

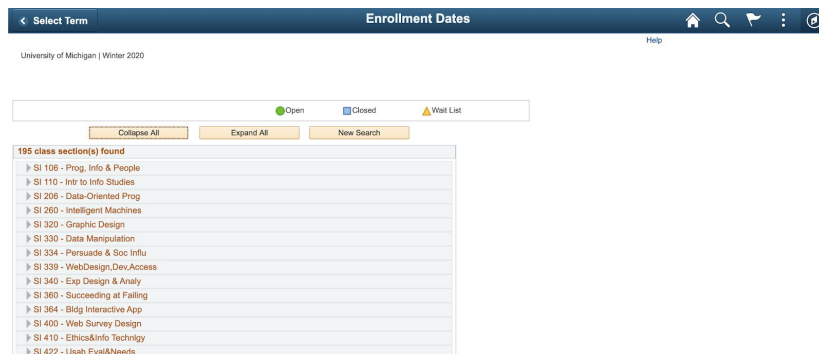
Heuristic Evaluation

For my heuristic evaluation, I chose to analyze Wolverine Access. In my experience, Wolverine Access has many issues that makes it difficult and frustrating for users. Wolverine Access is a site that organizes a University of Michigan student's information. It's main functions include organizing registration and class schedule information; housing tuition, financial aid, and scholarship information; and organizing a student's personal information such as their home and school addresses as well as their emergency contact information. Wolverine Access's primary audience is students at the University of Michigan.

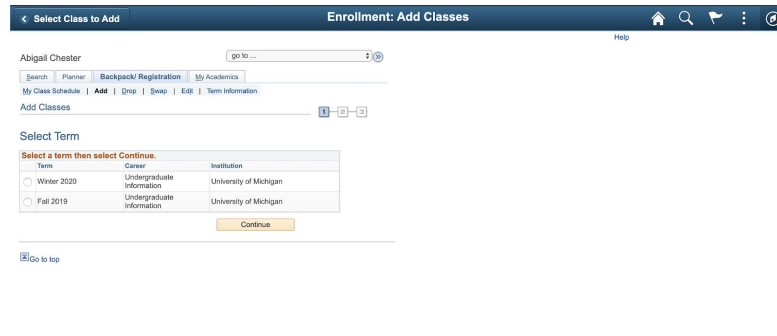
I chose three tasks to perform a heuristic evaluation of Wolverine Access:

1. Registering for classes
2. Finding a student's registration time
3. Finding a student's unofficial transcript

In the first task, registering for classes for a new semester, many students (myself included) have complained about how inefficient it is to find specific classes and accurately register for them. If a student doesn't know the class number, they have to search for it based on school, and it is difficult to go back and forth between pages to find the exact class they are looking for. While conducting the heuristic evaluation, I found that the main issue involved the heuristic of user control and freedom. For example, if a student accidentally clicked on the wrong school when looking for classes and clicked the back button on the browser, it takes the student all the way back to the first step of choosing their term. This issue could be found with user testing, as there are no undo/redo options for the user. This is an issue because the user can become easily frustrated if they are not careful with what interactions they choose to do. I would rank this a 4 on the severity rank, as it is a big problem for users as they cannot get one of the main functions of the website completed with ease.

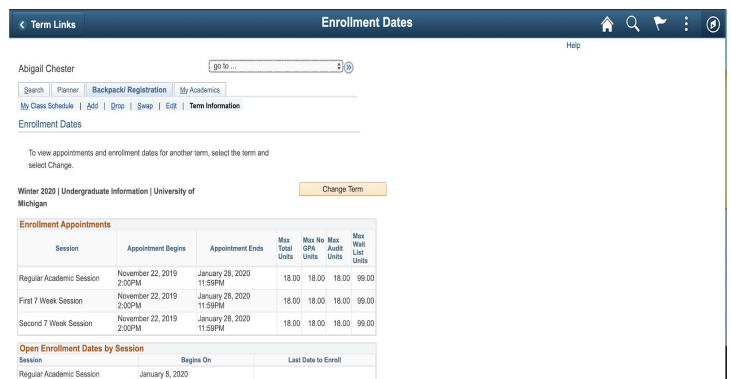
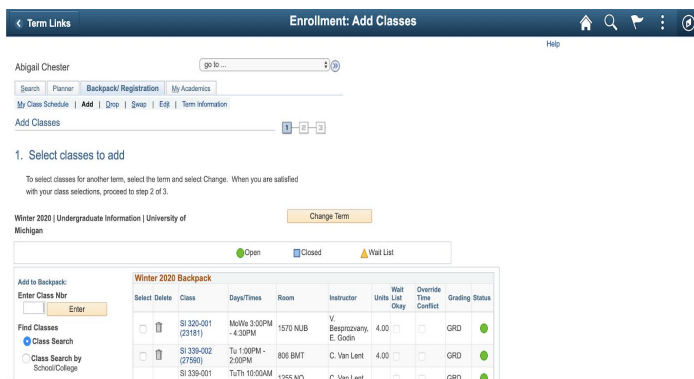


- If a user accidentally chose the School of Information to look at classes and then clicked the back button, they would go all the way back to the start (screenshot below)



Another, seemingly less important heuristic that has to do with this first task is the visibility of system status. Yes, Wolverine Access has a busy symbol when it is loading pages, but this symbol isn't necessarily visible to users. It is small and in the upper right hand corner, which doesn't necessarily pop out and show the users that something is loading. This issue is less severe, I would say a 2, because it could easily be fixed by enlarging the symbol and placing it in a more visible part of the screen.

For the second task, finding a student's registration time, the main problem is that it isn't very intuitive for users to find, as the layout of Wolverine Access is very content heavy. The main heuristic that causes an issue with this seems to be aesthetic and minimalist design. Currently, Wolverine Access has tons of information on the screen that users don't necessarily need nor use. This causes distraction to the users and prevents them from efficiently completing tasks. For this task specifically, users have to click through many pages just to get to one piece of information. The layout itself is very dated and contains too much text and too little visuals to aid users. I would rate this issue a 3 on the severity ranking.



Another issue pertaining to finding a student's registration time includes the heuristic of recognition rather than recall. The user has to go through several pages to get to their registration time, and then they just have to remember that time or write it down somewhere since it is nowhere else on the site. I think it would be useful if the registration time were on the

backpacking page, as that is where students actually register for classes, and if they wanted to double check their registration time, it would be easily visible to them. I also would give this issue a 3 because it causes a huge annoyance to users.

In the last task, finding a student's unofficial transcript, the main problem involves the heuristic of consistency and standards. You can find a student's unofficial transcript in multiple places which is a good thing. The unofficial transcript can be found through the Student's Portal tab or their Academic Records tab. However, these pages in which the transcript is found do not look the same, which can cause confusion. For example, if a student took one route to get their unofficial transcript and then discovered another way, they would find 2 different screens showing them how to do the same task. This might confuse them, as they may think that these two pages lead to two different things. Which one is the right tab to actually find their unofficial transcript? This issue wouldn't necessarily be found with user testing, but is important in maintaining cohesion throughout the entire website. I would rank this issue as a 2 on the severity ranking scale, as the task is still doable without too much confusion, but could definitely be improved.

