Heuristic Evaluation

The Recruiting Team

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URL to Google Doc version of this document:

https://docs.google.com/document/d/1FtdOz5oXru3rbfl5OeLU2k4Aa5dqeVOuuGT1HXtjY0k/edit?usp=sharing

Platform

For this heuristic evaluation, a MacBook Pro (15-inch, 2017) with a 2.8 GHz Intel Core i7 processor, 16 GB 2133 MHz LPDDR3 memory, and Radeon Pro 555 2 GB Intel HD Graphics 630 1536 MB graphics were used. The specific browser the evaluation used was Safari Version 13.0.5 (14608.5.12). The browser was full-screened with volume at 100% to test the site's visuals and audio.

This evaluation will be evaluating a CIAS intervention site for pregnant women: https://www.interva-online.mobi/landing.do?packageId=245

Usability Problems

1. No option to return to landing instruction page (User control and freedom & Visibility of system status)
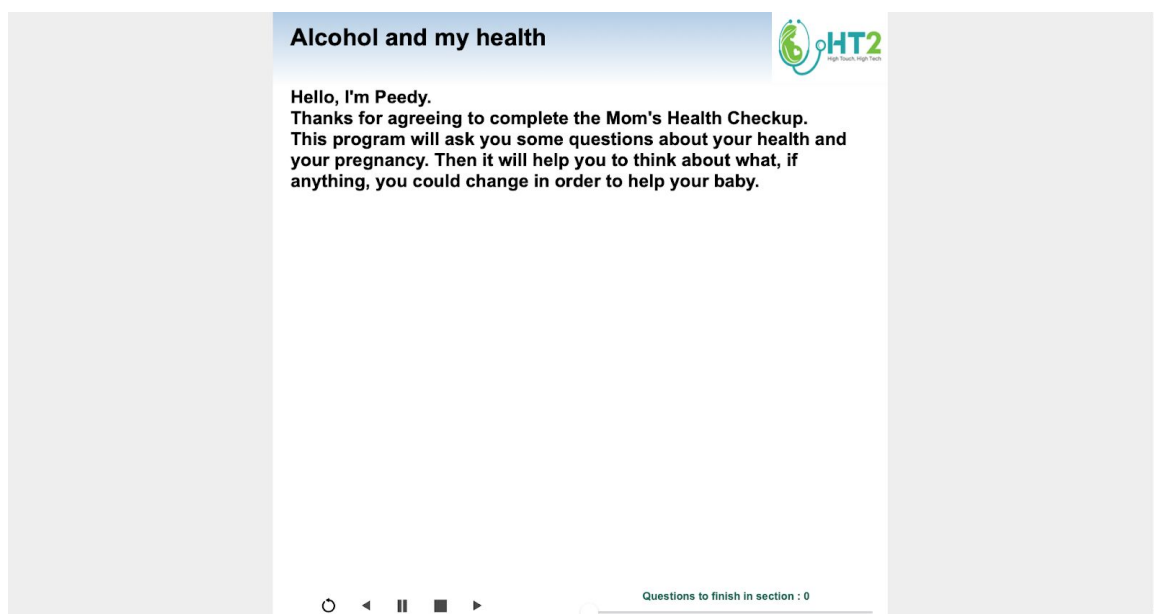
   a. There are instructions on the landing page regarding what the

website is, how the intervention can help the user, and other information.

b. The page has a timer that automatically pushes the user into the intervention question section when elapsed. However, there are no options whatsoever that allow the user to revisit the landing page instructors. There are a restart and a back button, both only take the user as far as the first question. The problem is so severe that even reloading the page or pressing the page back button does not take the user to the landing page but the first question.

c. It is also unclear how long the user has before the page will move on since there is no countdown visible on the page. The user could still be reading when the page continues and have no option to return.

d. The same issue is present after the intervention question section is complete.

2. Unable to skip instruction page (User control and freedom & Flexibility and efficiency of use)
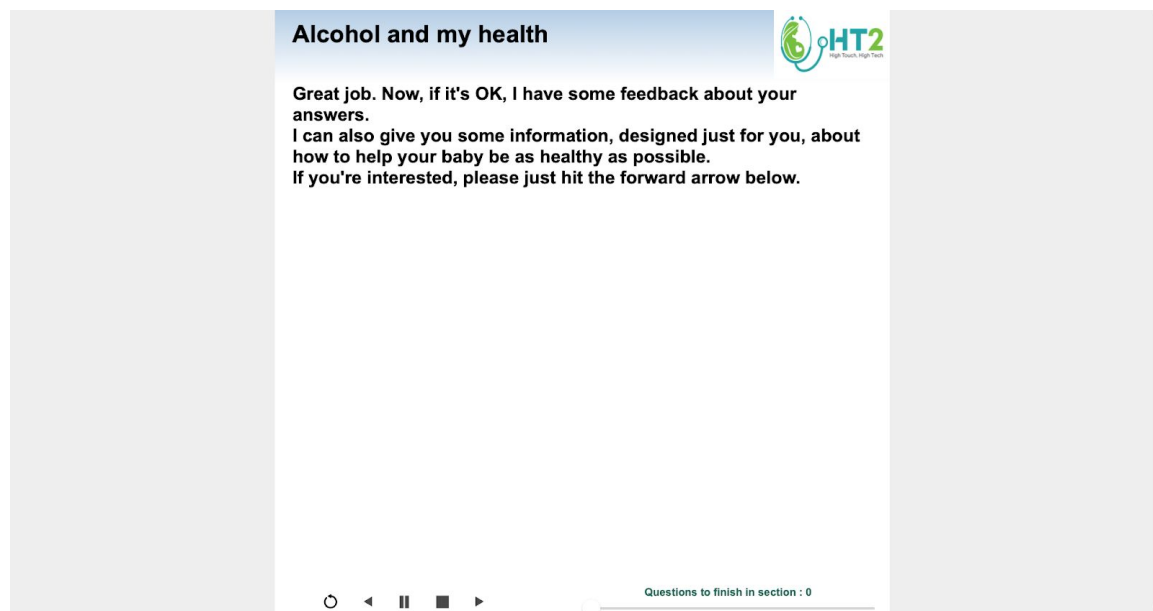
a. The intervention instructions are helpful for first-time users. However, the instruction becomes repetitive when the users take it

more than once. The user also has no way to skip the instructions. The next button on the screen does not work unless the user has already completed the question they are on. This means the next button is only functional when the user presses the previous question and then decides to move on to the next question.

b. The same issue is present after the intervention question section is complete.

3. Question slider that does not slide (Match between system and the real world)


Questions to finish in section : 2

a. There is a slider on the button of the page that, along with text telling the user how many questions are left, indicates the user's progress on the website.

b. The slider appears to be a normal, interactable slider one can find on a website. The mouse will even turn into the 4 way arrow cursor to indicate direction is possible. However, the slider does not actually function as expected. Users may expect to be able to use the slider to jump around questions but it is unmoving and just for decoration purposes.

4. Unable to trigger the audio portion of the website (Visibility of system status & User control and freedom)

a. I was told in class that the intervention has an audio component to it. I left my computer at full volume but failed to hear any audio instructions. It could be due to my browser, Safari. However, it is greatly concerning that the website is not designed for a browser as popular as Safari.

b. There are no interfaces for the audio component. The user would not

be able to play, pause, or rewind the audio should they miss a part of the audio.

5. Broken Checkup feedback pages (Error Prevention)
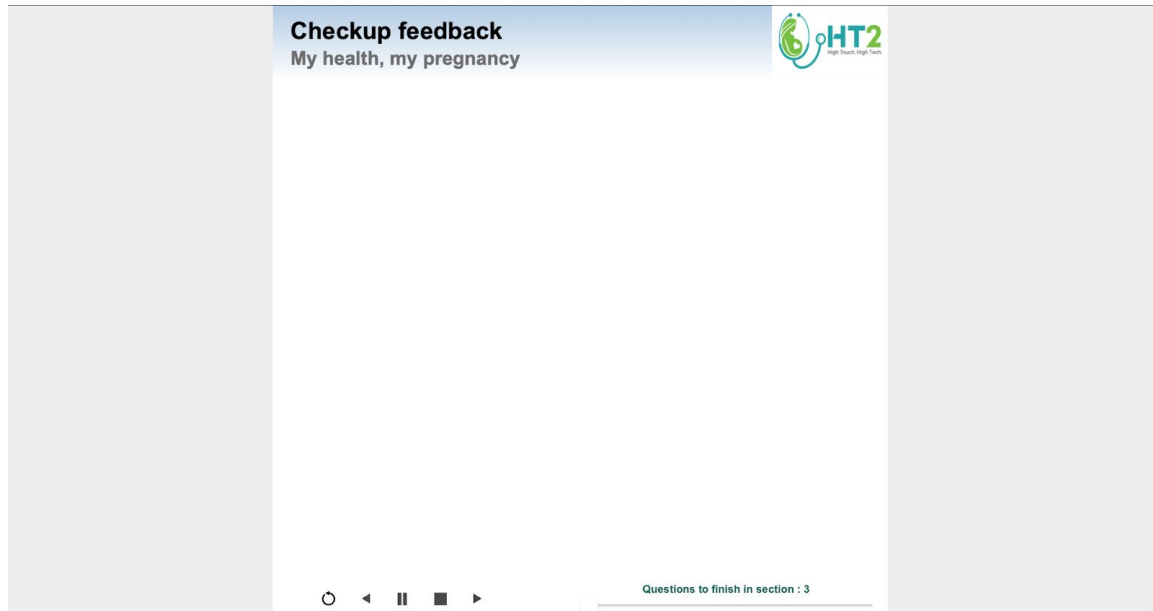
   a. The first page in the "Checkup feedback" series is just an empty page. If a user is experiencing a problem with audio like I did, they would not know what to do on the page. The user might click around and accidentally quit the page, thinking the intervention is complete.

6. Lack of instructions, help, or questions page (Help and documentation)

   a. The website does not have any help pages or help features. I ran into issues on a few pages where it was unclear what I was supposed to do. I tried clicking around the page to see if it directed anywhere, it did not. Quitting the website brings you to a login page. I was hoping to find the little circle with a question mark in the middle that oftentimes shows you instructions as to how to complete the task at hand when you hover your cursor over it.

7. Unable to restart intervention after completion (User control and freedom)

   a. Similar to how there is no way to return to the instruction landing page, there is no way to restart the intervention after completion.

Should the user make an error when filling out the intervention question section, they will not have the option to jump back to the previous section. Pressing the restart button, back button, reloading the page, or page back button does not solve this issue.

Heuristics Excel

https://docs.google.com/spreadsheets/d/1b9WHScpEvpmWuVv4XK7pRz5yOuKbw-VjCgKYA2Ht1GU/edit?usp=sharing