University of Leeds
School of Computing
COMP2811 User Interfaces

Coursework 1 (20% of module)
Set: 26th Sep 2017
Submission deadline: 10am Thursday 19th Oct 2017
CW marked and feedback by Wednesday 8th Nov 2017

Submission

An individual report on "A UX evaluation of the University of Leeds Minerva service for students". It is expected to be around 6-10 pages long (including all tables, figures and references).

A **hard copy** of the report should be submitted via Student Support Office post box (Level 9) and a **soft copy** via the VLE.

Learning objectives for you
- Apply heuristic evaluation and cognitive walkthrough techniques for user experience (UX) analysis;
- Practise report writing skills;
- Contribute to requirements analysis for the second piece of coursework.

Description of Task

The University of Leeds has recently launched a new service, Minerva, which merges the old university portal and the VLE. This one-stop shop aims to allow students a single sign-on to access a range of university services (including Office365 email, Student Services, Timetabling, Careers and more), in addition to the virtual learning environment. The design also caters for both desk-top and mobile access.

The single sign-on is still a work-in-progress project, so initially users may be required to provide log in details several times to access different systems. Hence this single sign-on functionality is excluded from this study.

By applying an expert evaluation method using heuristics and cognitive walkthrough, write up your evaluation in a report (between 6 to 10 sides of A4, including illustrations and references). Your report should be divided into the following sections:
- **Introduction** *(the Why and the What)*
  that describes the purpose of the evaluation in your own words and the scope of the artefact being inspected (e.g. the range of possible users and usages).
- **Evaluation approach** *(the How)*
  that describes two contrasting usages (including users and tasks) you have chosen for cognitive walkthrough, the heuristics chosen, and the rationale for the choices you made.
- **Results** *(the Outcome)*
  that detail the issues and successes found in the corresponding criteria, and severity of issue where appropriate.
- **Conclusion** *(the So-What)*
  that summarises the main areas to be examined in future for improvements.

Guidance and resources

I will be covering the knowledge that you require over the coming lectures. You should note the lectures on topics 2, 3 & 4. There are also credible web resources and text books mentioned in these lectures. Draw from these materials to form your own approach when applying the techniques for this coursework – you being a UX expert.

You may feel slightly overwhelmed by the variations of heuristics from the literature that spanned across the last 20 years. You should form your own coherent approach starting with UX goals for a couple of typical usages of Minerva from the students' viewpoint. In this context, you are an expert user as well! This will help you judge which heuristics might make more sense for user experience in this evaluation.

Tips for academic writing:
- Write in an academic style (see https://library.leeds.ac.uk/tutorials/thefinalchapter/), click on Academic Writing, then choose academic language on the left panel),
- Use and cite references;
- Appropriately illustrated with figures and tables;
- Figures and tables should have captions & referenced in body of text.

Marking scheme [total : 40 marks]

- Introduction [4 marks]
- Evaluation approach [12 marks]
- Results [20 marks]
- Conclusion [4 marks]

Issued by Lydia Lau