

Team Worksheet 3 – CS545

Name of Project: Project Pothole

List of Team Members: Isabel Hughes, Rodney Wotton, Robert Miller, Anthony Del Rosso, Caitlin Carbone

1) What Heuristic Evaluation list are you using?

We are going to be using Norman's Heuristic Evaluation. These evaluations will check the three requirements of systems. It checks that the user can readily see/use our program, they can interpret what the program is asking for, and unwanted actions should be easily reversible. Our system has readily seeable actions, in the form of text boxes and a submission button. The actions are without cost as you can resubmit a form quickly and with no consequence.

2) What are the tasks you will ask each user to do on each iteration?

In each iteration, we will ask the user to input a pothole into the database. They must put the Address/Cross street locations of where the pothole is, and then input a picture of the pothole. We also ask that they test the 'Reset' button to ensure that it clears all the fields. We will then make them ensure that they can see their own pothole in the database/map, and see other potholes previously imported.

3) What is the objective measure you are using to determine whether the E you selected is improving?

Our E for this project is efficiency. We want to make sure that when users come to our program, they can understand it instantly and have no qualms using it. The objective measure we are going to use is time. To make our website efficient, we want to make sure reporting a pothole in our program is optimized in time, so that users do not spend more time than they have to. This is also making sure there are no things that interfere with the efficiency of the website, such as unneeded features.

4) How many iterations are you planning?

We are planning on using 3 iterations in our user testing. We figured that using 3 iterations will allow us to make changes that our users suggest in the end-of-iteration for optimal looks and features.

5) Will you use a survey at the end of each user testing session?

Yes, we are planning on using a survey at the end of each iteration. Our survey would include gauging interest in the service in the first place, judgements on how easy the site/service was to use, whether or not the interface was palatable, if the UI was too complicated or was simple enough to understand, and that as a new user was the interface too hard to understand or use.