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Part-C.Q.1) Expert reviews:-

- They can occur in the early or late design phase. The outcome is a report about the problems ~~and~~ identified & recommended changes.
- The reviews can present the problems to the designers but development should not be suggested.

→ EXPERT REVIEW METHODS:(1) Heuristic Evaluation:

The reviewers compare the interface with a design heuristics. The rules must be familiar with the experts.

(2) Guidelines Review:

The interface is checked with the organizational guidelines document. It takes more time for this process and as it requires cross checks.

(3) Consistency Inspection:

Experts verify the consistency across the interfaces by terminology, fonts, colors etc. They also inspect the documentation and online help.

### ⑦ Cognitive Walkthrough:

The experts explore a typical interface to carry out typical tasks. They can explore the system more privately but it is suggestible to carry out with designers.

### ⑤ Meta force of human thinking:

The experts focus on how users think when interacting with an interface. The 5 aspects of human thinking such as:

- Habit
- Stream of thought
- Awareness & Associations
- Relationship between presentation & thought
- Knowledge of user.

### ⑥ Formal Usability Inspection:

• Experts conduct court room style meeting with a judge to present the interface and discuss its merits and weakness.

- Design team can oppose these problems.
- This can be educational experiences for new designers but they may take longer to carry out than others.

→ As the leading bank needs to evaluate the front website by experts the above mentioned process can be followed. Other additional details to keep in mind are as follows:-

- ① As the bank is in int a protection given to the assets security is the key issue that should be addressed.
- ② The website should be tested against any flaws by experts to achieve the safety measures.
- ③ Heuristic evaluation techniques along with cognitive walkthroughs can also help in this case.
- ④ A formal usability inspection is also crucial as the designers and the experts can discuss after the given problems are presented.

—> Key points to address:-

- Facilitating data Entry
- Heuristic Evaluation
- Strive for consistency
- Cater to Universal Usability
- Offer informative feedback
- Prevent Errors.
- Permit easy reversal of actions
- Support internal locus of control
- Reduce short term memory load.