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elt2141

3.

a. The example is from the application SSOL.

b. User control and freedom is the usability heuristic that is being violated here. SSOL is very limited in term of allowing users to undo a system function that they have selected. In particular, if a user accidentally drops a class, there is no option to undo, in case the user accidentally pressed the drop button.

c. Selecting the class (and accidentally pressing drop):

The screenshot shows the SSOL interface with a class selection table. The class 'ELEN 3082 E 001 DIGITAL SYSTEMS LABORATOR' is selected, and the 'Drop' button is highlighted.

Class	Instructor	Points/Option	Call #	Day	Time/Location	Start/End
ECON 1105 UN 003 PRINCIPLES OF ECONOMICS	Waseem Noor	4.00 Letter Grade	13661	Tu Th	10:10am-11:25am HAV 309	01/21/2020 05/04/2020
ECON 1155 UN 001 PRINCIPLES OF ECONOMICS-DISC		0.00 Letter Grade	13664			
ELEN 3082 E 001 DIGITAL SYSTEMS LABORATOR	Kenneth Shepard	1.00 Letter Grade	16462	Mo	4:10pm-6:40pm MUD 1205	01/26/2020 02/01/2020
ELEN 3082 E 003 DIGITAL SYSTEMS LABORATOR	Kenneth Shepard	1.00 Letter Grade	16486	Fr	1:10pm-3:40pm MUD 1205	01/26/2020 02/01/2020
PSYC 1001 BC 003 INTRODUCTION TO PSYCHOLOG	Sabrina Jhanwar	3.00 Letter Grade	00127	Tu Th	2:40pm-3:55pm ALT 202	01/21/2020 05/04/2020

The class has now been dropped:

The screenshot shows the SSOL 'Registration' page. A green message box indicates that dropping the class was successful. The 'Spring 2020 classes' table is displayed below.

Select	Class/Title	Instructor	Points/Option	Call #	Day	Time/Location	Start/End
<input type="radio"/>	APMA 2101 E 001 INTRO TO APPLIED MATHEMAT	Yuan He	3.00 Letter Grade	12751	Tu Th	1:10pm-2:25pm SCH 614	01/21/2020 05/04/2020
<input type="radio"/>	COMS 3998 W 060 UNDERGRAD PROJECTS IN COM	Lydia Chilton	3.00 Letter Grade	13026			
<input type="radio"/>	COMS 4170 W 001 USER INTERFACE DESIGN	Lydia Chilton	3.00 Letter Grade	12628	Mo We	4:10pm-5:25pm CSC 451	01/21/2020 05/04/2020
<input type="radio"/>	CSEE 3827 W 001 FUNDAMENTALS OF COMPUTER	Simha Sethumadhavan	3.00 Letter Grade	14445	Mo We	2:40pm-3:55pm HAV 309	01/21/2020 05/04/2020
<input type="radio"/>	ECON 1105 UN 003 PRINCIPLES OF ECONOMICS	Waseem Noor	4.00 Letter Grade	13661	Tu Th	10:10am-11:25am HAV 309	01/21/2020 05/04/2020
<input type="radio"/>	ECON 1155 UN 001 PRINCIPLES OF ECONOMICS-DISC		0.00 Letter Grade	13664			
<input type="radio"/>					Fr	1:10pm-3:40pm MUD 1205	01/26/2020 02/01/2020
<input type="radio"/>						1:10pm-3:40pm	02/09/2020

d. Violating this principle is particularly egregious for this application because SSOL is the only way in which a Columbia student can register and drop classes, which is the entire point of going to college. So, if a student accidentally drops a class they are enrolled in that has a waitlist of 200 students, they probably won't be able to get back in, and their academic career could be pushed back by an entire semester.