

Title:- Evaluating Interface.

Problem Statement:

Evaluate an interface using usability evaluation techniques.

Learning Objectives:

- 1) To understand the need of evaluating an interface.
- 2) To choose an evaluation method suitable for the selected output product /system.
- 3) To carry out evaluation & record responses.
- 4) To understand importance of "ethics of evaluation".

Learning Outcomes:

- 1) We will be able to understand the need to evaluate an interface.
- 2) We will understand importance of "ethics of evaluation".
- 3) We will choose an evaluation method suitable for the selected product/system.
- 4) We will carry out evaluation and record the responses.

Theory:-

- Ethical issues of evaluation:-

People's privacy should be protected, which means that their names should not be associated with data collected about them or disclosed in written report.

- Usability Evaluation methods:-

a) Testing.

b) Inspection.

c) Inquiry.

a) Testing:-

→ In this approach, representative users work on typed tasks using the system and the evaluators use the result to see how the user interface support the users to do their tasks.

Methods included in testing.

- Coaching method.
- Performance measurement.
- Question-asking protocol.
- Remote testing.
- Think-aloud protocol.

b) Inspection:-

→ Usability specialists and sometimes software developers users and other professionals examine usability-related aspects of a user interface.



Methods in inspection

- Cognitive Walkthrough
- Heuristic Evaluation
- Perspective based Inception

⇒ Inquiry:-

Here, the usability evaluators obtain information about users likes, dislikes, needs & understanding of the system by talking to them, observing them using the system in real work or letting them answer questions verbally or in written form.

Methods in Inquiry

- Field Observation
- Interviews
- Questionnaires
- Logging Actual use

- Usability Evaluation

Methods used Inquiry, Interviews

→ In this technique, human factor engineers formulate questions about the product based on the kind of issue of interest & gather information for asking these questions.

→ In evaluating interview, the interviewer reads the questions to the users, then the user replies to it verbally, the interviewer records these responses. Methods of interview: Structured or unstructured.

- Structured interview has a specific predetermined agenda with specific questions. Its more like an interrogation than a conversation.
- Unstructured interview is used in early stage of interview. The main objective is to gather information about UX.

Interview questions for Coffee vending M/c:

- ① How is the graphic design of the interface?
- ② Are the presets working as expected?
- ③ Are the sliding controllers easy to understand and control?
- ④ How is the experience?
- ⑤ How is the speed of operation or response?
- ⑥ Are the low milk, low coffee, low sugar, etc warnings easily understandable?
- ⑦ Any feature causing trouble by the way it is implemented?

Conclusion -

Hence, we have evaluated the selected system interface using usability evaluation technique.