

Avaliação Heurística - The Emotionality Tool

Obrigado por participar na avaliação heurística do "The Emotionality Tool"!

O "The Emotionality Tool" será avaliado em duas partes que consistem na interface do **team leader** e do **team member**. Para cada uma das partes será apresentado um conjunto de cenários a serem avaliados.

Paralelamente a este enunciado é disponibilizado um ficheiro Excel onde poderá realizar a avaliação heurística de cada um dos cenários.

A seguir são apresentadas as 10 heurísticas de Nielsen, juntamente com uma breve descrição:

1. **Visibilidade do status do sistema:** O sistema deve sempre informar aos utilizadores sobre o que está acontecendo, fornecendo feedback adequado em tempo hábil. Os utilizadores devem ser capazes de compreender o estado atual da interface e saber o que está acontecendo.
2. **Correspondência entre o sistema e o mundo real:** A linguagem, os termos e os conceitos utilizados na interface devem refletir o vocabulário e as convenções do mundo real, tornando o sistema mais fácil de entender e usar para os utilizadores.
3. **Controlo e liberdade do utilizador:** Os usuários devem ter o poder de voltar atrás e desfazer ações indesejadas, assim como explorar o sistema sem consequências irreversíveis. Isso ajuda a reduzir a ansiedade e os erros dos utilizadores.
4. **Consistência e padrões:** Elementos e ações da interface devem ser consistentes em todo o sistema. Os utilizadores esperam padrões familiares e comportamentos previsíveis, portanto, é importante seguir convenções e padrões de design estabelecidos.
5. **Prevenção de erros:** É preferível que o sistema previna erros a depender apenas da detecção e correção posterior. Isso pode ser alcançado através de mensagens claras, confirmações de ações críticas e limitações nos inputs do utilizadores.
6. **Reconhecimento ao invés de lembrança:** É mais fácil para os utilizadores reconhecerem opções ou informações do que ter que lembrar delas. Portanto, a interface deve apresentar informações de maneira clara e visível, evitando que os utilizadores precisem se esforçar para lembrar detalhes.
7. **Flexibilidade e eficiência de uso:** Os utilizadores experientes devem poder utilizar atalhos e comandos para agilizar suas interações com o sistema, ao mesmo tempo em que as opções mais comuns devem ser facilmente acessíveis para utilizadores iniciantes.
8. **Estética e design minimalista:** As interfaces devem ser esteticamente agradáveis, utilizando um design limpo e minimalista. O objetivo é evitar informações irrelevantes e elementos visuais confusos, garantindo que o foco principal seja dado às tarefas e aos conteúdos relevantes.
9. **Ajuda aos utilizadores a reconhecer, diagnosticar e corrigir erros:** Quando os utilizadores cometem erros, o sistema deve fornecer mensagens claras e sugestões úteis para ajudá-los a entender o problema e a encontrar uma solução. As mensagens de erro devem ser expressas em linguagem simples e evitar jargões técnicos.

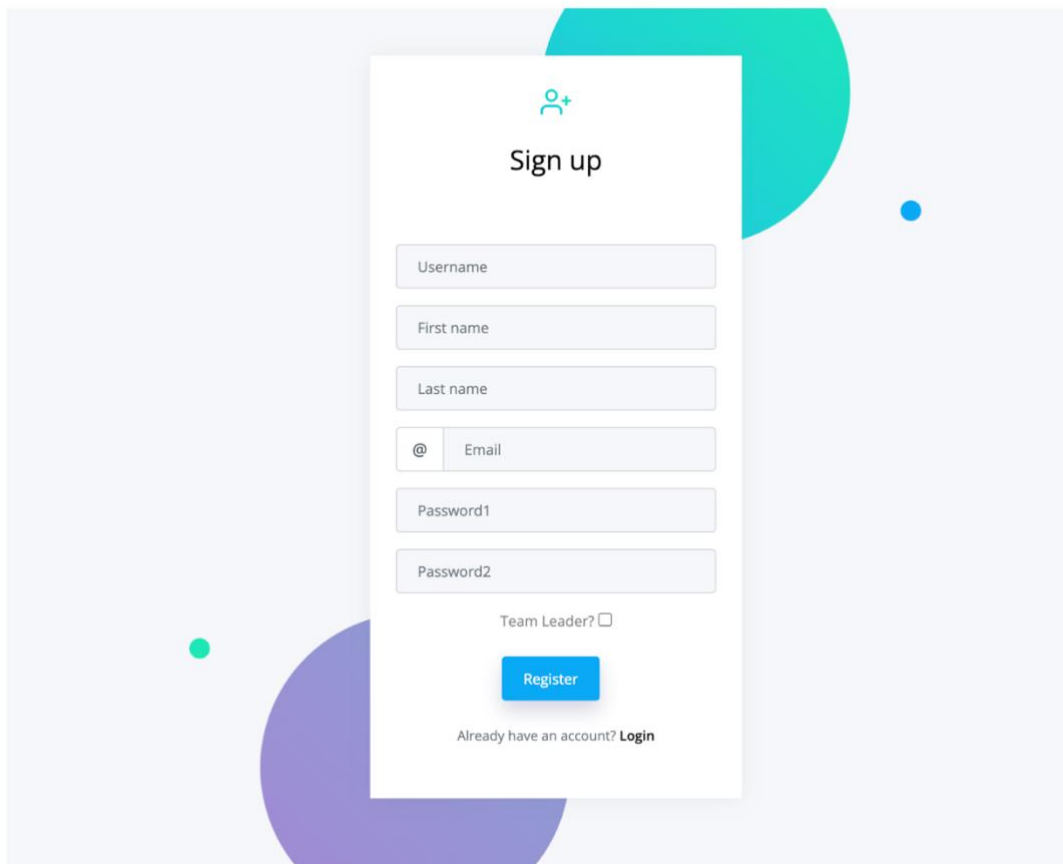
10. **Ajuda e documentação:** Mesmo com uma interface intuitiva, os utilizadores ocasionalmente precisarão de informações adicionais. Portanto, a documentação do sistema deve ser fácil de encontrar, estar atualizada e ser de fácil compreensão, proporcionando suporte aos utilizadores em suas tarefas.

A seguir são apresentadas todas as telas que serão alvo de avaliação. Note que irá ter que alternar entre interfaces.

Team Leader interface

Signup

Registe-se no "The Emotionality Tool" selecionando no final a opção "Team Leader"



Sign up

Username

First name

Last name

@ Email

Password1

Password2

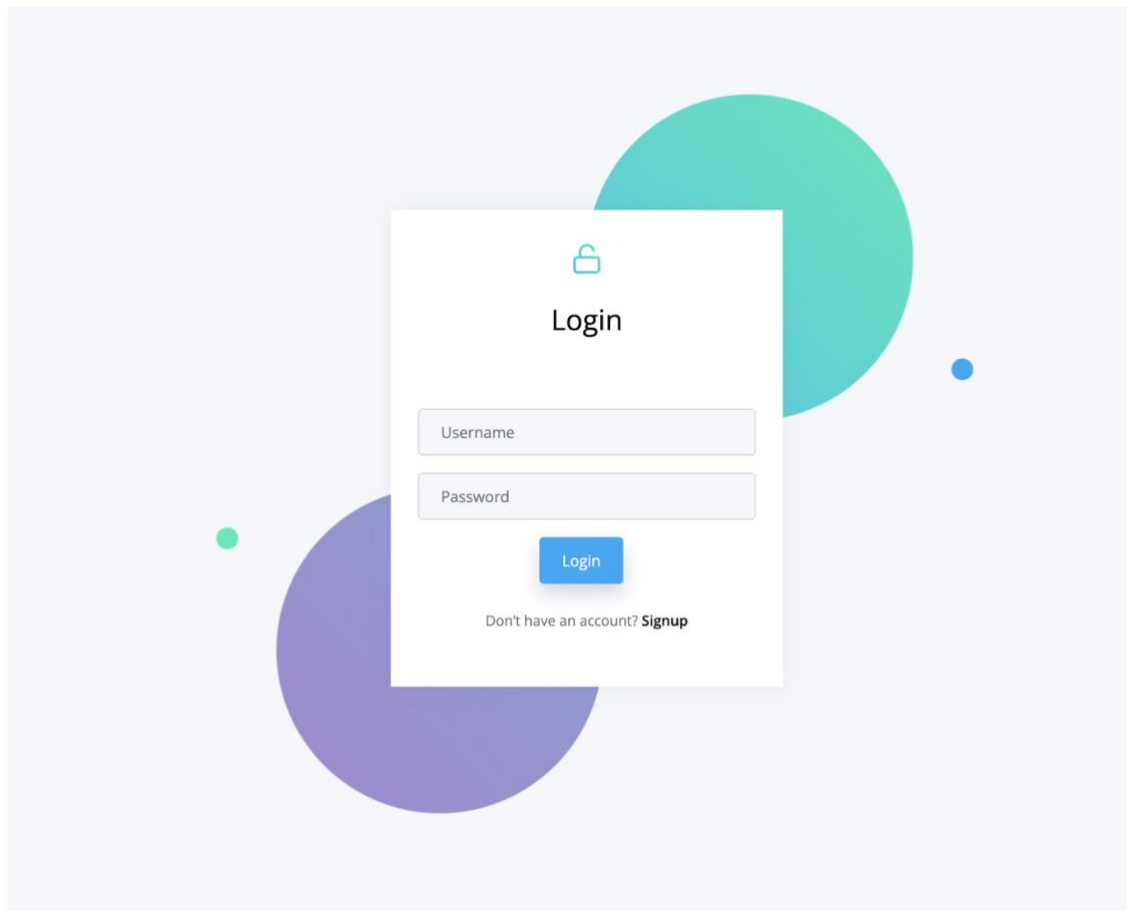
Team Leader? ☐

Register

Already have an account? [Login](#)

Login

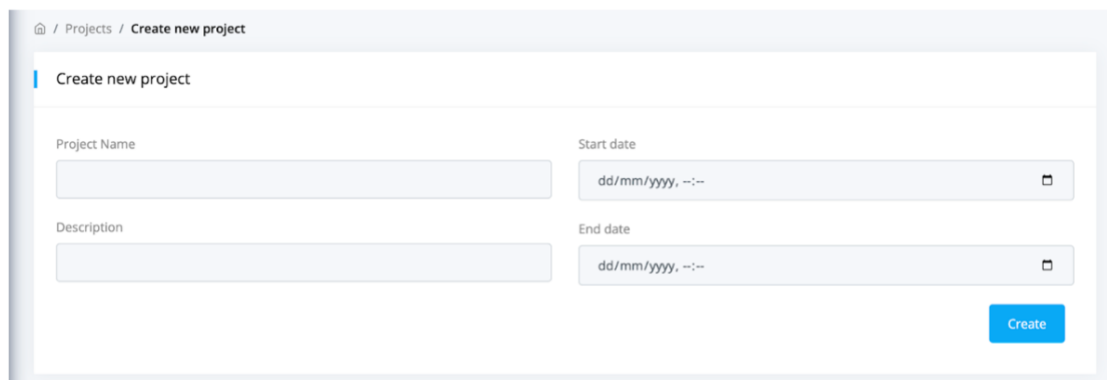
Autentique-se no "The Emotionality Tool" com o username e password criados.



The login form is a white rectangular box centered on the screen. At the top, there is a teal padlock icon followed by the word "Login" in a bold, black font. Below this, there are two input fields: "Username" and "Password", both with light gray borders. Under the "Password" field is a blue "Login" button. At the bottom of the form, there is a link that says "Don't have an account? **Signup**". The background features a light blue gradient with large, overlapping teal and purple circles and a few smaller teal and blue dots.

Manage Projects

Crie um projeto com o nome "project test", descrição "avaliação heurística" e data de início e fim do projeto à sua escolha.



The form is titled "Create new project" and is located within a "Projects" section. It has a white background with a light blue border. The form contains four input fields: "Project Name", "Start date", "Description", and "End date". The "Start date" and "End date" fields have a date picker icon (a small square with a diagonal line) to their right. A blue "Create" button is located at the bottom right of the form. The breadcrumb navigation at the top shows a home icon, "Projects", and "Create new project".

Link: <https://drive.google.com/drive/u/2/folders/1T5eYXQR0CTELfjRD4i8lrGlt3TXg6TT>

Upload Usability Test Data

Faça upload dos videos que se encontram neste [link](#) com os seguintes dados:

Project: selecione o projeto criado;

Usability test name: **test**;

User type: **A**;

User UID: **100**;

Local: **sala privada**;

Faça o download dos videos disponibilizados na drive e faça o upload dos mesmos nos campos corretos;

Nota: O upload dos videos poderá demorar algum tempo. Por favor permaneça na mesma página até que os videos fiquem guardados na base de dados do sistema.

The screenshot shows a web interface for uploading usability testing data. The breadcrumb navigation at the top reads: Home / Usability Evaluation / Upload Usability Testing Data. The main heading is 'Upload Usability Testing Data' with a help icon. A warning message states: 'Videos will take some time to load. Wait until you stop seeing the page loading!'. The form contains several input fields: 'Project' (a dropdown menu showing 'Name: Del. Description: Del'), 'Local' (a text input field), 'Usability testing name' (a text input field), 'User Type' (a text input field), and 'User UID' (a text input field with a dropdown arrow). On the right side, there are two file upload sections: 'Webcam video recoder' and 'Screen video recoder', each with a 'Choose file' button and the text 'No file chosen'. An 'Upload' button is located at the bottom right of the form.

Split Usability Test Data

- 1) Selecione o usability test carregado;
- 2) O utilizador realizou 4 tarefas:

Sign up on the TechIST website

Locate the "Login" button in the navbar

Click the "Login" button

Click the "sign-up" button

Go to the sign-up page

Enter valid personal data such as username, email and password.

Confirm that everything is filled out correctly

Click on the "sign-up" button

Sign in

Go to the login page

Enter the username and password

Confirm that everything is filled in correctly

Click the "sign in" button

Search for drone via the search bar (text input)

Locate the "Products" button in the navbar

Locate the search bar

Insert the word "drone" in it

Click on the search button

Logout

Locate the "Logout" button in the navbar

Click the "Logout" button

Primeiro, selecione o tempo de inicio e fim de cada tarefa. **De seguida** clique em "Edit table" e altere a "Task name" e as "Actions".

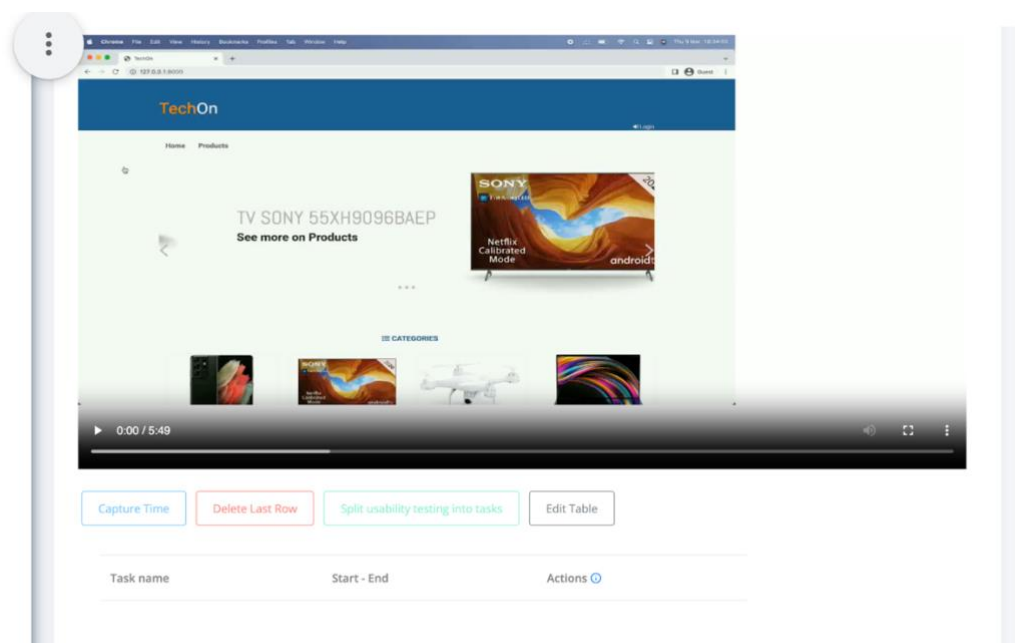
Por exemplo, para a tarefa "Logout" fica:

Task name: **Logout**

Start - End: **xx:xx - xx:xx**

Actions: **Locate the "Logout" button in the navbar#Click the "Logout" button**

Nota: Todas as actions têm que ser separadas por "#"



Manage Invitations

Selecione o projeto criado e convide um team member. O team member a convidar é o que irá ser criado a seguir.

- 1) Faça logout da conta do team leader.
- 2) Faça signup de um team member;
- 3) Faça login novamente na conta do team leader e convide o team member já criado pelo seu email.

Project Invitations / Manage Invitations / Create Invitation

Create Invitation

Project Name	Project Description	Project Start date	Project End date	Select
Del	Del	June 23, 2023, 11:54 a.m.	June 24, 2023, 11:54 a.m.	<input type="checkbox"/>

Invite already registered team member by email to join the selected project(s) above.

Team Member interface

My Invitations

Agora, após ter feito signup com uma nova conta de team member criada por si, vá a “My Invitations” e aceite o convite para participar no projeto enviado pelo team leader.

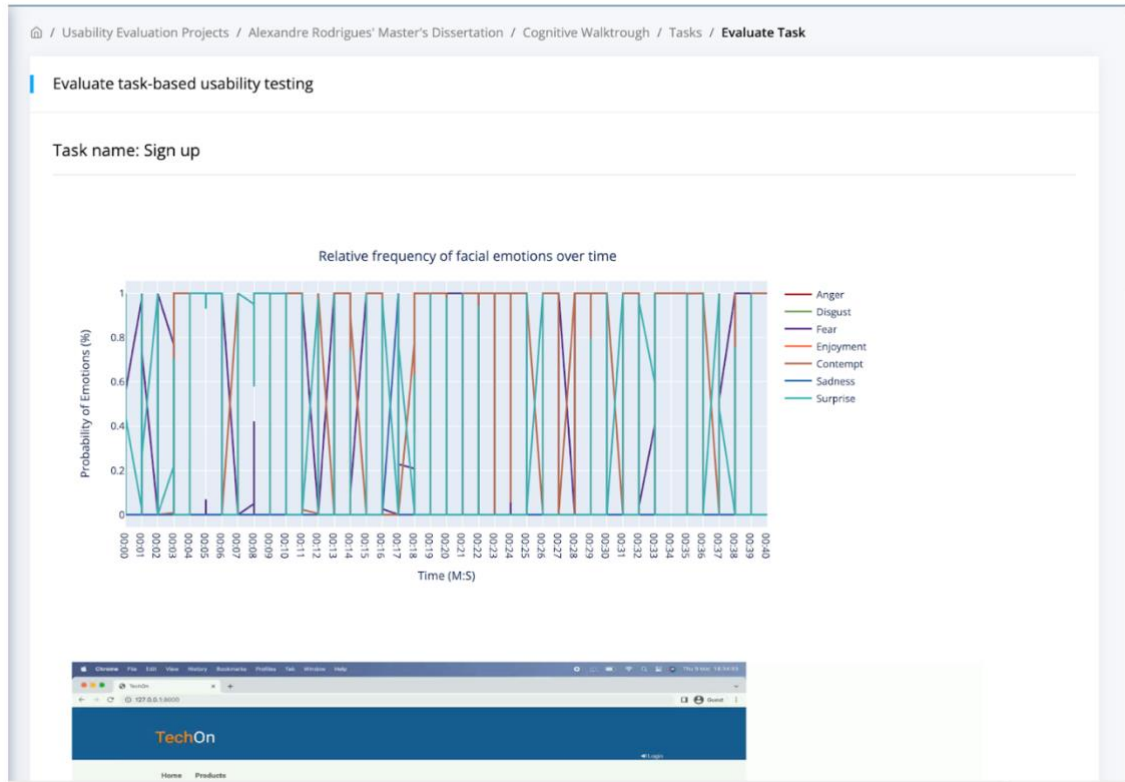
Usability Evaluation Projects

Avalie o usability test **sem** o auxilio das facial emotions utilizando o Cognitive Walkthrough.

<p>Actions</p> <ol style="list-style-type: none">1. Locate the 'Login' button in the navbar2. Click the 'Login' button3. Click the 'sign-up' button4. Go to the sign-up page5. Enter valid personal data such as username, email and password6. Confirm that everything is filled out correctly7. Click on the 'sign-up' button <p>Cognitive Walkthrough questions</p> <p>Will the user try to achieve the right result?</p> <div>X</div> <p>Will the user notice that the correct action is available?</p> <div>X</div> <p>Will the user associate the correct action with the result he/she is trying to achieve?</p> <div>X</div> <p>After the action is performed, will the user see that progress is made toward the goal?</p> <div>X</div> <p>Notes:</p> <div>X</div> <p>Usability evaluation done? <input type="checkbox"/></p>
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Usability Evaluation Projects

Avalie o usability test **com** o auxilio das facial emotions utilizando o Cognitive Walkthrough.



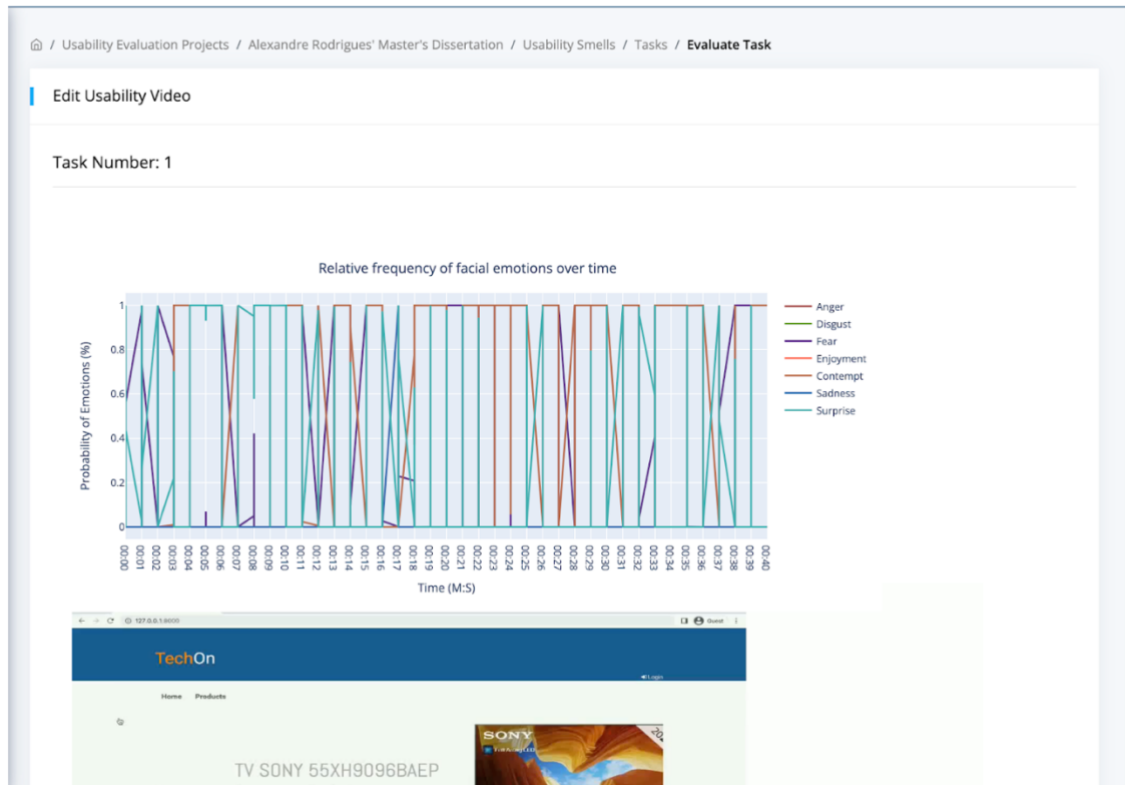
Usability Evaluation Projects

Avalie o usability test **sem** o auxilio das facial emotions utilizando o Usability Smells

Usability Smells		
Usability Smell	Description	Select
No client validation	This usability smell refers to the absence of validation checks on the client-side when inputting data into forms. Without proper client validation, users may submit incorrect or incomplete information, leading to errors or difficulties down the line. For example, if a form doesn't validate email addresses or requires specific formats for certain inputs but doesn't provide feedback or error messages, users may encounter issues when submitting the form.	<input type="checkbox"/>
Late validation	Refers to a usability smell where validation checks for user inputs or actions occur after a significant delay or at a later stage in the process. Instead of providing immediate feedback on errors or invalid inputs, the system waits until later in the user flow to validate the information. This can lead to confusion and frustration for users as they may not be aware of their mistakes until they have progressed further in the process.	<input type="checkbox"/>
Abandoned form	This usability smell occurs when users start filling out a form but abandon it before completing the process. It suggests that users may encounter difficulties or frustrations while interacting with the form, leading to abandonment. Common reasons for abandoned forms include complex or confusing layouts, unclear instructions, excessive or irrelevant form fields, or technical issues.	<input type="checkbox"/>
Go to wrong page/Misleading link	This usability smell indicates situations where users are directed to the wrong page or misled by a link that doesn't accurately represent the content or destination. For example, clicking on a link that promises one thing but takes the user to an unrelated or unexpected page can cause confusion and disrupt the user's flow. Misleading links can lead to frustration and impact the user's trust in the website or application.	<input type="checkbox"/>
Long-time request	This usability smell refers to situations where user requests or actions take a long time to process or complete, causing delays and potential frustration. For example, if a page takes an excessively long time to load or a transaction processing request	<input type="checkbox"/>

Usability Evaluation Projects

Avalie o usability test **com** o auxilio das facial emotions utilizando o Usability Smells



Team Leader interface

Results Consolidation - Permission

Agora, na conta do team leader dê **permissão** para que o team member consiga consolidar os resultados. Neste caso apenas tem um team member pelo que não seria necessário consolidar os resultados. Contudo, quando são vários expert evaluators (team members) a avaliar a usabilidade de um sistema é necessário que os resultados sejam consolidados de forma a se ter uma conclusão final unânime.

🏠 / Conclusions / Results Consolidation Permissions / Alexandre Rodrigues' Master's Dissertation ⓘ

Usability test name: Website without usability problems

User type: A

User UID:100

Local: Private room

Team member name	CW without emotions	CW with emotions	Usability Smells without emotions	Usability Smells with emotions
Alexandre Rodrigues	✓ 2 / 7	✓ 0 / 7	✓ 1 / 7	✓ 1 / 7
Flavia Santos	✓ 0 / 7	✓ 0 / 7	✓ 0 / 7	✓ 0 / 7

Allow team members to consolidate usability evaluations?

Not Allow

Usability test name: Website with usability problems

User type: B

User UID:101

Local: Private room

Team member name	CW without emotions	CW with emotions	Usability Smells without emotions	Usability Smells with emotions
Alexandre Rodrigues	✓ 1 / 7	✓ 0 / 7	✓ 0 / 7	✓ 0 / 7
Flavia Santos	✓ 0 / 7	✓ 0 / 7	✓ 0 / 7	✓ 0 / 7

Allow team members to consolidate usability evaluations?

Not Allow

Usability test name: Website

User type: A

User UID:102

Local: Private room

Team Member interface

Results Consolidation - CW

Dada a autorização do team leader para a consolidação dos resultados, na conta do team member selecione o CW **sem** o auxílio das facial emotions, faça a avaliação com o CW e adicione um número de usability problems encontrado e submeta.

Cognitive Walkthrough

Will the user try to achieve the right result?

X

Will the user notice that the correct action is available?

X

Will the user associate the correct action with the result he/she is trying to achieve?

X

After the action is performed, will the user see that progress is made toward the goal?

X

Notes:

X

Number of usability problems

5

Usability evaluation done? ☒

Evaluate

Results Consolidation - CW

Dada a autorização do team leader para a consolidação dos resultados, na conta do team member selecione o CW **com** o auxilio das facial emotions, faça a avaliação com o CW e adicione um número de usability problems encontrado e submeta.

Cognitive Walkthrough

Will the user try to achieve the right result?

X

Will the user notice that the correct action is available?

X

Will the user associate the correct action with the result he/she is trying to achieve?

X

After the action is performed, will the user see that progress is made toward the goal?

X

Notes:

X

Number of usability problems

5

Usability evaluation done? ☒

Evaluate

Results Consolidation - Usability Smells

Dada a autorização do team leader para a consolidação dos resultados, na conta do team member selecione o *Usability Smells* **sem** o auxílio das facial emotions, faça a avaliação com o *Usability Smells* e adicione um número de usability problems encontrado e submeta.

	Confusion and uncertainty. For example, not displaying loading indicators or progress bars during lengthy operations can make users wonder if the system is still working.	
Poor error handling	Inadequate error messages or cryptic error codes make it challenging for users to understand what went wrong and how to resolve the issue. Vague error messages like "An error occurred" without any further explanation are examples of poor error handling.	<input type="checkbox"/>
Lack of clear navigation	If users struggle to find their way around a system or website due to unclear navigation menus, confusing labels, or hidden links, it indicates poor usability. Navigation elements should be intuitive and self-explanatory, helping users easily move between different sections or pages.	<input type="checkbox"/>
Poor responsiveness	Slow response times, unresponsive controls, or delays in system reactions can frustrate users. A lack of responsiveness undermines the overall usability and user experience of a system.	<input type="checkbox"/>

Notes:

X

Number of usability problems

Usability evaluation done? ☐

Evaluate

Results Consolidation - Usability Smells

Dada a autorização do team leader para a consolidação dos resultados, na conta do team member selecione o *Usability Smells* **com** o auxílio das facial emotions, faça a avaliação com o *Usability Smells* e adicione um número de usability problems encontrado e submeta.

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Notes:

X

Number of usability problems

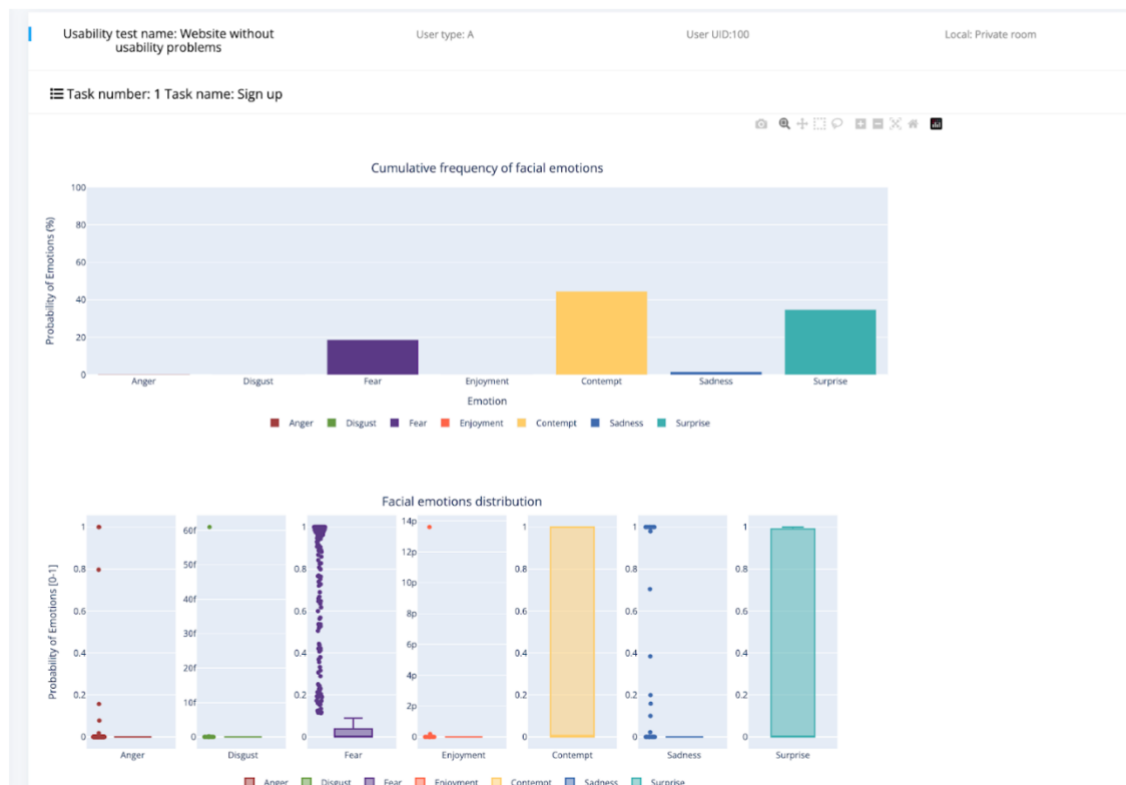
Usability evaluation done? ☐

Evaluate

Team Leader interface

Results - All Results

Na conta do team leader analise os resultados de todas as tasks do usability test.



Results - All Results

Na conta do team leader faça o download do excel que contem todos os resultados.

User type filters

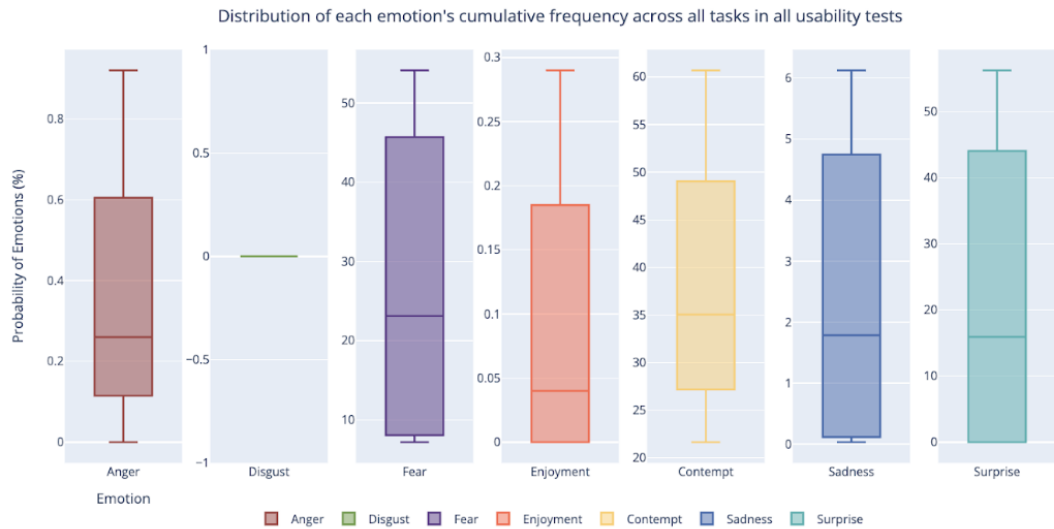
Both A B

Download results as Excel file

Results - Overall Results

Na conta do team leader analise os resultados globais de todas as tasks do usability test.

Quantitative end-results from the consolidated results.





Results - Overall Results

Na conta do team leader faça o download do excel que contem todos os resultados globais.

[Home](#) / [Conclusions](#) / [Projects](#) / **Overall Results**

User type filters

Both

A

B

Download results as Excel file