

Week 10 Lab - Workbook

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1. Introduction

This week you will be carrying out the following activities:

- General Questions
- Heuristic Evaluation
- GOMS Method
- Human Interface Guidelines
- Group Work

2. General Questions

Answer the following questions individually (then discuss as a class):

1. What are Jakob Nielsen's Ten Usability Heuristics?
2. How do Nielsen's characteristics compare to Shneiderman's 8 golden rules.
3. What are some of the issues with a heuristic evaluation?
4. Explain the process of a cognitive walkthrough.
5. What are the 3 questions that are asked during a cognitive walkthrough?
6. Expand GOMS.

3. Heuristic Evaluations

You are to skim read the following: <https://www.interaction-design.org/literature/article/heuristic-evaluation-how-to-conduct-a-heuristic-evaluation>

In your group develop a set of heuristics for evaluating a news website, these should be based on the heuristics discussed in the lecture.

Use the heuristics that you developed to assess the following news websites:

- <http://news.com.au>
- <http://smh.com.au>
- <http://www.abc.net.au/news/australia/>
- <http://www.sbs.com.au/news/>

Possible domain-specific heuristics:

- Clearly displaying the time of the article was published
- Readability of the articles (flow)

4. GOMS Method

As described in the GOMS model (in the text) there are two main ways to delete words from a sentence when using a word processor like Word.

These are:

1. Deleting each letter of the word individually by using the delete key.
2. Highlighting the word using the mouse and then deleting the highlighted section in one go.

Which of the two methods is quickest for deleting the word 'not' from the following sentence? (use the times in the lecture slides)
Can you think of other ways to delete the word? Is this method quicker?

I do not like using the keystroke level model.

5. Human Interface Guidelines

Review the Apple and Android HIGs.

There are a number of changes in the design of mobile interfaces in iOS and Android. Find 3 examples where they are telling the designer to develop the interface in a different way.

Example: look at is the Date and Time picker (a control) in both HIGs.

These differences should then be discussed as a class.

- **Apple:** <https://developer.apple.com/ios/human-interface-guidelines/overview/themes/>
- **Android:** <https://developer.android.com/design/index.html>

6. Group Work

Spend the remaining time in the lab working on your group project.