

# Usability Evaluation Report

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## 1. Strive for consistency:

- Overall, there are consistent sequence of actions and icons for similar situations (fronts, size, icons, marked, navigation back-forth etc). However:
- (Terminology) In the bar of page 11, the word "Result:". However, the same position in page 9, it becomes "Result!". Page 14 designer also didn't clearly indicate the bar's actions' name carefully (I cannot read what they are)
  - ➔ Designer needs to consider terminology carefully next time.
- (Action) In the bar of pages 8, 9, 10, 11 the words designer used are navigating between "Done" and "Draw" to indicate Finish & Continue the search. However, designer didn't provide the same sequence of actions for user in the "Voice Tool", just provided "Done".
  - ➔ Provide a "Listen" to indicate continuing "Listening" and keep the "Done" as before.
- Page 12 was marked wrongly icon in the bottom bar (should mark "Bookmark")

## 2. Cater to Universal Usability:

- The app is quite user-friendly to novice user. The app also has supports in terms of language and machine-reading & listening & good plasticity transformation (zoom).
- (Support features) The app didn't provide much support features for Intermediate and Expert users for some functions like searching & skimming.
  - ➔ Designer can design some advanced features to support searching as well as skimming. For example, user can specify the range of pages she/he want to search.

## 3. Offer informative feedback:

- The app is quite good in terms of offering informative feedbacks by page 2, bars in page 8, 10 by "Listening" & "Analysing". However:
- Designer didn't provide consistently informative feedbacks, especially the horizontal tool bar has 4 actions, but designer just provided for 2 actions.
  - ➔ Designer may consider to provide for all 4 tool actions because they are main actions.

## 4. Design Dialogs to Yield Closure:

- Designer didn't provide any sequence of actions to perform for any of 4 main actions.
- Designer just provided some signals to indicate that whether some actions will finish ( "Analysing & Result & Listening, page 8, 9, 10). But how user can know when "Audio" reading will finish and when "Edu Tool" will finish. Thus designer should be consistent in these 2 above cases by -> providing some signals.

## 5. Permit easy reversal of actions:

- Designer didn't provide much support for easily reversing actions. Designer specified "Back" as return to the previous page but didn't provide any "Undo" action. Designer can improve by:

- ➔ Provide "Undo" for deleting bookmarks & "Undo" for adding books, etc
- ➔ Provide "History search"

#### **6. Support internal locus of control:**

- In general, user can utilize the functionalities as they set up, thus they can feel being in control. However, there are some points that designer can consider:
- In the loading page didn't provide user to cancel the loading/current process. Thus, user may feel lack of controlling.
  - ➔ Designer should provide user some tools to Undo & Cancel loading/processing. For example, when user chooses a book to read, designer can provide a "Cancel" option in the loading page.
- No simulation to illustrate that when user does important actions, the machine has confirmed message. For example, deleting a bookmark.

#### **7. Reduce Short-term Memory load:**

- The low-fi fulfils this requirement quite well. Designer provides chapter & page number for user to read. There is no codes or mnemonics used. It's convenient to see which options are in charge thanks to marking.
- However, designer still can improve by providing some steps to yield closure for user to easier to remember current actions.

#### **8. Prevent errors:**

- Most of actions required for functions in the app are quite good in terms of preventing errors since user just can choose, don't need to fill anything except the "Draw Tool".
- However, how about if user does not know to draw something? Example, she/he doesn't remember keyword, but doesn't know to draw the recursive tree as well. Thus she/he cannot do anything.
  - ➔ Designer should provide some recommendations for user to draw/choose.

#### **9. Additional Comments:**

- Overall, it is quite good hand-writing and sketch, but lacks some actions for users such as edit, delete and control current processes. And in the page 3 (page 3), designer should add a "return" button for users to go back to the previous page (setting language).
- Designer may also consider to provide more step by step illustrations because lacking of some illustrations may limit the evaluation of the design. Example how to add bookmark, how to delete & how to save, how the help message works, etc.
- Finally, well done, congratulations!