

HUMAN-COMPUTER INTERACTION

PROJECT I – CAIXA ECONÔMICA FEDERAL

P3 – 14/03/2023

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CONTEXT

- Caixa Econômica Federal is a brazilian public bank and its website allow users to do their daily financial operations
- We chose this website because our families have to use this website and they constantly have problems.

GOAL

- Evaluate the system usability using Heuristic Evaluation and Cognitive Walkthrough
- Heuristic evaluation and Cognitive Walkthrough are an usability inspection methods used to evaluate the user interface (UI) design of a digital product or system, such as a website, mobile app, or software application.

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HEURISTICS AND RATING SCALE

- Visibility of system status
- Match between system and the real world
- User control and freedom
- Consistency and standards
- Error prevention
- Recognition rather than recall
- Flexibility and efficiency of use
- Aesthetic and minimalist design
- Help users recognize, diagnose, and recover from errors
- Help and documentation

0 = I don't agree that this is a usability problem at all

1 = Cosmetic problem only: need not be fixed unless extra time is available on project

2 = Minor usability problem: fixing this should be given low priority

3 = Major usability problem: important to fix, so should be given high priority

4 = Usability catastrophe: imperative to fix this before product can be released

PROBLEMS FOUND

Name	Usability Principle	Marco's grade	Patrícia's grade	Bruno's grade	Median
English Translation	Consistency and standards	4	4	3	4
Sign Language Translator	Match between system and the real world	3	3	3	3
Menu's Tile	Visibility of System Status	1	2	1	1
Tools Icon	Visibility of System Status	2	2	2	2
Computer Registration	Visibility of System Status	1	2	2	2

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PROBLEMS FOUND

Name	Usability Principle	Marco's grade	Patrícia's grade	Bruno's grade	Median
Search on Download Page	Consistency and standards	3	3	3	3
QR Code	Help users recognize, diagnose, and recover from errors	3	4	4	4
Access Internet Banking	Help users recognize, diagnose, and recover from errors	4	3	4	4

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ENGLISH TRANSLATION

PRINCIPLE: CONSISTENCY AND STANDARDS

MEDIAN: 4



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SIGN LANGUAGE TRANSLATOR

PRINCIPLE: MATCH BETWEEN SYSTEM AND THE REAL WORLD
MEDIAN: 3

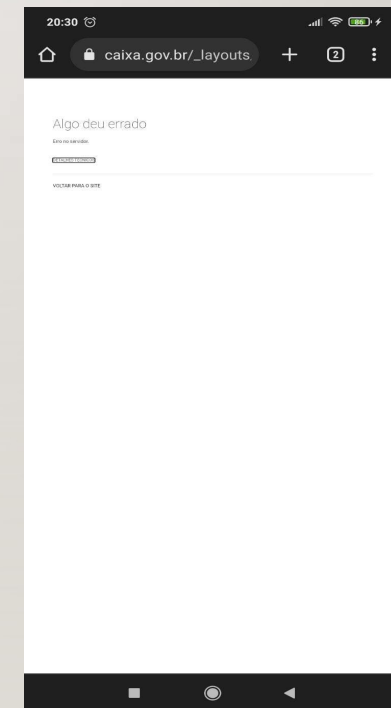


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QR CODE

PRINCIPLE: HELP USERS RECOGNIZE, DIAGNOSE, AND RECOVER FROM ERRORS

MEDIAN: 4



ACCESS INTERNET BANKING

PRINCIPLE: HELP USERS RECOGNIZE, DIAGNOSE, AND RECOVER FROM ERRORS
MEDIAN: 4





SEARCH ON DOWNLOAD PAGE

PRINCIPLE: CONSISTENCY AND STANDARDS

MEDIAN: 3



COMPUTER REGISTRATION

PRINCIPLE: VISIBILITY OF SYSTEM STATUS
MEDIAN : 2



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STREAMLINED COGNITIVE WALKTHROUGH

- Task: See more information about registering
- User: Any person with a Caixa account that wants to use the Internet Banking



- Look for the “Acessar minha conta” button
- Scroll down the page and look for the “Senha e usuário” section
- Click on the “clique aqui” link to know more information
- Check the pop-up and click on the “clique aqui” link again
- Check the information

16 STEP 1 - LOOK FOR THE “ACESSAR MINHA CONTA” BUTTON

- Q1 - Will the user know what to do at this step?
- Probably yes, the button is pretty visible
- Q2 - If the user does the right thing (selects the icon), will they know that they did the right thing, and are making progress towards their goal?
- Yes, the new page will have information about logging in and registering

17 STEP 2 - SCROLL DOWN THE PAGE AND LOOK FOR THE “SENHA E USUÁRIO” SECTION

- Q1 - Will the user know what to do at this step?
- Probably yes, the user just has to scroll down the page
- Q2 - If the user does the right thing (selects the icon), will they know that they did the right thing, and are making progress towards their goal?
- Yes, there is a section about user and password with information about registering

18 STEP 3- CLICK ON THE “CLIQUE AQUI” LINK TO KNOW MORE INFORMATION

- Q1 - Will the user know what to do at this step?
- Yes, It is telling the user that the “clique aqui” link will lead him to more information
- Q2 - If the user does the right thing (selects the icon), will they know that they did the right thing, and are making progress towards their goal?
- Maybe, because the user will not be redirected to the pop up that will open

19 STEP 4- CHECK THE POP-UP AND CLICK ON THE “CLIQUE AQUI” LINK AGAIN

- Q1 - Will the user know what to do at this step?
- Yes, It is telling the user that the “clique aqui” link will lead him to more information
- Q2 - If the user does the right thing (selects the icon), will they know that they did the right thing, and are making progress towards their goal?
- No, because the user will be redirected to the main page