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**								
Speed of **UI performance**								
	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.						

Num	Questions	Score					
		no	neutral			yes	
		1	2	3	4	5	N/A
14	What specific suggestions do you have to improve this interface?						
15	What specific things did you like about this interface?						

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