**HEURISTIC EVALUATION**

EXPERT 3

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| TASKS | Problems faced |
| Find the chapter named ”The Interaction Cycle and the User Action Framework”. | If scrolled down, finding the chapter becomes tedious as the contents were not collapsible. If searched, there can be a chance of confusion as there are two search buttons seen.  Rating:  Frequency: 4 - Occurs often.  Impact: 2 - New users will find it difficult.  Persistence: 1 - Once the search functionality is known, it is easy to use it.  Heuristic violated: **Flexibility and efficiency of use**.  **Aesthetic and minimalist design(**Since there is no option to compress the chapters in the contents.**)**  **User Control and freedom.** |
| Identify the number of headings on page 108. | It was easy to navigate to the desired page as the page numbers tab was clearly visible. However, if the task bar was more bold it would have been faster to accomplish the task.  Rating:  Frequency: 0  Impact: 0  Persistence: 0  (No problems faced)  Heuristic violated: **Consistency and standards(**As seen in most of the ebook readers eg Adobe Reader a single click on the page number section selects the entire text, whereas here a double click is needed.**)**  Screen Shot 2015-08-28 at 12.25.28 am.png |
| Find the definition of “ethnography”. | General tendency would be to select the word and right-click to find the option to provide the definition. However, that is not present. Hence, the use of the ‘dictionary’ tab then becomes obvious.  Rating:  Frequency: 4 - It’s a very common problem  Impact: 2 - Users will overcome once they know the dictionary feature  Persistence: 1 - Only the first time user will find it highly inconvenient  Heuristic violated: **Consistency and standard(**Most of the ebook readers would allow the user to right click on the word and get its definition**)**  **Aesthetic and Minimalist design (**The user needs to type in the word again in the Dictionary tab**)**  Screen Shot 2015-08-28 at 12.24.22 am.png |
| Find the third occurrence of the word “Experience”. | The search for the word provides the results in a random ordering of the page numbers which makes it hard for the user.  It doesn’t highlight the word on the page as well.  Rating:  Frequency: 1 - This issue occurs often  Impact: 3 - Difficult for the users to overcome  Persistence: 3 - Users won’t be able to overcome this issue  Heuristic violated: **Consistency and standards(**It doesn’t highlight the word and does not show the results in an order which is found in most of the ebook readers**)**  Screen Shot 2015-08-28 at 12.23.11 am.png |
| Go to page 69 and download the page in the form of PDF. | Any user would be misguided by the download tab and would end up downloading the whole book rather than just the page. In some browsers, it directly downloads and does not show the pdf view and in some machines like mac it was downloaded in a format which wasn’t pdf.  Rating:  Frequency: 4 - Common Problem  Impact: 4 - Users will not be able to download in pdf  Persistence: 4 - Users won’t be able to overcome this issue  Heuristic violated: **Error Prevention(**The system does not prevent the error of downloading in other formats**)**  **Help users recognise,diagnose and recover from errors**  **Consistency and standards(**Most of the ebook readers have the option of downloading the page from tools or by right-click**)**  Screen Shot 2015-08-28 at 12.21.56 am.png |
| Copy the first paragraph on page 2 into a notepad and save it on the desktop. | Most of the users would try to select the text and try to copy it which does not work in this ebook reader. They have difficulty in noticing a separate tab for Copy. Even after clicking on Copy, the user is mislead since it takes a lot of time to load the page in Copy mode.  Rating:  Frequency: 4 - Would be performed most of the times  Impact: 3 - Any user would have an issue till they familiarize themselves to the Copy feature  Persistence: 2 - Once the users are aware of the feature they would do it easily  Heuristic violated: **Consistency and standards(**The commonly used method of selecting and copying is not supported**)**  **Aesthetic and minimalist design(**Multiple clicks and options to be selected**)**  **Flexibility and efficiency of use**  Screen Shot 2015-08-28 at 12.20.45 am.png |
| Find the publication year of the ebook. | It was easy to find the publication year of the book. Quite obvious that it will be under the “details” tab.  Rating:  Frequency: 0  Impact: 0  Persistence: 1  (No problems)  Heuristic violated: **Recognition rather than recall(**Requires the user to know that the information of the book is under the Details tab**)**  Screen Shot 2015-08-28 at 12.18.30 am.png |
| Find the FAQ (Frequently Asked Questions) and provide a feedback for the ebook reader. | It was not easy to find the FAQ section initially as it was under help/feedback (Made things very confusing), also the font was really small to be even noticed initially. Once the FAQ section was reached then it was easy to find “provide feedback” option.  Rating:  Frequency: 1 - Few users would encounter this issue  Impact: 2 - It’ll take users getting used to  Persistence: 1 - Users will know how to use it once found  Heuristic violated: **Aesthetic and minimalist design(**The font is too small and not available readily. Multiple clicks needed to reach the feedback page**)**  **Help users recognise,diagnose and recover from errors(**The FAQ’s are meant to perform the task of helping users and in this ebook reader it’s hard to find**)**  Screen Shot 2015-08-28 at 12.17.39 am.png |
| Go to page number 93 and make a note titled with your name. | Navigating to the page and finding the notes section was easy. However, finding the “make a new note” was slightly time consuming as the option was not quite visible. It would have been better if we could right click and the option of “make a new note” came up, just like other readers. Also the users would be confused if the note was saved or not. Doesn’t allow users to make notes for specific section of the page.  Rating:  Frequency: 3 - The users would make notes frequently  Impact: 2 - Users would be confused about atomicity.  Persistence: 1 - Once they use this feature they would find it easy  Heuristic violated: **User control and freedom**  **Consistency and standards**  **Recognition rather than recall**  **Flexibility and efficiency of use**  Screen Shot 2015-08-28 at 12.16.20 am.png |
| Go to page number 93 and make a note with the content “Hello usability” and download it in endnote format. | Again it was easy to navigate to the desired page, also because of the prior task i was able to find the notes tab. However, there was slight confusion with “export notes” option as it wasn’t clear whether that will actually show up the endnote format.  Rating:  Frequency: 1  Impact: 1  Persistence: 1  Heuristic violated:  **Consistency and standards-** the word “export” is not clear enough, “download” would have been more consistent with other system’s nomenclature.  **Recognition rather than recall**  Screen Shot 2015-08-28 at 12.14.41 am.png |