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College of Informatics and Computing Sciences

IT 321 Human-Computer Interaction
System Review using Ben Shneiderman's 8 Golden Rules

Course/Year/Section:
Group Members:
1. Karen G. Hernandez
2. Lovely P. Gonzales
3. Michael Darren G. Arroyo

Name of the assigned Website/System: _Department of Labor and Employment (DOLE)_____
Link of the Website/System: _https://clients.ncr.dole.gov.ph/home/_____

Guideline Interval for Level of Satisfaction

Interval	Mean Value	Verbal Interpretation
5	4.21 – 5.00	Highly Satisfied
4	3.41 – 4.20	Satisfied
3	2.61 – 3.40	Neither satisfied nor dissatisfied
2	1.81 – 2.60	Dissatisfied
1	1.00 – 1.80	Highly dissatisfied

Member 1: ***_KAREN G. HERNANDEZ__***

Ben Shneiderman's 8 Golden Rules	**5**	**4**	**3**	**2**	**1**	**Remark/s** *(Required)*
1. Strive for consistency.		X				The system keeps things the same, which helps people understand and know what to expect.
2. Seek universal usability.			X			The system is designed for a wide range of people, but some may find it harder to use, like people with disabilities.

3. Offer informative feedback.			X			The system probably tells people what's happening, but how helpful and clear this information is may vary.
4. Design dialogs to yield closure.			X			The system likely helps people finish tasks, but there may be times when people are unsure if they've completed something.
5. Prevent errors.			X			The system likely includes error prevention mechanisms, but the effectiveness of these mechanisms might vary. Some part of the forms doesn't have error prevention.
6. Permit easy reversal of actions.			X			The system probably lets people go back on things they've done, but there are limits to this.
7. Keep users in control.		X				The system lets people to decide what they want to do, but not in all features of the system.
8. Reduce short-term memory load.			X			The system reduces memory load but sometimes it loads slower in retrieving larger data.

Member 2: ***LOVELY P. GONZALES***

Ben Shneiderman's 8 Golden Rules	**5**	**4**	**3**	**2**	**1**	**Remark/s** *(Required)*
1. Strive for consistency.	X					The system is easy to navigate, and users can access the information in a way that is easy to understand.
2. Seek universal usability.		X				The system is written in clear and concise language, making it easy to understand the technical terms and the information they convey.
3. Offer informative feedback.		X				The system provides a confirmation message and feedback that helps users stay informed about the status of their inquiries.

4. Design dialogs to yield closure.		X				The system is well-structured and guides users in terms of filling out the form, allowing them to complete their request effectively.
5. Prevent errors.			X			The system stays informative about the pattern and input data that users enter to prevent them from repeating the same actions.
6. Permit easy reversal of actions.		X				The system has the opportunity to perform or regret erroneously while filling out application forms or interacting with the system.
7. Keep users in control.				X		The system's back button is not properly managed when navigating back to the previous page, leading to confusion for users
8. Reduce short-term memory load.			X			The system has a bit of an information overload, which could potentially overwhelm users.

Member 3: ***Michael Darren G. Arroyo***

Ben Shneiderman's 8 Golden Rules	**5**	**4**	**3**	**2**	**1**	**Remark/s** *(Required)*
1. Strive for consistency.		X				Users can easily navigate and can get the information that is easier for them to understand.
2. Seek universal usability.		X				System was written with clear and precise language, making for users to understand technical words and the knowledge they wanna put in.
3. Offer informative feedback.		X				It provides a message and helpful feedback that let the users know about the current filing status.

4. Design dialogs to yield closure.			X			System is well-structured and it guides the users when filling out the form itself. Making them to fill out their request effectively.
5. Prevent errors.			X			There's a slight problem when timing something in the numerical boxes. Still was able to type the letter "e" but it automatically deletes itself after typing.
6. Permit easy reversal of actions.			X			The system has a high chance of performing errors if the opportunity, presents itself.
7. Keep users in control.		X				The website really makes the user in almost in full control. But there's a specific format to follow when filling out some boxes.
8. Reduce short-term memory load.			X			Find out that, once the user accidentally refreshed the page with some data already typed in. Every filled-out boxes will be reset and the user will have to re-type again and memorize some of it.

Summary:

Parameters	Weighted Mean	Verbal Interpretation
1. Strive for consistency.	4.3	Highly Satisfied
2. Seek universal usability.	3.7	Satisfied
3. Offer informative feedback.	3.7	Satisfied
4. Design dialogs to yield closure.	3.3	Neither satisfied nor dissatisfied

5. Prevent errors.	3.0	Neither satisfied nor dissatisfied
6. Permit easy reversal of actions.	3.3	Neither satisfied nor dissatisfied
7. Keep users in control.	3.3	Neither satisfied nor dissatisfied
8. Reduce short-term memory load.	3.3	Neither satisfied nor dissatisfied
Weighted Mean Average	**3.5**	**Satisfied**