Started on	Monday, 28 September 2020, 9:09 PM
State	Finished
Completed on	Monday, 28 September 2020, 11:29 PM
Time taken	2 hours 20 mins
Marks	1.00/1.00
Grade	**10.00** out of 10.00 (**100**%)

Question **1**

Complete

Mark 1.00 out of 1.00

Aims

In this lab you will evaluate a user interface using Nielsen's ten usability heuristics.

At the end of this lab you should understand the basics of the following:

- use of usability inspection methods to identify potential usability problems in interface designs.
- use of Nielsen's ten 'usability heuristics' in usability inspections.

Heuristic Evaluation

Jacob Nielsen's 1993 book "Usability Engineering" described ten usability "heuristics" and a method for using them to evaluate interfaces. The method involves a usability inspector working alone with the interface, traversing through it with particular tasks in mind, analysing the interface components and workflow with respect to each of the heuristics, and noting and rating any non-compliance. The results of 3-5 inspectors are then combined and compared.

The method is extremely popular and is widely used in industry. Nielsen updated his ten heuristics to a slightly different set of ten, but in this course we will use the original ten described in "Usability Engineering" and in lectures. Note that there are many different sets of usability "principles", "guidelines", "rules", etc., and they boil down to more-or-less the same thing.

What you should do

Conduct your own heuristic evaluation of the Microsoft Ribbon user interface (the ribbon is the tabbed replacement for menus). You should inspect the interface with respect to the heuristics on your own for about one hour, taking notes as you go. Remember to prioritise the problems identified (high priority problems will cause a major problem for all/most users; medium priority problems will have a major impact on some users, or a minor impact for all users; and low priority problems have a small impact on some users).

Once you've finished your inspection, team up with two or three others in the class and combine your findings. Note the proportion of problems that more than one of you observed, and take note of any problems that only one of you observed.

See if the combined findings lead you to particular recommendations for modifications to the interface (you might consider writing this in a formal report and offering it to Microsoft in return for copious funding).

You may wish to structure your findings in a table similar to this:

Problem	Heuristic violated	Severity	How many students observed this problem	Recommendations

Submit your group's findings in a short Word document.

368 lab 8.docx

Comment: