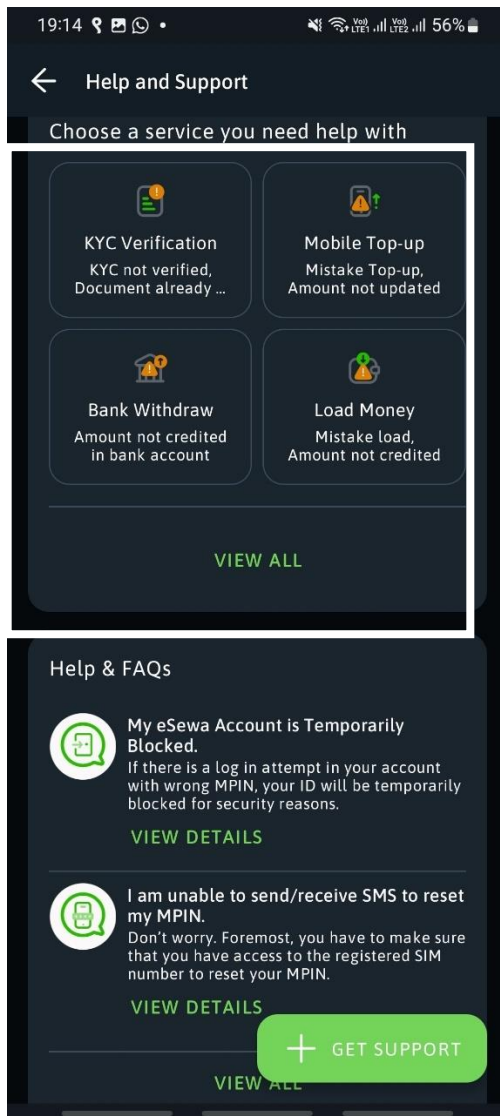
9. Help users recognize, diagnose, and recover from errors



The app should help users recognize, diagnose, and recover from errors. Which will help users not repeat the same kind

of errors in the future. It also improves user usability for the app.

10. Help and documentation



Some users may use different languages, some users may need to contact the user which will help the user to change the language they understand help the user send messages, calls or send emails, or reviews.

3. Conclusion:

Every website's main goal is to provide service or information as per the requirement of the visitor of the website based on what the website is built for. The website should be user friendly and users should feel easy and comfortable while using the website. Use should not be difficult while using the website. The website should provide some guide for new users and contact information as well.

Two websites I have chosen: <https://ntb.gov.np/> and <https://dnppwc.gov.np/en/> are government websites that may have most of the international users. One is the tourism board which is used by tourists all around the world whereas the other is of the National and Wildlife Reserve is also used by tourists and those who like to know more about Nepal use them. These two websites are not only for the information but also for the different kinds of services and those who want to contact them for different purposes. Both of the website follows **Schneiderman's 8 Golden Rules** and **Nielsen's 10 Usability Heuristics.** Which makes the website much better and user-friendly.

The website is of the Nepal Government. The website needs to be improved in much of cases. There will be much more improvement as time passes and the website will get better and better.

4. References

- Idea: P.T.
- Planning and Execution: P.T.
- Software Development: P.T.
- Checking and Validation: C.E. and L.T.
- Detailed Analysis: C.E. and L.T.
- Investigation: P.T.
- Data Management: P.T.
- Drafting: P.T.
- Editing: C.E. and L.T.
- Visualization: P.T., C.E., and L.T.
- Supervision: C.E. and L.T.
- Project Management: C.E. and L.T.
- Funding: C.E. and L.T.

- Idea: M.X., A.S., N.A., A.K., and N.M.
- Methodology: M.X., A.S., N.A., A.K., and N.M.
- Software Development: M.X., A.S., N.A., A.K., and N.M.
- Validation: M.X., A.S., N.A., A.K., and N.M.
- Analysis: M.X., A.S., N.A., A.K., and N.M.
- Investigation: M.X., A.S., N.A., A.K., and N.M.
- Resources Management: M.X., A.S., N.A., A.K., and N.M.
- Data Organization: M.X., A.S., N.A., A.K., and N.M.
- Drafting: M.X., A.S., N.A., A.K., and N.M.
- Editing: M.X., A.S., N.A., A.K., and N.M.
- Visualization: M.X., A.S., N.A., A.K., and N.M.
- Supervision: N.A.
- Project Administration: M.X., A.S., and N.A.

5. Appendix

1.Link

<https://www.mdpi.com/2073-431X/13/3/69>

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2.WIREFRAME

1.Setting (Edit profile)

The wireframe shows a mobile app interface for editing a profile. At the top, there is a dark header bar with the word "Settings" in white. Below the header, there is a back arrow icon followed by the text "Setting". Underneath, the word "Detail" is displayed. The main content area contains several text input fields with the following placeholder text: "SUMIT", "SHAH", "9818257300", "1358330", and "np03cs4s230083 @heraldcollege.edu.np". Below these fields are two lines of asterisks, likely representing password fields. At the bottom of the form is a green rounded rectangular button with the text "SAVE" in white.

2. Location

SET LOCATION

← LOCATION

FIRST FLOOR

SECOND FLOOR

THIRD FLOOR

PACKING

3. Statement

sSTATEMENT

Statement Filter

Status

ALL

PENDING

COMPLETED

Transaction type

ALL

DEBIT

CREDIT

DATE

ALL

14 DAYS

30 DAYS

RESET

APPLY

4. Home



5. Payment history

MY NOTIFICATION

←

MY NOTIFICATION

ALL PAYMENT OFFER

Dear Sumit,
You have paid for 1 cup of tea and
2 Samosa
Rs. 75
4 April, 2024 *7 : 30 AM

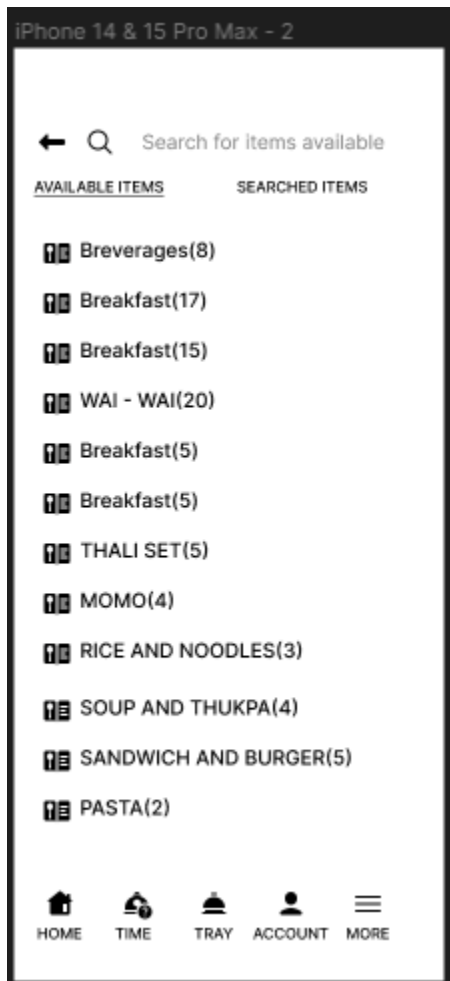
Dear Sumit,
You have paid for 1 cup of tea and
2 Samosa
Rs. 75
5 April, 2024 *7 : 30 AM

Dear Sumit,
You have paid for 1 cup of tea and
2 Samosa
Rs. 75
8 April, 2024 *7 : 30 AM

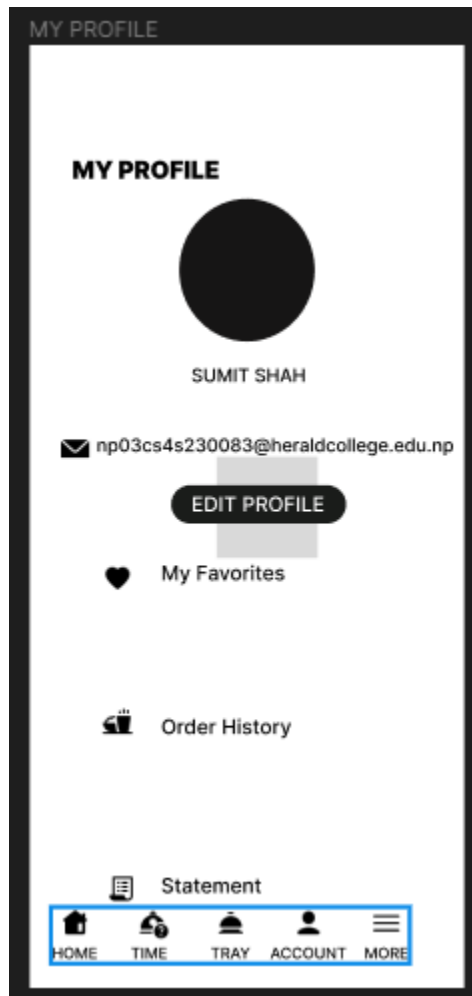
Dear Sumit,
You have paid for 1 cup of tea and
2 Samosa
Rs. 75
10 April, 2024 *7 : 30 AM

FILTER

6. Menu



7. Profile




8. More




9. Login

LOGIN

LOGIN

 Email*


 Password*


LOGIN


Forgot Password?


Create Account


OR


 Login With Facebook


 Login with Google

 HOME

 TIME

 TRAY

 ACCOUNT

 MORE

10. Signup

SIGNUP

←

SIGNUP

Full Name*

Last Name*

Phone Number*


Roll Number*


Email *


Password*


Confirm Password*


SIGN UP

HOME

TIME

TRAY

ACCOUNT

MORE