Spring 2019 — CS 4640 Web PL

Usability Evaluation Checklist

Please add your comments about any item. Include any additional criteria you feel should be addressed.

Adjust the `textarea` (questions 13-15) to fit your content. If the graders cannot see your concent, the graders have to ignore it.

Use the browser "`Print`" menu, and then "`Save as PDF`" to create a PDF file of your evaluation checklist.

Rank the five usability criteria (Shneiderman's usability measures) below in terms of relative importance, where **1** being the most important, and **5** being the least important. **It is important that you must not have any ties; this must be a <u>total ordering</u>**.

Criterion	Rank				
	1	**2**	**3**	**4**	**5**
Time to **learn**:	○	○	○	✓	○
Speed of performance:	○	✓	○	○	○
Avoiding user **errors**:	✓	○	○	○	○
Retention over time:	○	○	○	○	✓
Subjective **satisfaction**:	○	○	✓	○	○

Specify what you think the **goal** should be for the five usability criteria, and what the actual system **achieved**. Use a **time measurement** (*seconds* or *minutes*) for the time to **learn**. For the speed of **UI performance**, use the **number of interactions** needed to accomplish the task (e.g., 2 mouse clicks to delete a selected email). Use the scale *low*, *moderate*, *high*, and *very high*, in terms of how **important** the avoiding user **errors** criterion is. This scale also applies to the **retention** over time and subjective **satisfaction** criteria.

Criterion	Goal (should be)				Actual (achieved)			
Time to **learn**	3-4 minutes				around 5 mins			
Speed of **UI performance**	get needed information within 3 mouse clicks				get needed information within 3 mouse clicks			
	Importance: Goal				**Importance: Actual**			
	Low	**Moderate**	**High**	**Very high**	**Low**	**Moderate**	**High**	**Very high**
Avoiding user **errors**	○	○	○	✓	○	○	○	✓
Retention over time	○	✓	○	○	○	✓	○	○
Subjective **satisfaction**	○	✓	○	○	○	✓	○	○

The following questions are designed to establish a thoughtful evaluation of a user interface. Answer the questions on a scale of 1 to 5, where 1 is a strong no, 5 is a strong yes, and 3 is neutral. If the question does not apply, mark "N/A". Support your answers in your written report. In particular, any questions that get a "1" or a "5" should be discussed explicitly in your writeup. You can answer questions 13 - 15 in the space provided or in your writeup.

Num	Questions	Score					
		no	neutral			yes	
		1	2	3	4	5	N/A
1	Is the terminology consistent?	○	○	○	○	✓	○
2	Is the terminology appropriate?	○	○	○	○	✓	○
3	Is the terminology in the user's vocabulary?	○	○	○	○	✓	○
4	Are the instructions consistent?	○	○	○	○	✓	○
5	Do the instructions accurately describe the task?	○	○	○	✓	○	○
6	Are the colors appropriate?	○	○	○	○	✓	○
7	Do the display layouts simplify the tasks?	○	○	○	○	✓	○
8	Is the sequence of displays appropriate?	○	○	○	✓	○	○
9	Is it easy to customize the interface?	○	○	✓	○	○	○
10	Are the error messages helpful?	○	○	○	○	○	✓
11	Is it easy to correct errors?	○	✓	○	○	○	○
12	Is the online help consistent and useful?	○	○	✓	○	○	○

13	Include any additional criteria or questions you feel should be addressed.
	Is it convenient for students to communicate with their professors through collab?

Num	Questions	Score					
		no	neutral			yes	
		1	2	3	4	5	N/A

What specific suggestions do you have to improve this interface?

14	Make the notification (e.g. notice for maintenance hours) be shown in pop-up blocks instead of on front page. Reason: As a student, he/ she spends much more time (on average) on his/ her personal collab page than the front page. As a result, it would be easier for students to see the notification message if it is shown in the form of pop-up blocks.

What specific things did you like about this interface?

15	When selecting "starred" courses which can be shown on top of personal collab webpage, the default setting determines which courses the student is currently enrolled in this semester and displays them as "starred" courses. This saves students' time since they do not have to do the classification themselves. This UI also displays all features / functions of every course on the left-hand side of page, so students can easily find the tab they are looking for in a class.

		Trash	Poor	OK	Good	Smash
16	**What is your overall assessment?**	○	○	○	○	✔