**HEURISTIC EVALUATION**

EXPERT 2

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| --- | --- |
| **TASKS** | **Problems faced** |
| Find the chapter named ”The Interaction Cycle and the User Action Framework”. | For a large eBook with many chapters, it was difficult to find the given chapter. The expand/collapse does not work on the left pane so scrolling takes too much time. Also, the book table of contents page are not hyperlinked to the pages. The search function provided no flexibility.  Rating:  Frequency: 4  Impact: 4  Persistence: 4  (Need to fix the expand/collapse feature)  Heuristic violated (2): **Recognition rather than recall & Flexibility and efficiency of use**  Search function does not provide flexibility for users to specify criterion and since the expand/collapse does not work, it puts more work on user to try remembering where the chapters are from having to scroll through the long contents menu.    (long scrolling)    search results are not in order and no option for adding criterion and sorting |
| Identify the number of headings on page 108. | Top navigation bar is too small to see for people who have poor eyesight.  Rating:  Frequency: 5  Impact: 2  Persistence: 3 |
| Find the definition of “ethnography”. | A text book commonly has a glossary section where definitions of keywords in the textbook can be found which the eBook system did not have.  Rating:  Frequency: 4  Impact: 2  Persistence: 1  **Heuristic violated: Match between system and the real world.**  The absence of a glossary in the system would confuse a regular textbook reader from using a hard copy (real world) to using the eTextbook.  (no glossary link) |
| Find the third occurrence of the word “Experience”. | The search function does not provide flexibility in allowing the user to specify extra criterion to refine and sort the search result in a particular order. The search results were not in order to it was impossible to find the actual third occurrence apart from scrolling through page by page manually.  Also, there are two search links on the ebook, one on the vertical bar and one on the horizontal bar so this can mislead the user and wonder, which search to use.  Rating:  Frequency: 4  Impact: 5  Persistence: 4  (Need to enhance search feature to provide flexibility by including criterion and sort options)  **Heuristic violated: Flexibility and Efficiency of use & Consistency and standards**  (search results not in order, and there are two search links – top bar and vertical bar) |
| Go to page 69 and download the page in the form of PDF. | There are two pdf options, one on the top that says ‘pdf’ and one in the ‘Download’ tab when trying to download. This can be misleading. Also, the download pdf option does not actually download it as a ‘.pdf’ format but as an Adobe Digital Edition format. Hence, the user may need to purchase and download extra software, just to get the pdf version of book.  Rating:  Frequency: 4  Impact: 4  Persistence: 3  **Heuristic violated: Consistency and standards**  (download as pdf saves as ‘.ascm’ file, not a .pdf)    (2 pdf related links that may mislead the user – top right corner an in download tab) |
| Copy the first paragraph on page 2 into a notepad and save it on the desktop. | A normal user would try first to select the text. The copy button introduces delay as the system has to reload the page in selectable format.  Rating:  Frequency: 4  Impact: 3  Persistence: 2  **Heuristic violated: User control and freedom**  (page is reloading when copy link is clicked) |
| Find the publication year of the ebook. | A normal user would navigate to first page and scroll down from there to find the publication details. The details link on vertical bar can directly show the publication year as well so when the user knows this, then it should be ok  Rating:  Frequency: 1  Impact: 1  Persistence: 1  **Heuristic violated: none** |
| Find the FAQ (Frequently Asked Questions) and provide a feedback for the ebook reader. | There is no FAQ link on any of the navigation bars hence it would be difficult to find it. The feedback link however, takes you to a page where the ‘Commonly asked questions’ are and again, there is no label called FAQ hence most users may never find it.  Rating:  Frequency: 3  Impact: 2  Persistence: 2  **Heuristic violated: Consistency and Standards**  (help/feedback link is not boldly visible)    (when the feedback link is clicked – new page is loaded and still no FAQ link – not obvious that it is a hyperlink) |
| Go to page number 93 and make a note titled with your name. | Navigating to ‘Notes’ was simple but the label for creating notes was small and unclear. Also, when creating the note, it does not allow the user to graphically specify a section or text on the page to which the note refers. A normal user would expect a sticky-pad-like feature similar to adding on a hard copy book.  Rating:  Frequency: 3  Impact: 3  Persistence: 2  **Heuristic violated (2): Flexibility and efficiency of use & Match between system and real world**  (link is very small)    (cannot add note and select/specify which page section/text its referring to) |
| Go to page number 93 and make a note with the content “Hello usability” and download it in endnote format. | The system is very limited as it can only add notes referring to a whole page instead of a section of a page.  Rating:  Frequency: 4  Impact: 2  Persistence: 2  **Heuristic violated: Match between system and the real world.** |