Heuristic analysis of IIT Blackboard using Nielsen's 10 point Heuristics: -Author: Vikas Sanil

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.

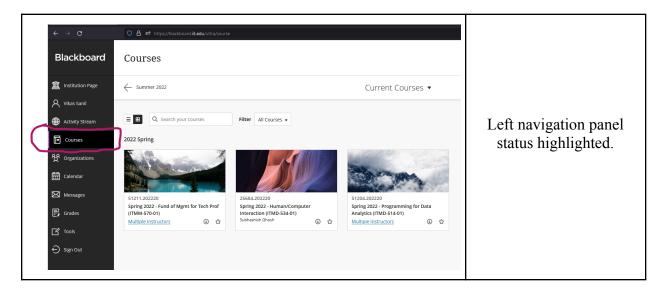
Test goals performed in homework 2:

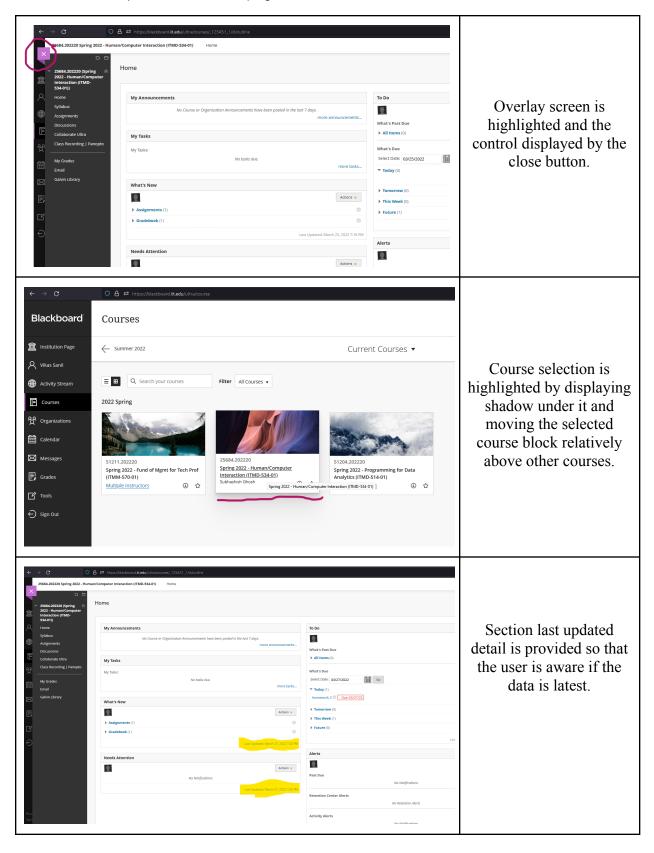
- 1. Find Syllabus for one of the courses.
- 2. Find Homework detail for Human/Computer Interaction course.
- 3. Find Recorded Classes for Fundamentals of Managing Tech Professional course.
- 4. Find final Project detail for Programming for Data Analytics course.

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

1) Visibility of system status.

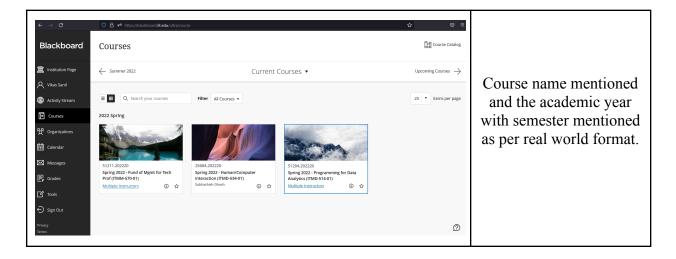
The visibility of system status is **good** as demonstrated in below screen prints.





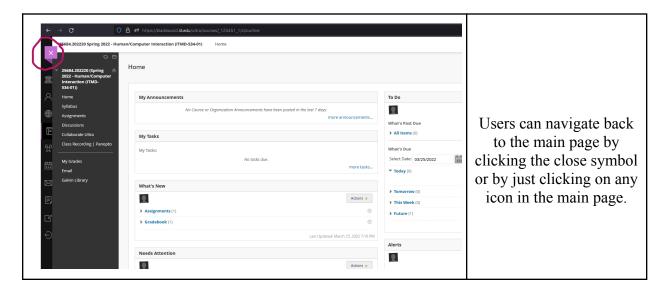
2) Match between system and the real world.

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



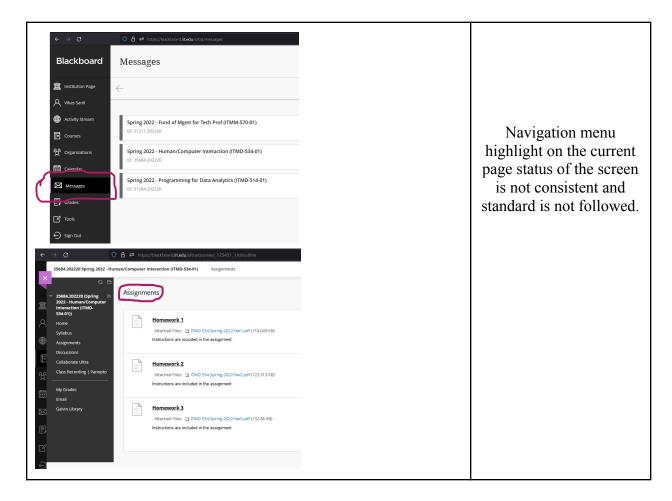
3) User control and freedom.

Navigation between screens is good.



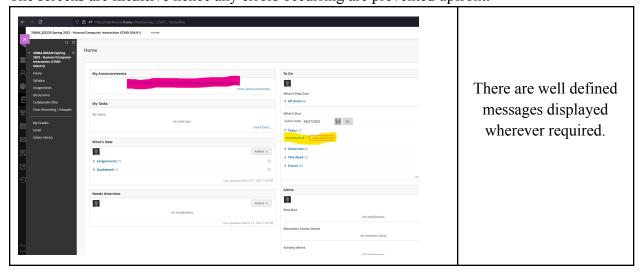
4) Consistency and standards.

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



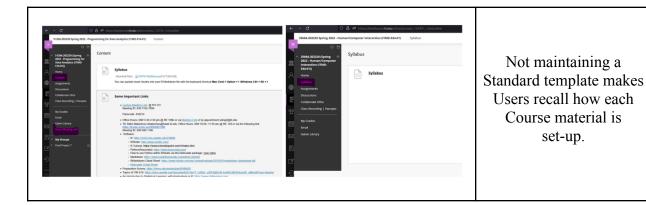
5) Error prevention.

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



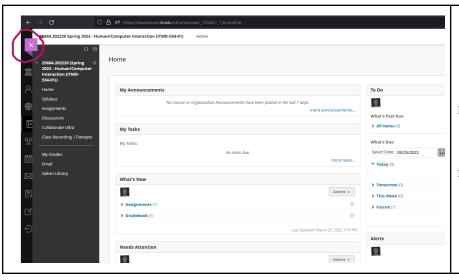
6) Recognition rather than recall

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



7) Flexibility and efficiency of use

Good flexibility across the website.



Users are allowed to navigate from overlay to main page multiple ways of navigation(click on close image or click on main page). There are no restrictions while navigating between any pages.

8) Aesthetic and minimalist design

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

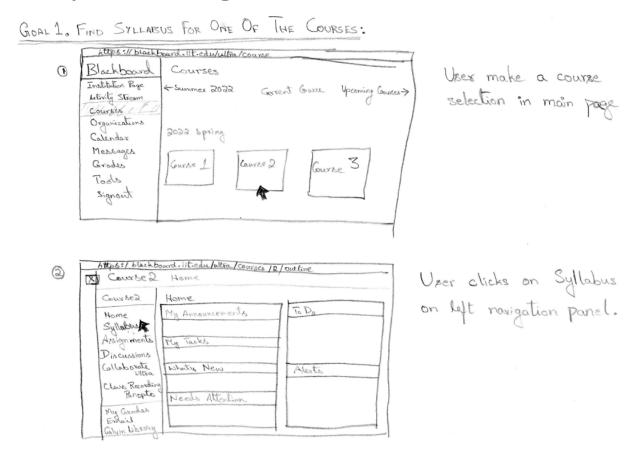
9) Help users recognize, diagnose, and recover from errors

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:



Augments Discussions Collaborate Class Recording The Class Recording	User clicks on syllabus document in Syllabus page
Gowse 2 - Syllabus Gowse 2 Syllabus Home Syllabus Assignments Discussions Collaborate Ultra Class Recording Paraptol My Grades Filmail Galvin Library	Voer is able to see Syllabus for Course 2.

SAL 2: Find Ho	omework detail for Human/Comp	uter Interaction course:
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HCT Home Syllabus AMIGNMENTON Collaborate Ulsa Class Famople My Grades Email Galvin dibrary	What's New	User clicks Assignments on Left navigation panel,
	board. it.edu/ultra/Courses/2/Outline - Human/Computer Interaction - Assignments Assignments Homersork 1 Homersork 2 Homersork 3	User is able to see homeworks related to Human/Computer Interaction course.

Goal 3: Find	recorded ch	asses for	Furdamentals	of Managing	Tech Proj	exsional con	arse.
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Goal 4. Find final Project detail for Programmin	g for Data Analytics course
1) https://blockboard.iit.edu/ultra/course Blackboard Courses Institution Page + Summer 2022 Current Course Upcoming Gunner Activity Steam Convines 2022 Spring Organizations	User selects Programming for Data Analytics course in Courses page.
Calendar Messages Grades Tools Sign Out Programming Fourme Course 2 Course 3	Courses page.
Assignments Discussions Authorities Applications Appli	User Clicks Content on left navigation panel.
Collaborate Ultra Class Recording Panapto My Grades Email Galain Library Need Attention Alexto	

ITMD 534: Human Computer Interaction, HW3, Spring 2022

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	My Grades		