

# Heuristic Evaluation Plan

CS-302 Intro to Human Computer Interaction

## Group-2

Syed Uzair ul Hassan

Saira Amin

Zeemal Urooj

Hanan Maqsood Awan

Muhammad Sajid Hameed

## Heuristic Evaluation of Website

<https://namal.edu.pk/>

Report from 30.01.2021



NAMAL INSTITUTE



# **1. Executive Summary:**

## **1.1 Product and Goals:**

This report is about the heuristic evaluation of the website <https://namal.edu.pk/>, the website for an educational institute located at Mianwali, Pakistan. The main goal of this heuristic evaluation was to evaluate the usability of the website using the given heuristic set and then list down the main problems of the website. The findings and suggestions in this document will help in designing the future interface of the website.

## **1.2 Methods:**

Researchers evaluate the site using the Andrews general usability heuristics. Each of the team members have independently performed the task multiple times and then recorded the usability issues, noted down the heuristics violation in site and then usability issues were prioritized according to the severity.

## **1.3 Findings:**

The total of 23 problems were identified in the evaluation of the website and we have described the five main problems in the website in detail as given below,

### **1. Small logo**

In the website, logo of the institute is very small and not clearly visible to users at homepage. This problem was identified by most evaluators. It should be a large logo so that users can see it clearly without any difficulty.

### **2. Core values description**

Section of core values has main heading of all core values but there is no brief description on any of the core value which clears exact view.



### **3. Old data is not updated**

In website, number of currently enrolled students is not updated. Website should be maintained and updated continuously to avoid break downs and misinformation.

### **4. Outdated Academic Calendar**

Academic calendar is very compulsory for every institute. Academic Calendar is affected due to covid-19 but on the site, outdated calendar is displayed. This information can misguide the users.

### **5. Navigation bars' drop down menu**

In the homepage of website, when we hover over the navigation bars, drop down menu is shown automatically without clicking the navigation bar. Sometimes, when user doesn't want to open the drop down menu but it is opened unintentionally and user shifts to the page which not wished to be visited. And when click on navigation bar drop down menu is shown. To disappear the drop down menu we have to click again on the navigation bar.

Further detailed information is given in the heuristic evaluation

## **2. Introduction:**

Evaluators are using "Andrews General Usability Heuristics", based on Nielsen's ten usability heuristics to evaluate the website. Ten heuristics by Andrews can be seen in the table 1.

#### **➤ Individual work:**

Each member of the team have performed some tasks independently for multiple times, each member recorded the usability issues in the website separately and then rated each issue in the form of severity.

#### **➤ Work in group:**

After the individual work evaluators then discussed there independent findings in the group and then after discussion usability issues were prioritized according to severity.



No	Usability Heuristics
1	The system should give appropriate feedback within an appropriate time. (Feedback)
2	The system should speak the users' language. (Speak the Users' Language)
3	The user should be free to explore the system without penalty. (Reversible Actions)
4	The same word, phrase, action, or situation should always mean the same thing. (Consistency)
5	Prevention is better than cure. (Error Prevention)
6	Place knowledge in the world. (Recognition Rather Than Recall)
7	Provide accelerators for frequent users, unseen by novice users. (Flexibility and Efficiency of Use)
8	"Less is more". (Aesthetic and Minimalist Design)
9	A good error message helps users recognize, diagnose, and recover from errors. (Good Error Messages)
10	It may be necessary to provide help and documentation. (Help and Documentation)

**Table 1:** Ten heuristics.

## 2.1 User Profiles:

### User that wants to know about Namal (About us)

- Users that want to know about chairman's message.
- Users that want to know about vision and mission of namal.
- Users that want to know about Namal core values.
- Users that want to know about Namal story.
- Users that want to know about Namal knowledge city.
- Users that want to know about people.
- Users that want to know about administrative departments.
- Users that want to know about Quality Enhancement cell.



### **Users that want to know about Academics**

- Users that want to know about BS EE
- Users that want to know about BS CS
- Users that want to know about BBA
- Users that want to know about BS MATHS
- Users that want to know about the Academic Calendar

### **Users that want to know about Admissions**

- Users that want to know about Why Namal?
- Users that want to know about Admissions timetable
- Users that want to know about Admissions criteria
- Users that want to know about Entry test guidance
- Users that want to know about Financial Aid
- Users that want to know about Deposit slip
- Users that want to know about Fee structure
- Users that want to know about FAQs

### **Users that want to know about Life at Namal**

- Users that wants to know about Workshops and seminars
- Users that wants to know about Facilities
- Users that wants to know about Green Namal

### **Users that wants to know about News and Events**

- Users that wants to know about What happening at namal
- Users that wants to know about how namal welcomes new rector
- Users that wants to know about university super league
- Users that wants to know about baitahk



- Users that wants to know about international mounatains day
- Users that wants to know about Theme dinner
- Users that wants to know about Baithak 25 nov
- Users that wants to know about Inter house football competition
- Users that wants to know about how namal celebrated Eid miladun-nabi
- Users that wants to know about Tasweerography event
- Users that wants to know about open mic
- Users that wants to know about Planation drive
- Users that wants to know about Namal school
- Users that wants to know about Namal's first incubation center Launching
- Users that wants to know about Mou signing ceremony for namal agri tech center
- Users that want to know about Tayayba's participation at NUS
- Users that wants to know about Osman jaliel as a cultural Ambassador
- Users that want to know about Badminton tournament.
- Users that wants to know about Minute to win it 6.0
- Users that wants to know about MOU for promoting scientific Contributions by Muslim civilization

### **Users that want to know about how to contribute?**

- Users that want to know about where to contribute?
- Users that wants to know about the website for contribution
- Users that wants to go to the [www.namalknowledgecity.com](http://www.namalknowledgecity.com)



**Users that want to know about the Academic Calander**

**Users that want to know about the Faculty**

- Users that wants to know about BOARD OF GOVERNORS
- Users that wants to know about FACULTY
- Users that wants to know about SENIOR MANAGEMENT TEAM

**Users that wants to know about Namal university LMS(NULMS)**

- Users that wants to visit nulms

**Users that want to know about Quality Enhancement Cell**

- Users that want to know about QEC Team.

**Users that want to know about how to contact Namal (Contact us)**

**Users that want to know Latest News From Namal.**

**Users that want to know What's Happening at Namal?**

**Users that want to know What Makes Namal A Great Choice?**

**users that want to apply for addmission 2020.**

**Users that want to know about Rural and Agriculture Informatics Lab**

**Users that want to know about Resources**

- Users that wants to know about NULMS
- Users that wants to know about Library
- Users that wants to know about Student societies
- Users that wants to know about Facilities



**Users that want to know about Namal's facebook page.**

**Users that want to know about Namal's Twitter.**

**Users that want to know about Namal's Youtube.**

**Users that want to know about Namal's Email.**

**Users that want to know about Namal's Instagram account.**

**Users that want to know about the Namal's weather.**

## **2.2 Extent of Evaluation:**

The parts of the user interface were analyzed by the researchers which are accessible to the common visitor. The main theme of this evaluation was not to check the errors in the source code of the website instead of stimulating the all type of visitors (See 2.1)The researchers tried to detect failures/problems as many as possible. The main was to evaluate the usability of the website by using the set of heuristics and make a prioritized list of issues for developer's attention. The findings and suggestions in this report will help in future changings of the website interface.

## **3 Evaluation Environments:**

The hardware and software requirements of the researchers are listed below,



<b>Evaluator</b>	<b>Hanan Maqsood</b>	<b>Syed Uzair</b>	<b>Zeemal urooj</b>	<b>Saira Amin</b>	<b>Muhammad Sajid</b>
<b>Age</b>	20	21	21	21	20
<b>Sex</b>	male	male	female	female	male
<b>Web Browser</b>	Opera 10.10 de	Chrome	Mozilla Firefox	Chrome	Google chrome
<b>Operating System</b>	Windows 10	Ubunto 16.0	Ubuntu 9.10	Windows 10	Windows 10
<b>Internet Connection</b>	4 mbps, PTCL	4 mbps, cello,Jazz	4 mbps, cello, Jazz	4 mbps, PTCL	5.5 mbps, PTCL
<b>Monitor Size</b>	15,6"	15,4"	15,4"	15,4"	15,6"
<b>Monitor Colours</b>	32-bits	64-bits	64-bits	32-bits	64-bits
<b>Monitor Resolution</b>	1366 x 768	1366 x 768	1280 x 800	1280 x 800	1280 x 800
<b>Browser Resolution</b>	1280 x 800	1280 x 800	1280 x 800	1280 x 800	1280 x 800
<b>Date of Evaluation</b>	2021-01-28	2021-01-29	2021-01-29	2021-01-29	2021-01-28
<b>Time of Evaluation</b>	18:00-21:30	18:00-22:00	10:00-11:00	10:30-11:30	12:00-1:00

**Table 2:** Evaluation Environment

## 4 Positive Impressions:

The researchers listed the following positive impressions in the website,



## 4.1 Notification bar:

It's quite help full for the visitor to get any important news in the front page as there will be less chance for the user to miss it as shown in the figure 1.



Figure 1

## 4.2 Header buttons and navigation bar:

All the required details were present in the header section; navigation bar and all subsections are properly listed as shown in the figure 2.



Figure 2:



## 4.3 Footer description:

All the required details were given in the footer section especially social media links, websites sub section and weather information makes a best footer for this site.



Figure 3

## 4.4 Good Interface:

Website of Namal Institute Mianwali has a very good user interface. All colors are very friendly to eyes.



Figure 4:

## 4.5 Weather Information:

As the website gives information about the weather of the location so it becomes easy for the visitor to make arrangements according to the weather.



Figure 5

## 5 Analysis of Main Problems

### 5.1 Small logo

In the website, logo of the institute is very small and not clearly visible to users at homepage. This problem was identified by most evaluators. It should be a large logo so that users can see it clearly without any difficulty.

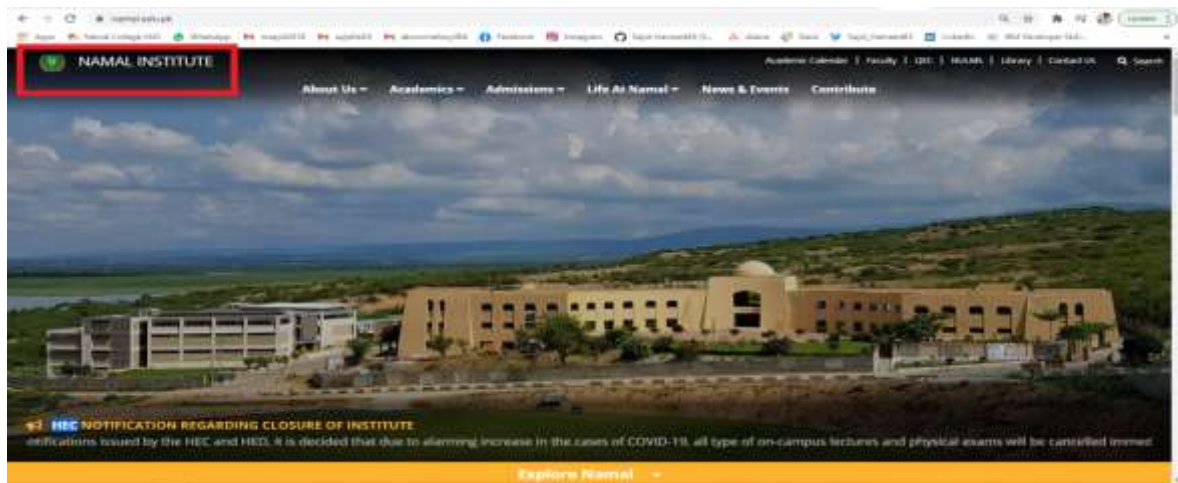


Figure 6

## 5.2 Core values description

Section of core values has main heading of all core values but there is no brief description on any of the core value which clears exact view.

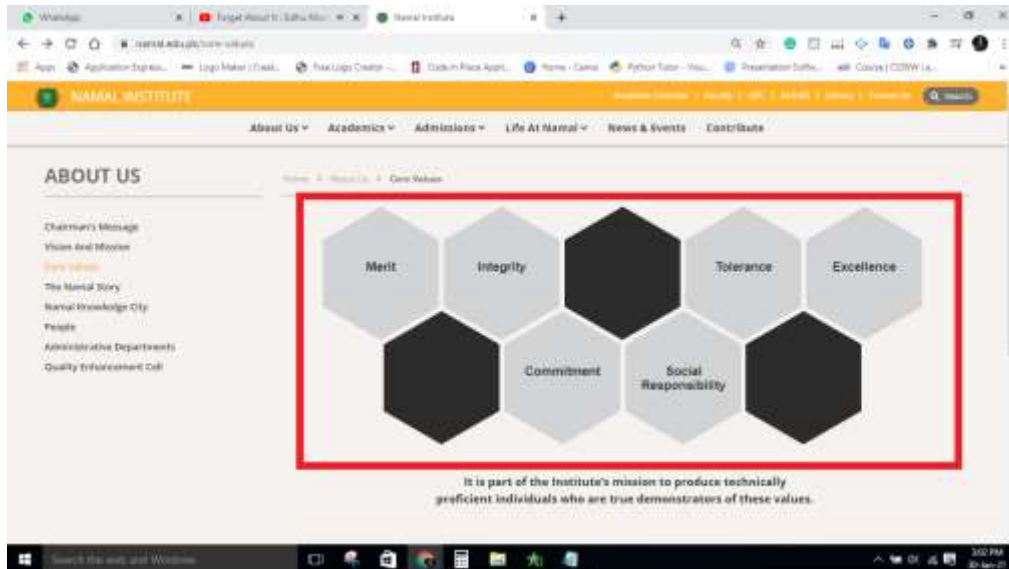


Figure 7

## 5.3 Old data is not updated

In website, number of currently enrolled students is not updated. Website should be maintained and updated continuously to avoid break downs and misinformation.

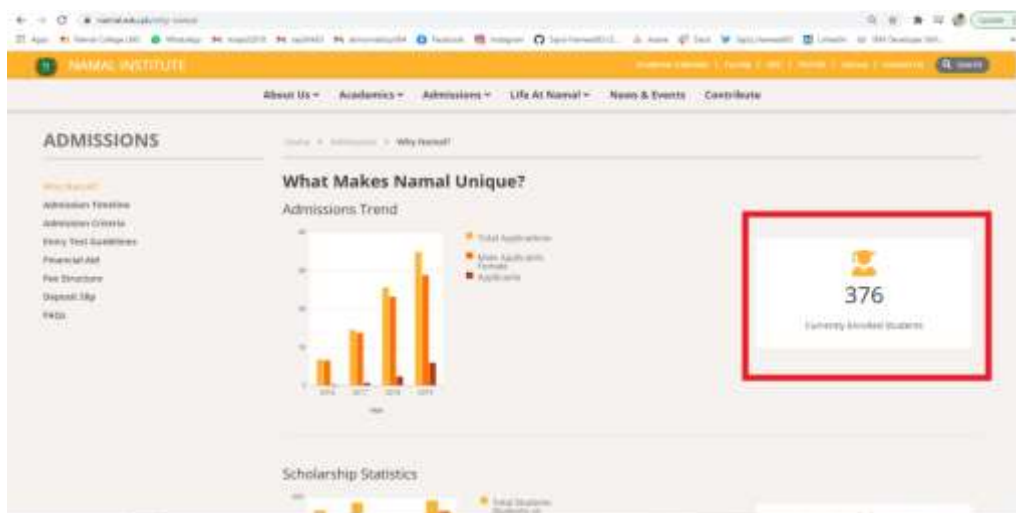


Figure 8

## 5.4 Outdated Academic Calendar

Academic calendar is very compulsory for every institute. Academic Calendar is affected due to covid-19 but on the site, outdated calendar is displayed. This information can misguide the users.

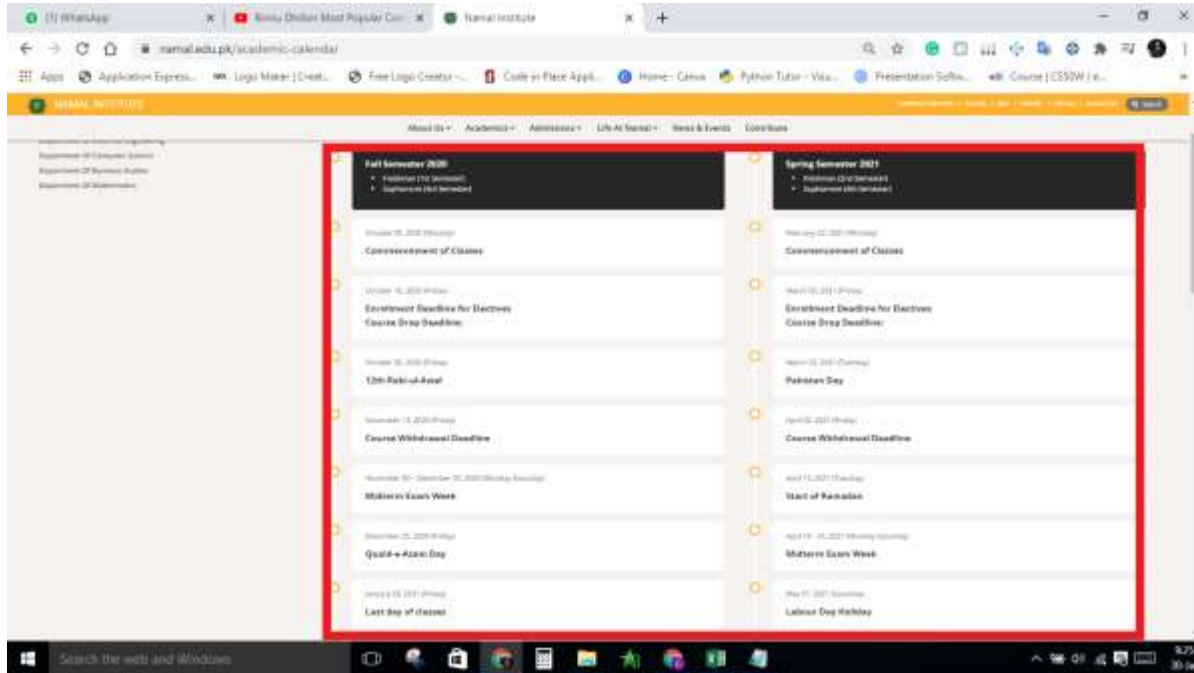


Figure 9

## 5.5 Navigation bars' drop down menu

In the homepage of website, when we hover over the navigation bars, drop down menu is shown automatically without clicking the navigation bar. Sometimes, when user doesn't want to open the drop down menu but it is opened unintentionally and user shifts to the page which not wished to be visited. And when click on navigation bar drop down menu is shown. To disappear the drop down menu we have to click again on the navigation bar.



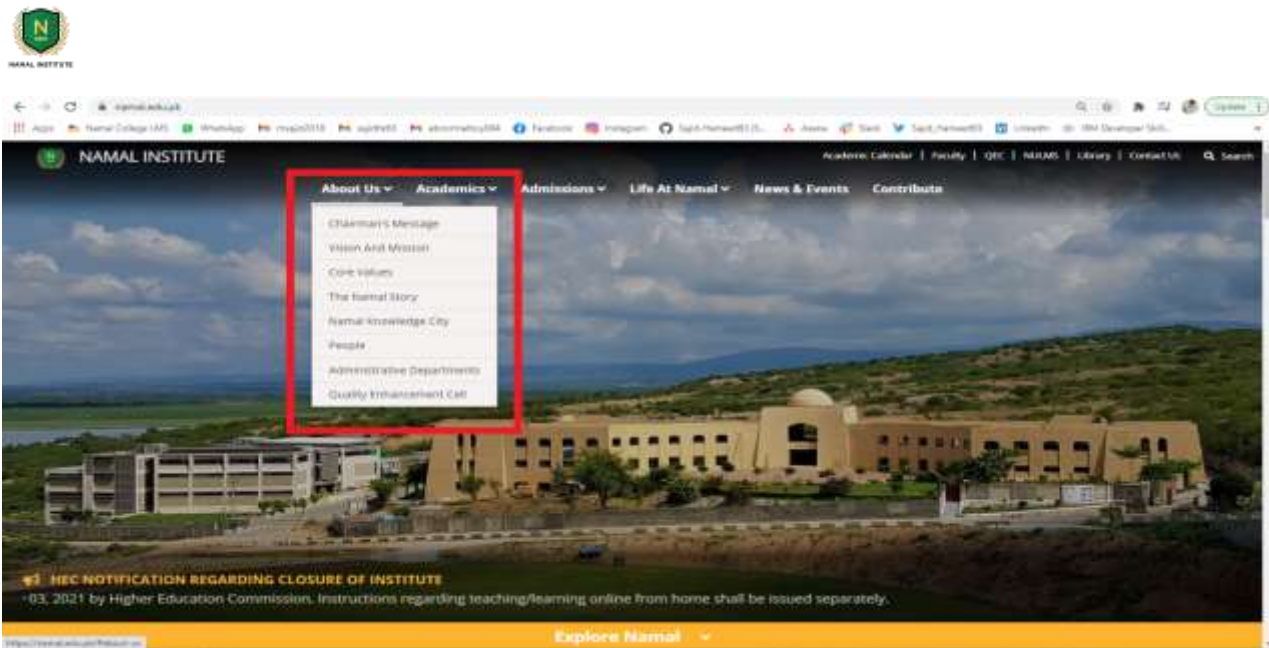


Figure 10

## 6 Catalogue of all located Problems:

Found bySeverity																
.	Short Title	Description	Screenshot	Heuristic	How Reproducible	E 1	E 2	E 3	E 4	E 5	E 1	E 2	E 3	E 4	E 5	Av
1	Outdated Notification	Latest information about HEC's decision is missing. Notification bar is still showing the outdated notification which was issued on 26th November 2020.	noti.png	Updating it using HEC website	On Main Page	y	–	–	–		4	4	3	2	3	3.2
2	News Section not in Place	As news section is one of the most important section in the whole page and it should be mentioned first. But it	news.png	Place on top of the departments	Main Page -> Scroll Down the Page	y	–	–	–		3	3	4	4		3.4



		was placed below other portions.																	
3	Outdated Academic Callender	Academic Callender is affected due to covid-19 but on the site, outdated callender is displayed	Callender.png	update by consulting administration	Academic -> Academic Callender.	y	-	y	-					4	2	4	3	5	3.6
4	Library Interface	Interface of the library is little bit boring. The interface is not friendly in terms of visualization.	library.png	Optimise website	Main Page -> Library	y	-	-	-					2	3	2	3	3	2.6
5	Achievements of QEC	There is no portion in the QEC department which shows the achievements made by QEC.	QEC.png	Make QEC achievement portion	Main Page -> QEC	y	-	-	-					3	3	3	4	4	3.4
6	No Section for Covid SOPs	There is no portion on the website to display the mandatory SOPs for COVID-19.	.....	Part for SOPS	Main Page	y	-	-	-					3	4	3	3	2	3.0
7	Small LOGO	Logo of the institute on the main page is very small. It should be larger enough to appear clearly as it represents the whole institute in it.	Logo.png	Minimalist Logo	On Main Page	y	y	y	y					4	4	4	4	5	4.2
8	No section for Societies	There is no proper portion to define	.....	Part for societies	Main Page	y	-	y	-					3	4	3	3	3	3.2





	ies	different societies as societies play an important role in the campus as well as hostel life.															
9	poor downloading of website on mobile Application	When a user visit the website by mobile application the downloading of the web pages are poor or slow.	slow download.png	Minmalist Downloading	Download of any content	–	y	–	–	–	2	3	3	4	2	2.8	
10	The buttons in the website looks too much boxy	It should little rounded. There are too much abstract navigation bars.	Too much boxy.png	Rounded or Link Buttons	Main page -> Navigation bar	–	y	–	–	–	2	3	3	2	5	3.0	
11	Mess look of website on mobile application	When we open the website on mobile the weather section at the bottom section it shows the weather in horizontal view and its gets messy to look so it is better to display that information in vertical form so the user easily understand.	mess look.png	In vertical shape on mobile	Main Page -> Scroll Down the Page	–	y	–	–	–	3	4	3	3	4	3.4	
12	Core Values	Section of core values has main	Core.png	Breif the core values	Main Page -> about us -> Core Values	–	–	y	–	–	4	4	3	4	4	3.8	



	Descri ption	heading of all core values but there is no breif discription on any of the core value which clears exact view															
13	Upco ming Activit es Sectio n	There is no section which indicates the upcoming activites of the institute. There must be a portion for it so that everyone can identify upcoming events.	.....	Make a portion for upcomin g activities	On Main Page	-	-	y	-		3	3	3	4	3	3.2	
14	Searc h Bar Defffic iency	When a user search something on search something, it shows results from browser. But it has to show results from the website.	SearchBar.p ng	Search in the website	Main Page -> Search	-	-	y	y	-	1	3	3	4	3	2.8	
15	Navig ation bars' drop down menu	In the homepage of website, when we hover over the navigation bars, drop down menu is shown automaticall y without clicking the navigtion bar. Sometimes, when user don't want to	Navigation bars' dropdown menu.png	Drop down menu should appear and disappea r after clicking on te navigatio n bar.	Hover on to the navigation bars like "About Us", "Academics", "Admissions", "Life At Namal".	-	-	-	y		4	3	3	4	4	3.6	



		open the drop down menu but it is opened unintentionally and user shifts to the page which not wished to be visited. And when click on navigation bar drop down menu is shown. To disappear the drop down menu we have to click again on the navigation bar.															
16	Old data not updated	In website, number of currently enrolled students is not updated.	Old data not updated.png	Section should be updated continuously	Click on navigation bar "Admissions" , then click on "Why Namal?" in the in drop down menu.	-	-	-	y		4	4	3	4	4	3.8	
17	Extra blocks	In website, there are some extra blocks which are there. But these blocks have no content to show in them. Only block of page 1 in "Workshops And Seminars" shows some content.	Extra blocks.png	Extra and empty blocks should not be there.	Click on navigation bar "Life At Namal" , then click on "Workshops And Seminars" in drop down menu. And then click on the numbers of pages "1 or 2 or any number".	-	-	-	y		2	2	2	2	2	2.0	
18	Outdated news and event section	This section on website was outdated it must be continuously	news event.jpg	Update it regularly	Main page	-	-	-	-	y	3	2	3	3	2	2.6	



	n	updated.															
19	Unabl e to go back	A user can't go back from the sub sub sections towards the home or its subsection	cant go back.jpg	Must provide goback navigatio ns	Main page-> subsections	-	-	-	-	y	4	3	4	3	3	3.4	
20	Empty resear ch sectio n	There is a section name research on home page but no prior information related to the research was given in the section	research.jpg	Must describe research	Main page	-	-	-	-	y	3	3	4	3	3	3.2	
21	Facult y sectio n	The repeated information from the people section from about us section was given in the faculty	faculty.jpg	Remove Repeatn ess of same content	header	-	-	-	-	y	4	3	3	2	3	3.0	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	



## Appendix A: Heuristics Used by the Evaluators

The evaluators used the set of heuristics by Andrews found here [heuristiken.pdf](#).

## Appendix B: Individual Evaluation Logs

The table contains the log files of each individual evaluator,

Name	Log File
Hanan maqsood	<a href="#">Log-Hanan.txt</a>
Uzair	<a href="#">Log-Uzair.txt</a>
Zeemal	<a href="#">Log-zeemal.txt</a>
Saira	<a href="#">Log-saira.txt</a>
Sajid	<a href="#">Log-sajid.txt</a>

## Appendix C: Spreadsheet

The spreadsheet ([he final.xls](#)) includes all the problems we have found during evaluation with there severity.