UNIVERSITY OF
Cincinnati

Heuristic Evaluation Report

<u>FEATURES:</u>

- COURSES
- MY GRADES
  (FOR A PARTICULAR COURSE)

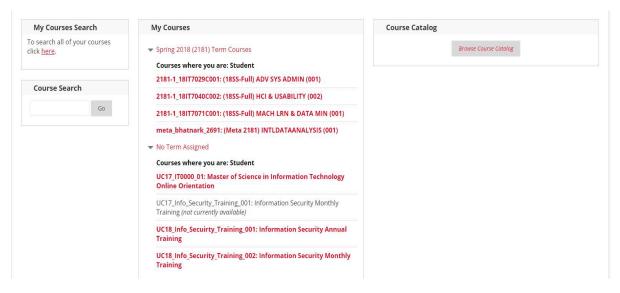*SUBMITTED BY*

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Canopy
UC's eLearning ecosystem

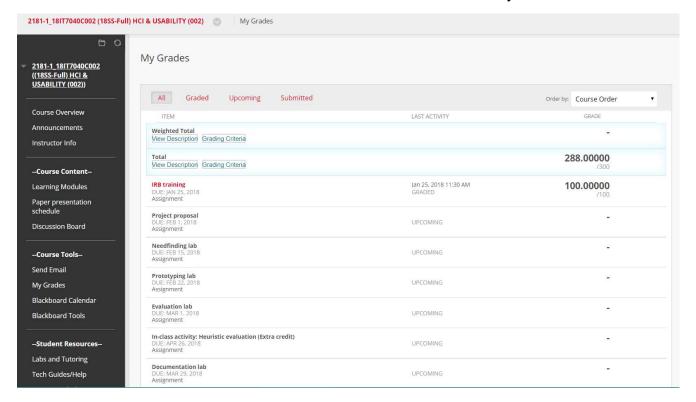# Contents:

Features Evaluated

1. Courses:

On the blackboard of a particular user, this tab enables the user to see all the courses he is enrolled in according to term. The screenshot below describes further functionality.

2. My Grades (for a particular course):

On the blackboard of a particular user, this section enables the user to see grades he has accumulated in a course. The screenshot below describes further functionality.

Nielsen's Usability Heuristics' violated

Although UC-Canopy is well-designed site, which satisfies all the heuristics, yet I determined some heuristics violations in the design.

Following are the main violations and their brief introduction-

1. Flexibility and efficiency of use:
Accelerators -- unseen by the novice user -- may often speed up the interaction for the expert user such that the system can cater to both inexperienced and experienced users. Allow users to tailor frequent actions.
2. Aesthetic and minimalist design:
Dialogues should not contain information which is irrelevant or rarely needed. Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.
3. Help and documentation:
Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation. Any such information should be easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large.

Why the heuristic is violated

In either web-page considered for heuristic evaluation, I didn't found any shortcuts. The only shortcuts available are embedded in the browser. Since the user who wants to instantly check the grades needs to go through course, although a shortcut is available in dashboard but that is a common, and the list of courses is also available on the dashboard of the user but some shortcut to move within a page, to swipe between *all, graded, upcoming, submitted* tabs in my grades section is missing.

In both these web-pages, there are some UI elements which perform the same functionality. Though they are there to make the design look elegant but can be disabled to perform any function. This can eliminate the number of attempts a newbie make to learn about the application. Moreover, in one of the elements in my grades page has some error where even though I'm graded it shows that I need grading which is wrong and surely is the fault in backend or design-code. Also, my grades section has a text(link) which is supposed to show weighted total, but it is empty. It should be fixed. This happened to me when I have just started to use Canopy and I was curious about its feature, in that particular element I found nothing(None).

Though on every page there is a common help button which has documentation and FAQs for the user, I saw a poor review on it by the user. There should be a feedback option and not just a rating(like/dislike) which can take a feedback about what content the user didn't like.

The screenshots are attached to bring these violations into focus and to explain what exactly is wrong or missing in the design.
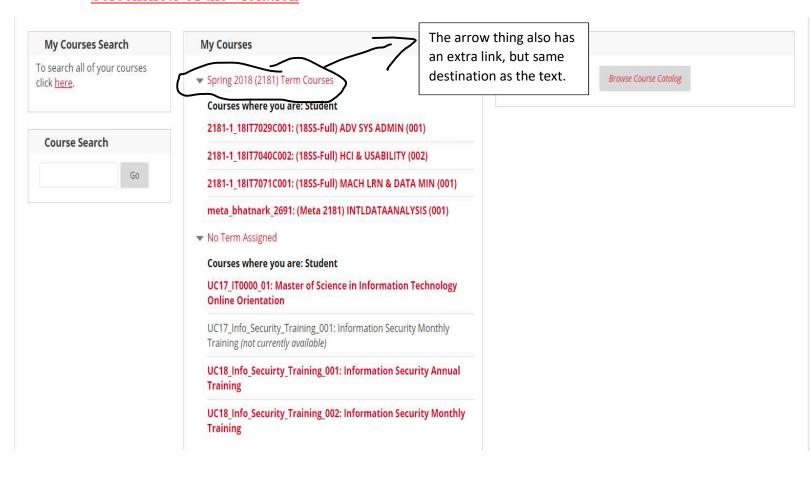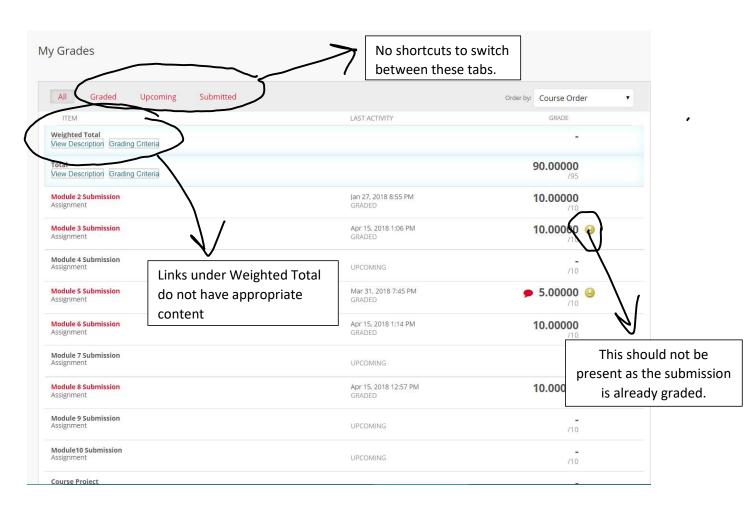
The severity of the violation

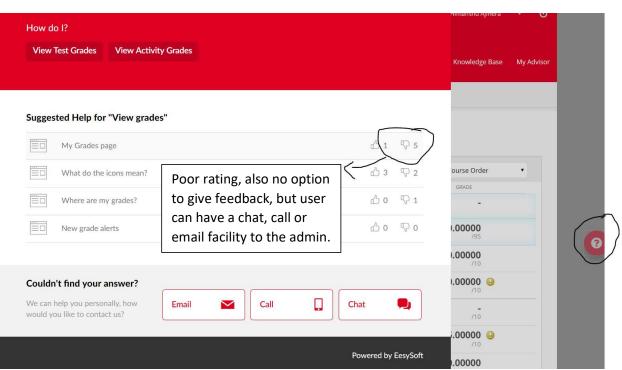In my views, these violations are of low severity level. And to rate them I would say-

1. Flexibility and efficiency of use: 1
2. Aesthetic and minimalist design: 3
3. Help and documentation: 3

My ratings are just my perspective. Another person can consider these violations high or low.

Screenshots of the violation

My Grades

No shortcuts to switch between these tabs.

| All | Graded | Upcoming | Submitted | | Order by: | Course Order ▾ |

ITEM	LAST ACTIVITY	GRADE
Weighted Total View Description Grading Criteria		-
Total View Description Grading Criteria		90.00000 /95
Module 2 Submission Assignment	Jan 27, 2018 8:55 PM GRADED	10.00000 /10
Module 3 Submission Assignment	Apr 15, 2018 1:06 PM GRADED	10.00000 😊 /1
Module 4 Submission Assignment	UPCOMING	- /10
Module 5 Submission Assignment	Mar 31, 2018 7:45 PM GRADED	💬 5.00000 😐 /10
Module 6 Submission Assignment	Apr 15, 2018 1:14 PM GRADED	10.00000 /10
Module 7 Submission Assignment	UPCOMING	
Module 8 Submission Assignment	Apr 15, 2018 12:57 PM GRADED	10.000
Module 9 Submission Assignment	UPCOMING	- /10
Module10 Submission Assignment	UPCOMING	- /10
Course Project		

Links under Weighted Total do not have appropriate content

This should not be present as the submission is already graded.

How do I?

View Test Grades   **View Activity Grades**

Knowledge Base   My Advisor

Suggested Help for "View grades"

🖾	My Grades page	👍 1 👎 5
🖾	What do the icons mean?	👍 3 👎 2
🖾	Where are my grades?	👍 0 👎 1
🖾	New grade alerts	👍 0 👎 0

Poor rating, also no option to give feedback, but user can have a chat, call or email facility to the admin.

Course Order ▾
GRADE
-
.00000 /95
.00000 /10
.00000 😊 /10
- /10
.00000 😐 /10
.00000

Couldn't find your answer?

We can help you personally, how would you like to contact us?

| Email ✉ | Call 📱 | Chat 💬 |

❓

Answers to required questions

1.What were the most severe problems with the site? How do these problems fit into Nielsen's heuristic categories? What are some suggestions to fix the UI, and how do your proposed changes relate to the heuristic categories?

The none content in a Weighted Total tab in my grades section is severe as it can make user loose interest. It made a wrong impression about canopy system management to me. Since, one of the Nielsen's heuristic violation says the user should not be misinformed and a number of attempts should be less, this problem fits into the list. The content should be added or else that component can be removed and in this way, the violation won't occur.

2.Which problems, if any, were made easier to find (or potentially easier to correct) by the list of Nielsen's heuristics? (That is, if you were asked to perform a usability evaluation of the site without first discussing heuristics, what might you have overlooked?)

In the course page, the arrow in front of term name which also shows the status has a link, I would have overlooked it by considering it as a part of interactive UI but through the list, I realized that up to some extent it can be a problem for the new user.

3.Did you encounter usability problems that seemed to not be included under any of Nielsen's heuristics? If so, what additional heuristics might you propose for this type of application or site?

There were some problems which partially falls under Nielsen's list and some completely, also there can be some usability problems aren't on the list. However, I couldn't have found them.