

Heuristic analysis of IIT Blackboard using Nielsen's 10 point Heuristics:

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Today we will be performing heuristic analysis of the Illinois Institute of Technology(IIT) Blackboard website. This site is used by Students to keep track of their course activities like course content, assignment/homework submission, online class session link & recordings, project group and course deadlines tracking.

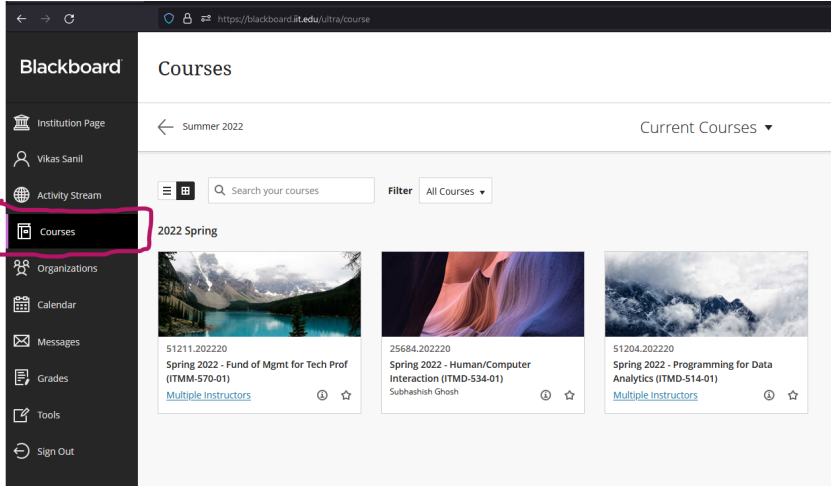
Test goals performed in homework 2:

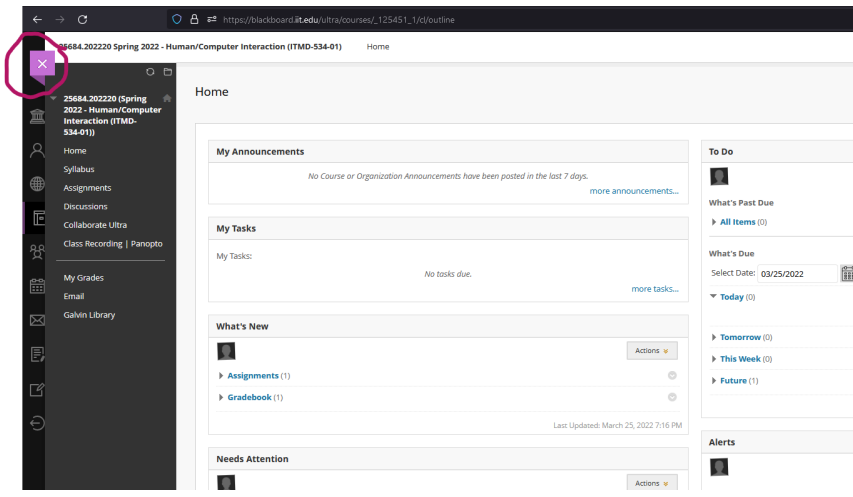
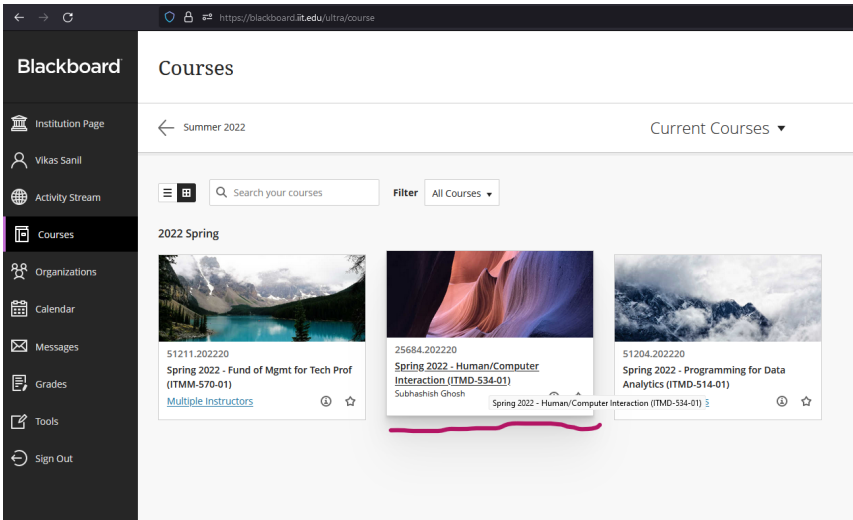
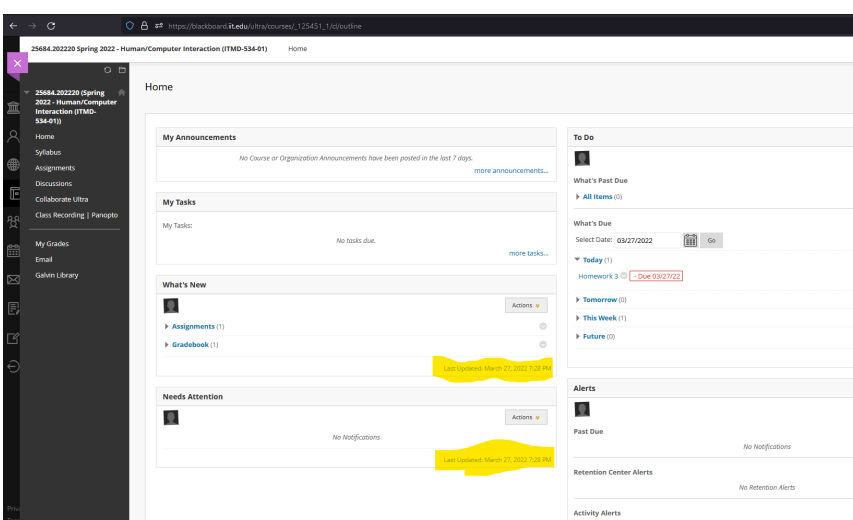
1. Find Syllabus for one of the courses.
2. Find Homework detail for Human/Computer Interaction course.
3. Find Recorded Classes for Fundamentals of Managing Tech Professional course.
4. Find final Project detail for Programming for Data Analytics course.

Following are Nielsen's 10 point Heuristics observed while performing the goal in the website.

1) Visibility of system status.

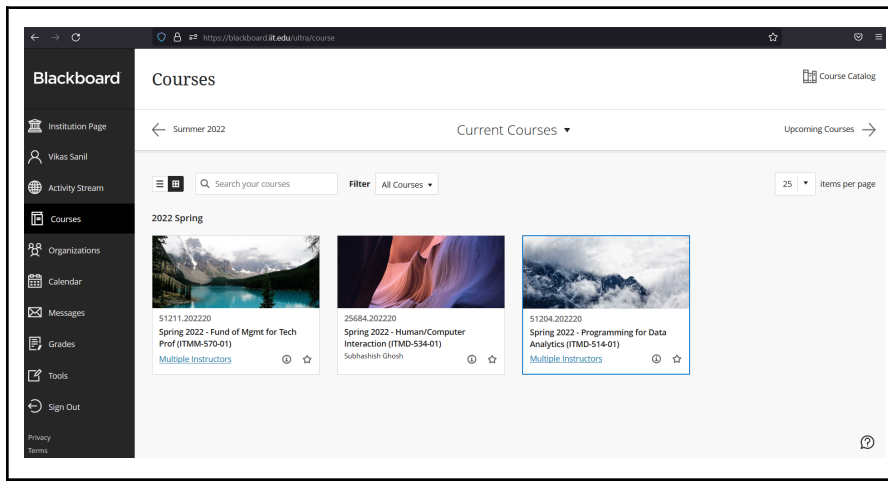
The visibility of system status is **good** as demonstrated in below screen prints.

	<p>Left navigation panel status highlighted.</p>
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	<p>Overlay screen is highlighted and the control displayed by the close button.</p>
	<p>Course selection is highlighted by displaying shadow under it and moving the selected course block relatively above other courses.</p>
	<p>Section last updated detail is provided so that the user is aware if the data is latest.</p>

2) Match between system and the real world.

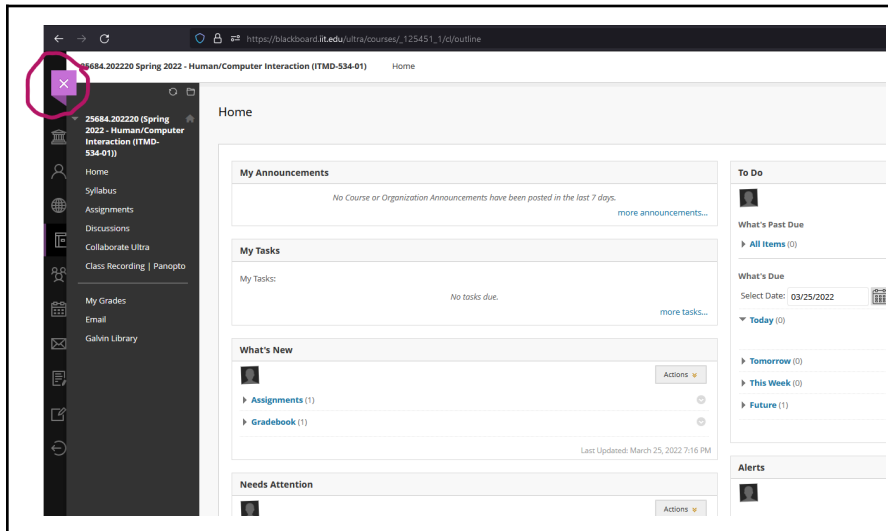
The words used on the page match the real world very **well** in an academic environment.



Course name mentioned and the academic year with semester mentioned as per real world format.

3) User control and freedom.

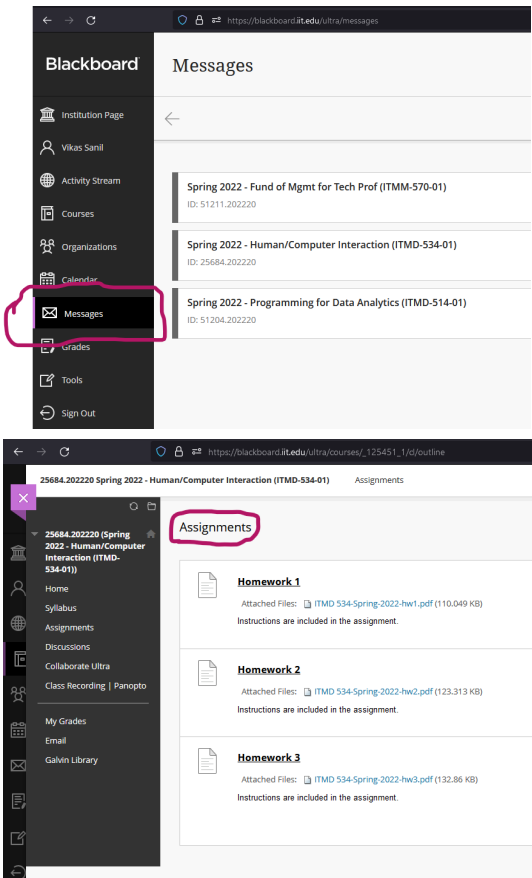
Navigation between screens is **good**.



Users can navigate back to the main page by clicking the close symbol or by just clicking on any icon in the main page.

4) Consistency and standards.

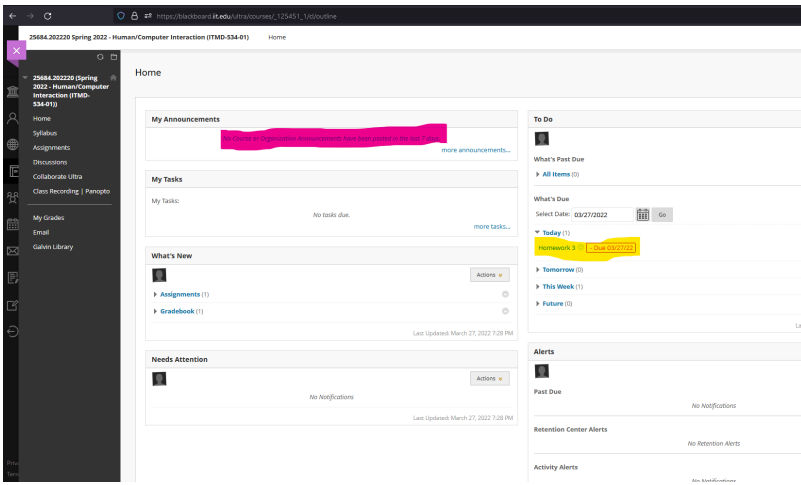
There is **inconsistency** in the screen behavior.



Navigation menu highlight on the current page status of the screen is not consistent and standard is not followed.

5) Error prevention.

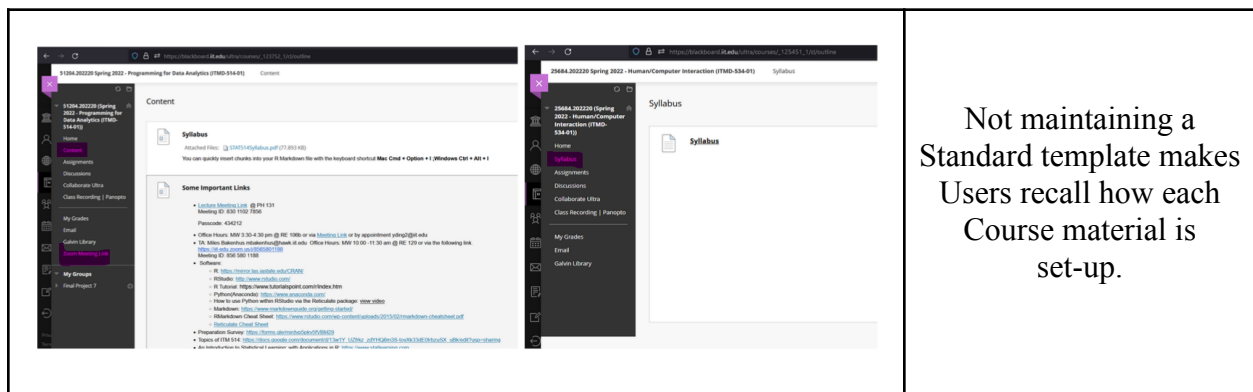
The screens are **intuitive** hence any errors occurring are prevented upfront.



There are well defined messages displayed wherever required.

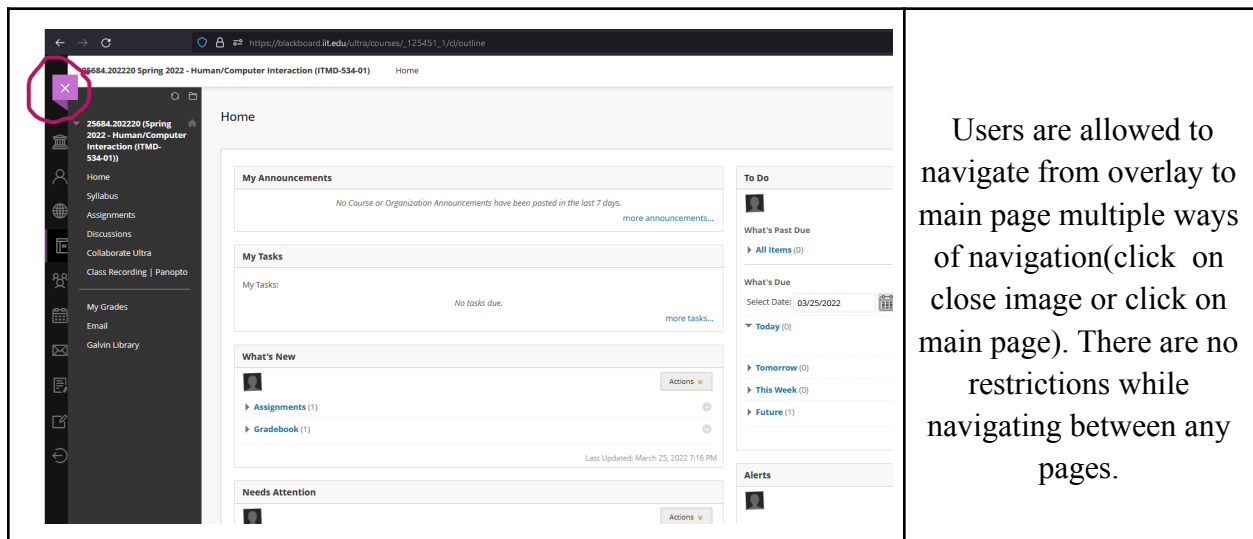
6) Recognition rather than recall

Recognition is **consistent** most of the time.



7) Flexibility and efficiency of use

Good flexibility across the website.



8) Aesthetic and minimalist design

Good aesthetic and minimalist design followed. Only the required amount of data is displayed.

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

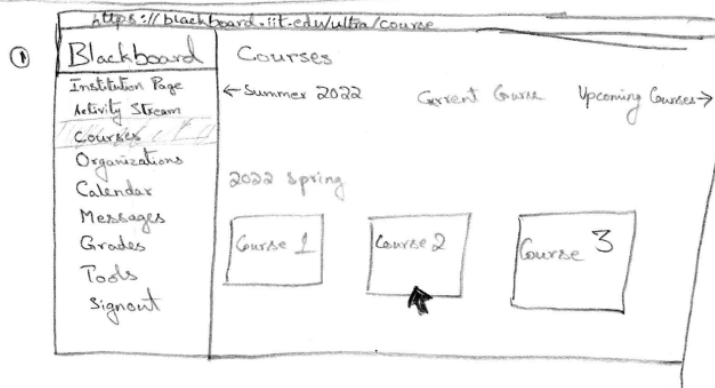
No such provisions are observed as users have to maintain the due diligence even while submitting Homework/Assignment format or file. Error prevention methods can be set-up by providing the format of data allowed and confirmation with users when they are submitting the documents whether it's the final documents they want to submit.

10) Help and Documentation

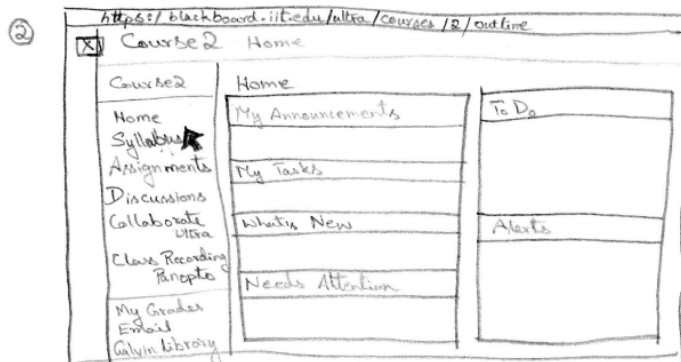
Help and Documentation is **missing**. A guide about different features and sections in the page would be helpful for first term students when they are new to the page.

Story Board for goals:

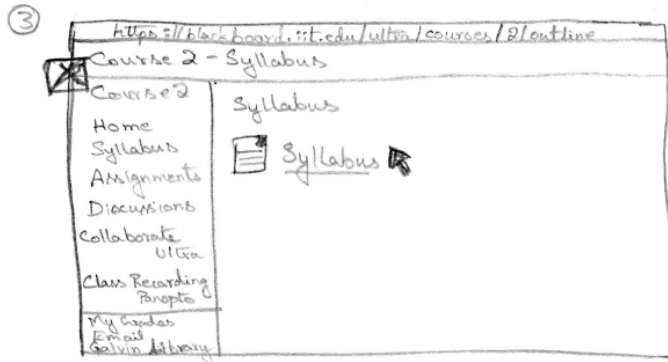
Goal 1. FIND SYLLABUS FOR ONE OF THE COURSES:



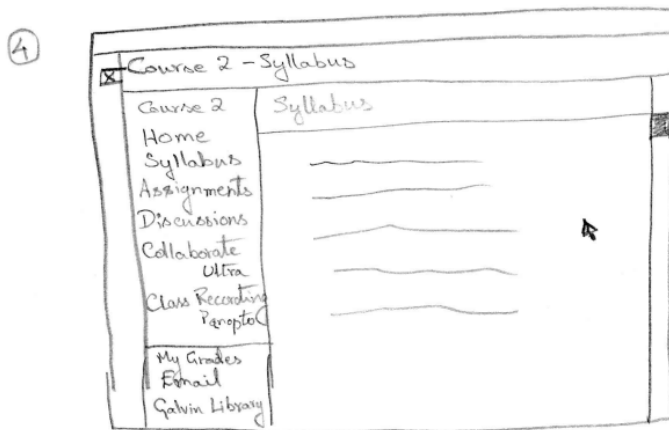
User make a course selection in main page



User clicks on Syllabus on left navigation panel.

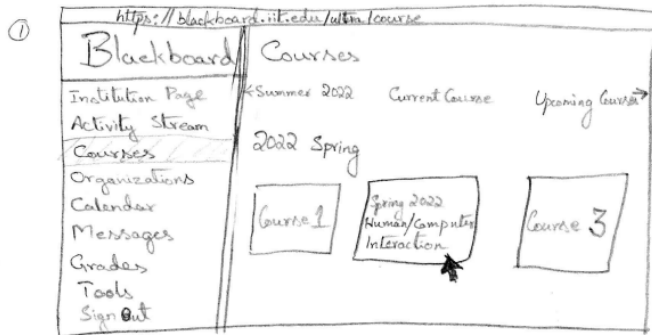


User clicks on syllabus document in Syllabus page.

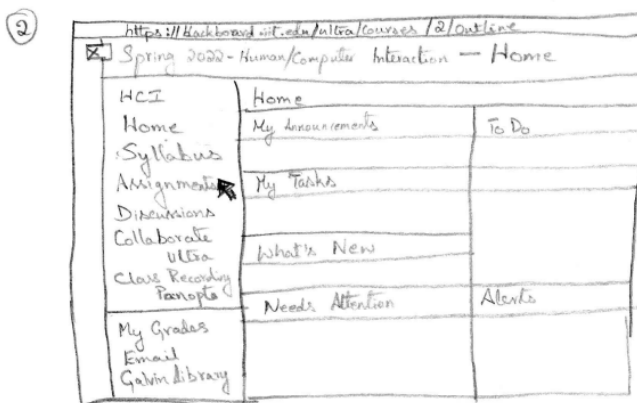


User is able to see Syllabus for Course 2.

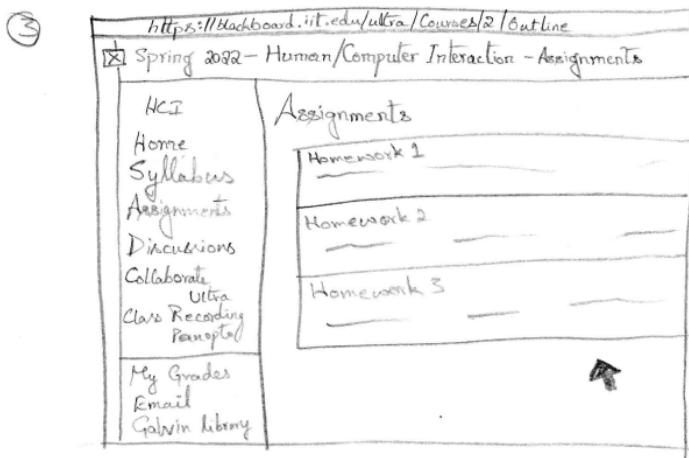
Goal 2: Find Homework detail for Human/Computer Interaction course:



User selects Human/Computer Interaction course in Courses page.



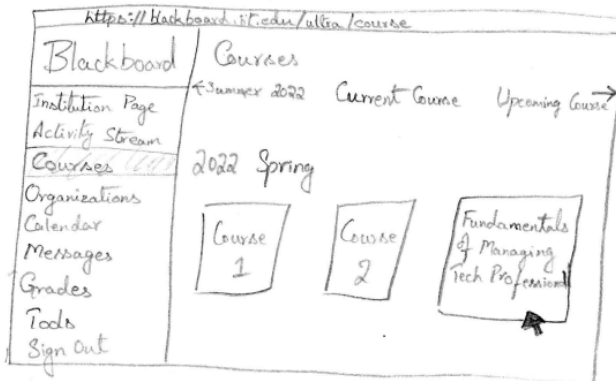
User clicks Assignments on left navigation panel.



User is able to see all homeworks related to Human/Computer Interaction course.

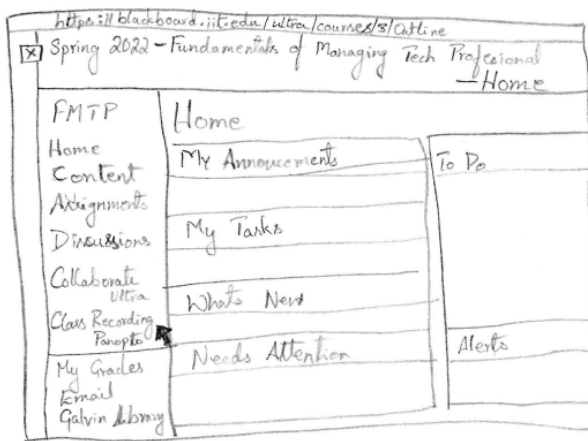
Goal 3: Find recorded classes for Fundamentals of Managing Tech Professional course.

①



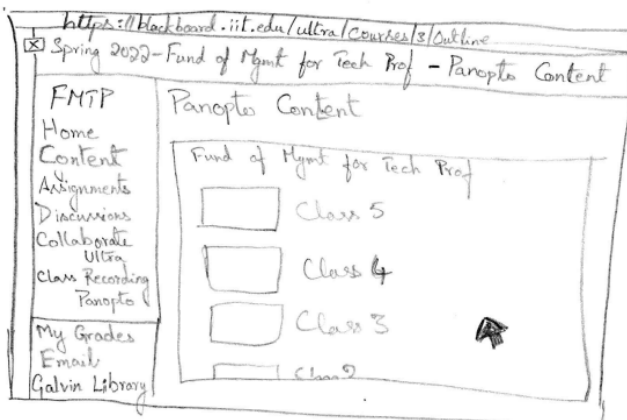
User selects Fundamentals of managing Tech Professionals course in Courses page.

②



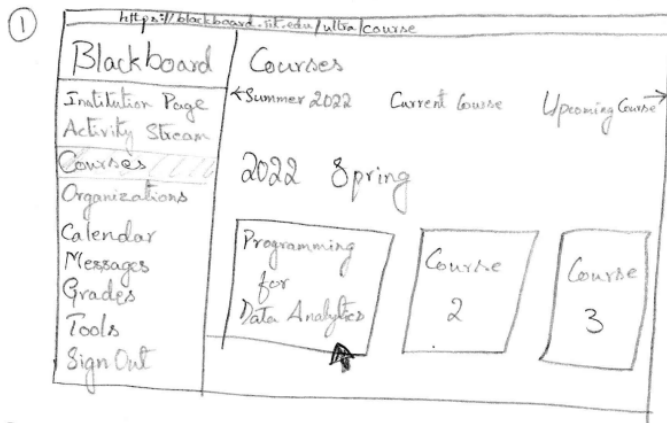
User clicks Class Recording Panopto on left navigation panel.

③

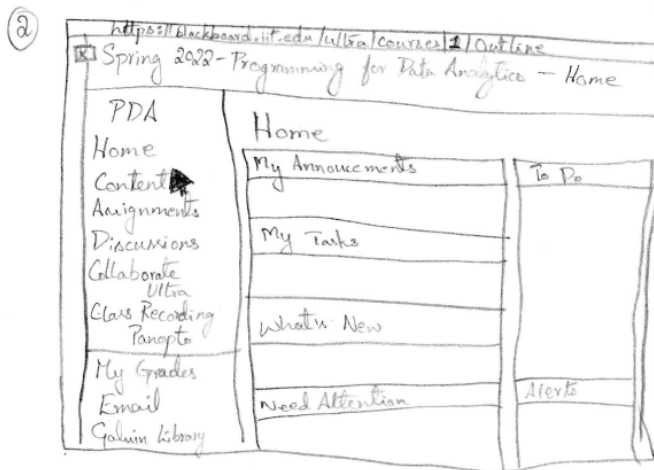


User is able to see all class recordings for Fund of Mgmt for Tech Prof.

Goal 4. Find final Project detail for Programming for Data Analytics course



User selects Programming for Data Analytics course in Courses page.



User Clicks Content on left navigation panel.

③

https://blackboard.itk.edu/ultra/courses/1/Outline	
Spring 2022 - Programming for Data Analytics - Content	
PDA Home Content Assignments Discussions Collaborate Ultra Class Recording Panopto	Content
	Syllabus
	Some Important link
	Week 1 Notes
	Week 2 Notes
My Grades Email Galvin Library	

User scrolls down in Content Page.

④

<https://blackboard.itk.edu/ultra/courses/1/Outline>

Spring 2022 - Programming for Data Analytics - Content	
PDA Home Content Assignments Discussions Collaborate Ultra Class Recording Panopto My Grades Email Galvin Library	Week 5 Notes
	Final Project Details
	Mid term Instructions

User will find Final Project detail for Programming for Data Analytics course.