8.1 CORE

Inspection Evaluation

TRAC DUC ANH LUONG - 103488117

Name of the system in review: Quitch application (educator's portal) from GROUP 4 – Tuesday morning

Name of reviewer: Trac Duc Anh Luong – ID: 103488117

Usability guidelines

Heuristics: Jakob Nielsen's Heuristics

Context of use
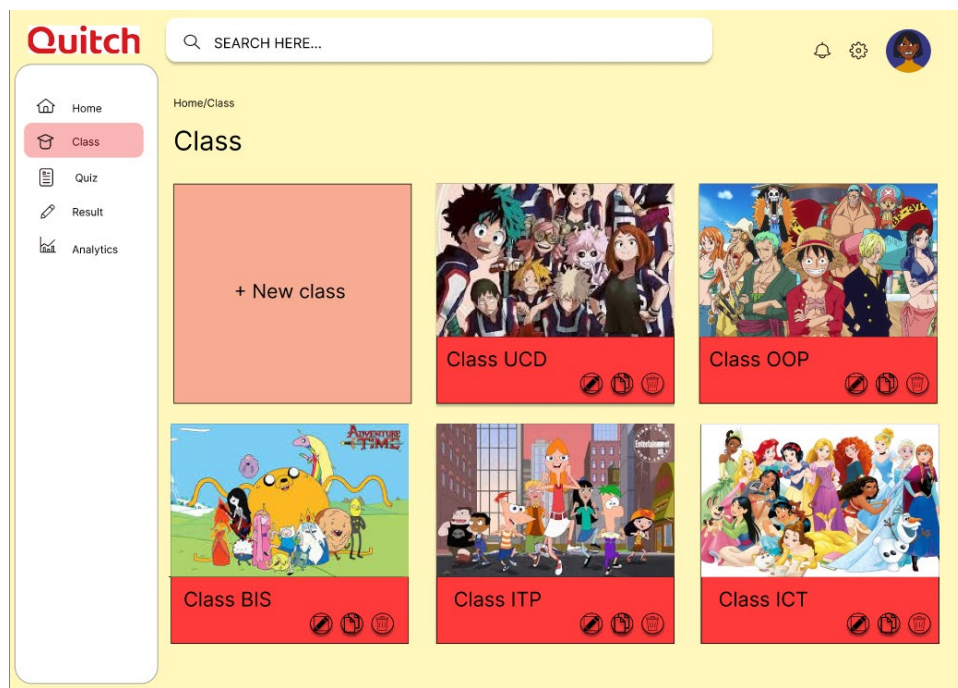
1. Description of the user group

The user group chosen for this evaluation will be educators, including teachers, instructors, tutors, professionals who conduct job training, etc. Therefore, the accessibility and perspective of use will be from an educator's portal, not students or workers who anticipated in job training sessions.

2. Design scenarios

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1) **Problem #1**

Prototype screen, page, location of problem:

Name of heuristic: Minimalist design

Reason for reporting as positive: The layout is minimal and easy to comprehend as there are clear separations between each section, such as the side menu for navigation, the search bar for quick finding options, and the class section where each class is separated in a window that displays key information such as class name, edit options, and a window to create new classes.

Scope of problem: Every main page that is displayed on the sidebar

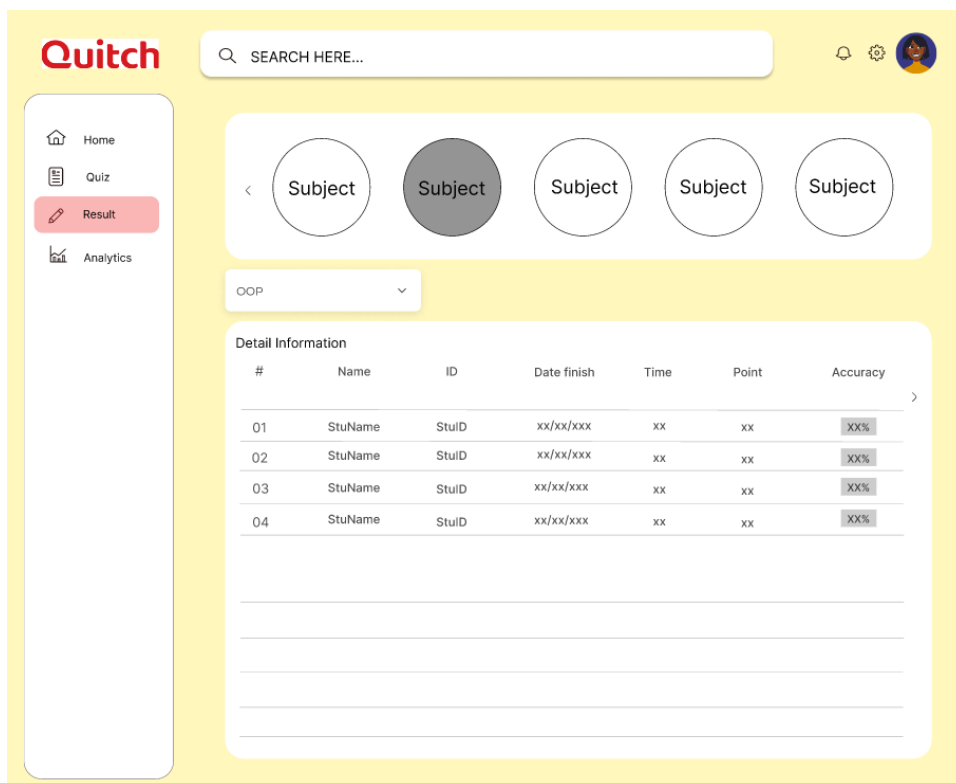**Severity of problem (high/medium/low):** 0 - No problem

Justification for severity rating: The design is overall appealing and easy to use even for users/educators who happen to use the app for the 1st time.

Suggestion to fix: The interface can make use of a sorting option, for example, sorting classes based on time of registration or progress made.

Possible trade-offs (why fix might not work): The sorting option must be subtle with the layout on the screen. Too much information displayed can ruin the minimalist design and create inconsistency throughout the interface.

2) Problem #2

Prototype screen, page, location of problem:

Name of heuristic: Visibility of system status

Reason for reporting as positive: The drop-down list is integrated with the subject's rounded displayed image on the navigation panel on the screen section above, helping the user see what subject/unit is being selected, and provide not only the necessary visual aid but also key information.

Scope of problem: Result page

Severity of problem (high/medium/low): 0 - No problem

Justification for severity rating: The functionality adds consistency and interaction to the page; therefore, few problems can be detected.

Suggestion to fix: The team can make the image panel more interactive and clickable. This does not take away the minimalistic design of the system but on the contrary, adds more navigation options to the user.

Possible trade-offs (why fix might not work): If there are too many subjects displayed on the image panel, navigating between courses can be hard as it takes more clicks to get to different result tables.

3) Problem #3

Prototype screen, page, location of problem:

Name of heuristic: Recognition rather than recall

Reason for reporting as positive: The quiz creation option is user-friendly, as options like uploading images, deleting, and adding answer options are clearly represented with real-life metaphors, such as a picture or garbage bins for the delete option and the "plus" sign for the add option.

Scope of problem: Quiz page

Severity of problem (high/medium/low): 0 – No problem

Justification for severity rating: The system requires the user to make little to no effort to create new quizzes and modify existing ones, as each option is logically labelled with good representation.

Suggestion to fix: The quiz upload button seems to be the only option with no representation. An upload icon, with the option to choose from a local device or online storage quiz files, will be a good design idea to implement into the interface.

Possible trade-offs (why fix might not work): As quizzes vary in forms, question types and answers, "Upload quiz" seems to cause misunderstandings or confusion to the user. In the prototype, XLS and XLSX are the required file formats. However, in this application, spreadsheets do not suit the format of quizzes and questions.

4) Problem #4

Prototype screen, page, location of problem:

Name of heuristic: Consistency and standards

Reason for reporting as negative: Inconsistent display of if the answer is correct or incorrect, confusing the educator when checking quizzes and clarifying the student's answers.

Scope of problem: Answer page

Severity of problem (high/medium/low): High – clarification problem

Justification for severity rating: Misunderstanding of how the interface work, especially in the student's result section can lead to error in the marking scheme and heavily affect students' results and integrity.
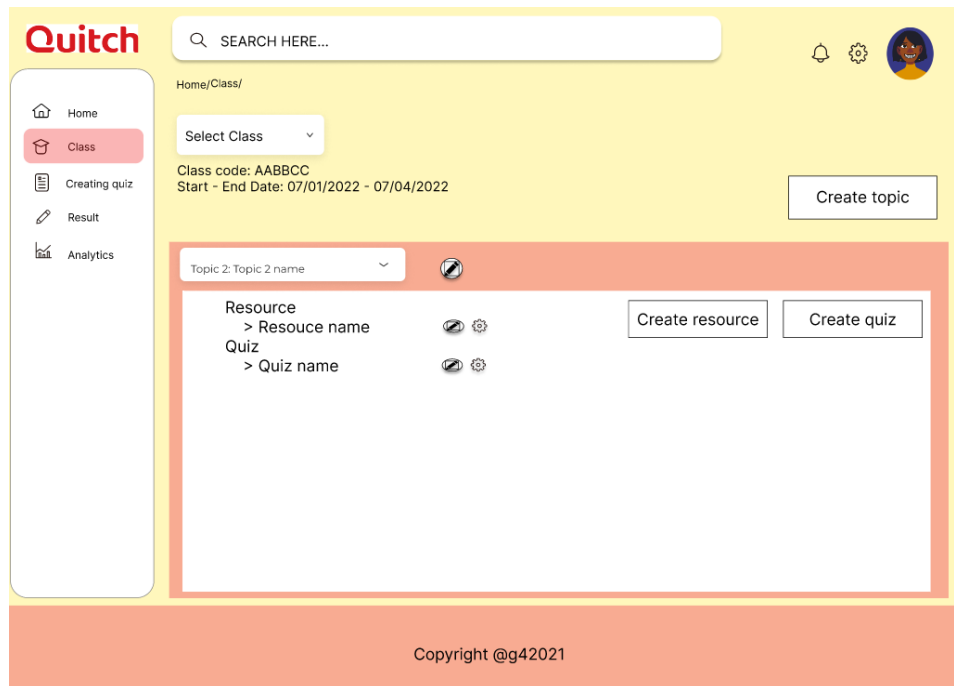
Suggestion to fix: The design team can create a column that is on the right and parallel to the existing column that displays the correct answer in addition displaying the student's wrong answer to the left can make the display clearer and easy to understand.

Possible trade-offs (why fix might not work): Showing 2 columns side by side with much information like correct/incorrect answers, if the student's work is correct or not (display by the

tick mark) can create redundant information on the display, taking up the screen's real estate and the system minimalistic feel.

5) Problem #5

Prototype screen, page, location of problem:

Name of heuristic: Flexibility and efficiency of use

Reason for reporting as positive: The class creation page has various options and accessibility, from creating a topic, resource, and quiz. The page acts as an interface that is linked to other specific and detailed pages that are used to create the aforementioned parts that are available through the educator's portal.

Scope of problem: Class page

Severity of problem (high/medium/low): 0 – No problem

Justification for severity rating: Various topic-creating options with consistent layout and abstraction are valuable and can cater to both experienced and new users.

Suggestion to fix: The symbol next to the setting wheels can be changed and re-evaluated to match the system design and reduce confusion among new users. This can be treated as a minor problem that is related to cosmetics only, which does not necessarily need to be changed unless the team wants to sharpen their interface with their extra time.

Possible trade-offs (why fix might not work): None