Evaluator: M. Rehan Ali

Age: 20

Sex: male

Web Browser: Google chrome

Operating System and Version: Windows 10

Internet Connection Type: Zong 4G

Internet Connection Download Speed: 6 mbps

Monitor Size: 14"

Monitor Colors: 32-Bit

Monitor Resolution: 1600 x 900

Browser Resolution: 1366 x 768

Date of Evaluation: 07 December 2020

Time of Evaluation: 13:00 - 18:00

**Positive Impressions**

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* **Colored menu tabs**

Menu tabs are differentiated very efficiently with different colors. By recognizing color user can easily see which tab he opened.

Screenshot: rehan\_pos1.png

* **Font Size Variation**

User can easily change size of fonts. Old age people can increase size of font. Font size have three categories small, medium, large.

Screenshot: rehan\_pos2.png

* **Loading Time**

Whole website is loaded in reasonable amount of time. Loading time cause not any issue.

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**Problems**

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* **HEIs Means?**

In Covid-19 guidance new user/student couldn’t understand what HEI’s stands for. First Time it may irritate new user.

Heuristic: Speak User’s Language

How reproducible: Covid-19 Guidance-->options

Screenshot: rehan\_prob1.png

* **Unable to going back to universities list**

From universities list clicked on specific university to see further information but unable to going back to university list after getting information of that university.

Heuristic: Reversible Actions

How reproducible: Universities-->Accreditation section-->recognized universities --> any university

Screenshot: rehan\_prob2.png

* **Confusion about campus and sub campuses**

Heading of sub campuses locations is campus location which doesn’t match user mental model. It causes confusion.

Heuristic: Speak User’s Language

How reproducible: Universities-->Accreditation section-->recognized universities --> campus location

Screenshot: rehan\_prob3.png

* **Out dated information about universities**

Very old information is given about recognized universities. Some new universities are recognized by HEC but not updated here. E.g. University of Mianwali, Namal institute.

Heuristic: Aesthetic and Minimalist Design, Speak User’s Language

How reproducible: Universities-->Accreditation section-->recognized campuses

Screenshot: rehan\_prob4.png

* **Irreversible Page**

From accreditation section of universities when move to recognized campuses there is no way for moving back to accreditation section.

How reproducible: Universities-->Accreditation section-->recognized campuses

Screenshots: rehan\_prob5\_1.png, rehan\_prob5\_2.png

* **Universities ranking coming soon**

When user wanted to see universities ranking by clicking on Tab, page showed coming soon. Although this page can show old ranking till new updates.

Heuristic: Speak User’s Language

How reproducible: Universities-->Universities Ranking

Screenshot: rehan\_prob6.png

* **Obsolete information on Universities statistics page**

Universities statistics page show statistical information up to year 2017-18 but now academic year 2019-20 ended.

Heuristic: Speak User’s Language

How reproducible: universities--> universities statistics --> all links

Screenshot: rehan\_prob7.png

* **Old statistics about enrollment at universities**

In enrollment at universities, statistics are shown from year 2001-02 to 2014-15. It doesn’t match user requirements.

Heuristic: Speak User’s Language

How reproducible: universities--> universities statistics --> enrollment at Pakistani universities

Screenshot: rehan\_prob8.png

* **Old statistics about faculty of Pakistani universities**

In full time faculty of Pakistani universities, statistics are shown up to year 2014-15. It doesn’t match user requirements.

Heuristic: Speak User’s Language

How reproducible: universities--> universities statistics --> full time faculty of Pakistani universities

Screenshot: rehan\_prob9.png

* **Un updated PhD produced by Pakistani universities**

In PhD produced by Pakistani universities; statistics are shown up to year 2014-15. It doesn’t match user requirements.

Heuristic: Speak User’s Language

How reproducible: universities--> universities statistics --> PhD produced by Pakistani universities

Screenshot: rehan\_prob10.png

* **Search bar not working**

In universities statistics section, search bar is working unexpectedly it doesn’t match user mental model.

Heuristic: Speak User’s Language, Good Error Messages

How reproducible: universities--> universities statistics --> search bar (enter any university name)

Screenshots: rehan\_prob11\_1.png, rehan\_prob11\_2.png

* **Understandable error**

Search Pakistan Research Repository link gives error message in code which is in tolerable.

Heuristic: Good Error Messages

How reproducible: universities--> universities statistics --> related links -->Pakistan Research Repository

Screenshots: rehan\_prob12\_1.png, rehan\_prob12\_2.png

* **HEI’s Ranking**

Ranking of HEIs are available up to academic year 2015. But know its 2021 so given information is useless for user who want to see ranking of universities.

Heuristic: Aesthetic and Minimalist Design

How reproducible: HEC services-->universities--> universities statistics --> related links -->Ranking of Pakistan HEIs.

Screenshot: rehan\_prob13.png

* **Outdated HES Performa**

Recently updated Performa is for year 2017. This information does not fulfill needs of users.

Heuristic: Speaks User’s Language

How reproducible: HEC services-->universities--> universities statistics --> related links --> HES performa 2016-17

Screenshot: rehan\_prob14.png

* **Links of HEC library not working**

In HEC library section, first two links are not working.

Heuristic: Aesthetic and Minimalist Design

How reproducible: HEC services --> for students --> HEC library

Screenshot: rehan\_prob15.png

* **Can't open PhD theses link**

In library collection section of HEC library link for PhD theses could not open.

Heuristic: Aesthetic and Minimalist Design

How reproducible: HEC services --> for students --> HEC library--> Imp links-->library collection

Screenshot: rehan\_prob16.png

* **Need to update research reports record**

There is document which contains complete record of research reports published up to year 2011. This file is very outdated it needs to be updated.

Heuristic: Speaks User’s Language

How reproducible: HEC services--> for students--> HEC library --> Imp links --> library collection --> Research reports

Screenshot: rehan\_prob17\_1.png, rehan\_prob17\_2.png

* **Old information about Monograph**

Monograph updated list document is showing information of Monograph up to year 2011. It should be updated.

Heuristic: Speaks User’s Language

How reproducible: HEC services--> for students--> HEC library --> Imp links --> library collection --> Monograph

Screenshot: rehan\_prob18.png

* **Turnitin Videos**

Unable to play videos although links of Turnitin training videos are available.

Heuristic: Good Error Messages

How reproducible: HEC services--> for faculty-->plagiarism policy-->Turnitin training videos

Screenshots: rehan\_prob19\_1.png, rehan\_prob19\_2.png

* **Back to services for student**

From 2nd page of services for student explore any service. Here no button or link is available for going back to 2nd page of services.

Heuristic: Reversible Actions

How reproducible: HEC services--> for student-->page 2 -->open any service

Screenshot: rehan\_prob20.png

* **Current status:**

Obsolete information in current status section it needs to be updated.

Heuristic: Speak User’s Language, Aesthetic and Minimalist Design

How reproducible: HEC services--> for faculty--> capacity building for doctoral provision in Pakistan-->current status

Screenshot: rehan\_prob21.png

* **Back to services for faculty**

From 2nd page/ 3rd page of services for faculty explore any service. Here no button or link is available for going back to 2nd 3rd page of services.

Heuristic: Reversible Actions

How reproducible: HEC services--> for faculty-->page 2 or 3 -->open any service

Screenshot: rehan\_prob22.png

* **Old information in ranking of HEI’s**

Very old information in quality and research based ranking of HEI’s. It gives us information up to academic year 2015, it means five years old data.

Heuristic: Aesthetic and Minimalist Design

How reproducible: HEC services-->for universities -->quality and research based ranking of HEI’s

Screenshot: rehan\_prob23.png

* **Back to services for universities**

From 2nd page/ 3rd page of services for universities explore any service. Here no button or link is available for going back to 2nd 3rd page of services.

Heuristic: Reversible Actions

How reproducible: HEC services--> for universities-->page 2 or 3 -->open any service

Screenshot: rehan\_prob24.png

* **Outdated information in Tenure Track Funding**

Outdated information in tenure track funding to universities. Here tenure track faculty strength of academic year 2016 is available. Only from 2004 to 2015 funding data is available.

Heuristic: Aesthetic and Minimalist Design, Speak User’s language

How reproducible: HEC services-->for universities -->university wise tenure track funding to universities  
--> tenure track faculty strength and (tenure track funds released to universities)

Screenshots: rehan\_prob25\_1.png, rehan\_prob25\_2.png, rehan\_prob25\_3.png

* **Understandable error on Tenure Track Funding page**

Code like error occurs when click on Tenure Track Funds Utilization Performa (FY 2014-15)

Heuristic: Good Error Messages

How reproducible: HEC services-->for universities -->tenure track funding to universities--> tenure track funds utilization Performa (FY 2014-15) and (tenure track salary impact Performa (FY 2017-18)

Screenshots: rehan\_prob26\_1.png, rehan\_prob26\_2.png

* **Recurring grant up to 2017-18**

Recurring grants are released to universities are recorded up to academic year 2017-18.

Heuristic: Speaks User’s Language

How reproducible: HEC services-->for universities --> Imp Links --> recurring grants released by HEC

Screenshots: rehan\_prob27\_1.png, rehan\_prob27\_2.png

* **Tenure Track salary package**

Only up to 2015 tenure salary package data is available. One more issue here is vice chancellor salary is unclickable.

Heuristic: Speak User’s Language

How reproducible: HEC services--> for universities--> finance planning-->Imp links-->tenure track salary packages

Screenshot: rehan\_prob28.png

* **Tenure Track Faculty Strength 2005-18**

Record of tenure track faculty strength is available from year 2005 to year 2018. It needs to be updated.

Heuristic: Aesthetic and Minimalist Design

How reproducible: HEC services--> for universities--> finance planning-->Imp links-->tenure track faculty strength

Screenshot: rehan\_prob29\_1.png, rehan\_prob29\_2.png

* **Move back to national/foreign scholarship**

From scholarships list either national or foreign scholarships explore any scholarship program but no way to back national/ foreign scholarships list directly.

Heuristic: Reversible Actions

How reproducible: scholarships-->national/foreign scholarships-->open any scholarship program

Screenshots: rehan\_prob30\_1.png, rehan\_prob30\_2.png, rehan\_prob30\_3.png

* **Code error on QEC in HEI’s**

When check for further information about QEC error may occurred. It shows unreadable message.

Heuristic: Good Error Messages

How reproducible: HEC services-->for universities-->program level accreditation-->quality enhancement cell in HEI’s--> for further information-->all links

Screenshots: rehan\_prob31\_1.png, rehan\_prob31\_2.png

* **Page Not Found**

In Tenure Track Statutes section response of every link is Page Not Found.

Heuristic: Good Error Messages

How reproducible: HEC services-->for universities-->finance planning-->Imp links-->tenure track statutes

Screenshot: rehan\_prob32.png

* **Outdated information in AFS**

Only up to academic year 2015 AFS for financial year available.

Heuristic: Speak User’s language

How reproducible: HEC services-->for universities-->finance planning-->Imp links-->audited annual financial statement of TESP

Screenshot: rehan\_prob33.png

* **Useless information**

Applications for Split PhD and Post Doctoral Programme are invited till June,2015 but now it's 2020.

Heuristic: Aesthetic and Minimalist Design

How reproducible: scholarships-->foreign scholarships-->split PhD and post doctoral fellowship programme in France--> How to apply

Screenshot: rehan\_prob34.png

* **How to apply for HEC approved supervisor**

When apply for approval by HEC as supervisor an error occurred 404 Not Found.

Heuristic: Good Error Messages

How reproducible: scholarships-->approved PhD supervisor (and how to apply)

Screenshots: rehan\_prob35\_1.png, rehan\_prob35\_2.png

* **R & D stands for?**

New user can’t understand what is meaning of R & D. For first time it should be shown in full form.

Heuristic: Speak User’s Language

How reproducible: Homepage-->R&D tab

Screenshot: rehan\_prob36.png

* **Irreversible grant links**

In R & D page after opening any research grants link there is no way to revert back to research grants.

Heuristic: Reversible Actions

How reproducible: R&D-->Research Grants --> open any grant link

Screenshot: rehan\_prob37.png

* **Links of BICS**

In quick links to BICS, some links of All Business Incubation Centers section are not available.

Heuristic: Speak User’s Language

How reproducible: R&D-->Research for Innovation-->Establishment of BICS-->Imp Links-->Quick links to BICS

Screenshot: rehan\_prob38.png

* **BIC at NUST**

In Quick links to BICS, when open BIC at NUST, Islamabad it causes 404 Not Found error.

Heuristic: Good Error Messages

How reproducible: R&D-->Research for Innovation-->Establishment of BICS-->Imp Links-->Quick links to BICS-->BIC at NUST, Islamabad

Screenshots: rehan\_prob39\_1.png, rehan\_prob39\_2.png

* **National center link not available**

Link of National Center of GIS and Space Application is not here. It doesn’t match with user’s expectation.

Heuristic: Speak User’s Language

How reproducible: R&D-->Research for Innovation-->National centers-->centers established through PSDP-->National Center of GIS and Space Applications

Screenshots: rehan\_prob40\_1.png, rehan\_prob40\_2.png

* **Sign in for Contact Us**

In National Centers, For contact user must first sign in which is totally irrelevant and against convention.

Heuristic: Aesthetic and Minimalist Design

How reproducible: R&D-->Research for Innovation-->National centers-->centers established through Act of Federal Parliament-->any link below-->Imp Links-->Contact Us

Screenshots: rehan\_prob41\_1.png, rehan\_prob41\_2.png, rehan\_prob41\_3.png

* **401 unauthorized error**

If click on cancel in sign in dialogue box it gives code error which is 401 unauthorized error.

Heuristic: Good Error Messages

How reproducible: R&D-->Research for Innovation-->National centers-->centers established through Act of Federal Parliament-->any link below-->Imp Links-->Contact Us-->cancel sign in box

Screenshots: rehan\_prob42\_1.png, rehan\_prob42\_2.png

* **HEC Annual Reports**

HEC annual reports are available till year 2014-15 but now its end of 2020. It needs to be updated.

Heuristic: Speak User’s Language

How reproducible: News & Media-->Publications-->HEC Annual Reports

Screenshot: rehan\_prob43.png

* **Pictures control**

Pictures are shown in slides form changing one by one but user can’t see gallery of images. User can’t see image by his own choice.

Heuristic: Speak User’s Language

How reproducible: News & Media-->Videos and Images-->Pictures

Screenshot: rehan\_prob44.png

* **HEC Blog**

When go to blog link for latest updates only one message shown here “coming soon”.

Heuristic: Aesthetic and Minimalist Design

How reproducible: on most pages where social media bar is present in last there is reference to Blog.

Screenshots: rehan\_prob45\_1.png, rehan\_prob45\_2.png, rehan\_prob45\_3.png

* **Invisible color**

Light grey color is user for entering email in sign up box which only can be visible with full eyesight.

Heuristic: Speak User’s Language

How reproducible: Bottom of pages -->Newsletter-->signup box

Screenshot: rehan\_prob46.png

* **No terms of use**

Terms of use of website are not available only one message shown here “Coming Soon”.

Heuristic: Error Prevention

How reproducible: footer-->terms of use

Screenshot: rehan\_prob47.png

* **No privacy policy**

There is nothing any policy in this website for privacy which may cause user in trouble. But privacy policy is one of most important documents for any website.

Heuristic: Speak user’s Language

How reproducible: footer-->privacy policy

Screenshot: rehan\_prob48.png

* **No Disclaimer**

Disclaimer of website is also not available which is also most important part of website.

Heuristic: Speak User’s Language

How reproducible: footer-->disclaimer

Screenshot: rehan\_prob49.png

* **Location of sign in button/link**

User face difficulty to find sign in button which is in footer. It may be place in correct place so that user can use it easily.

Heuristic: Speak User’s Language

How reproducible: footer-->sign in

Screenshot: rehan\_prob50.png