



CSE519: Human Computer Interaction

Quiz 3

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Question 1

A)

Name of the Usability Heuristics: Help and documentation

Example website link/software/mobile application: Matlab

Photo of the website:

The screenshot shows the MathWorks Help Center for MATLAB R2021a. The left sidebar contains a navigation tree for MATLAB toolboxes and products. The main content area displays the MATLAB product page, which includes a brief introduction, a 'Get Started' section, and links to various documentation categories: Language Fundamentals, Data Import and Analysis, Mathematics, Graphics, Programming, App Building, Software Development Tools, External Language Interfaces, and Environment and Settings. A 'Release Notes' link is also present.

The screenshot shows a question on the MATLAB Answers platform. The question is titled "Print a statement to the Command Window". It has 20,009 views (last 30 days) and 2 accepted answers. A user named NAVNEET NAYAN posted the question on 5 May 2017, commenting that waleed Al-Qurashi answered it on 16 Feb 2021. The accepted answer is from KSSV, a MATLAB MVP. The question asks how to display the statement 'job done' as output in the Command Window. A comment from waleed Al-Qurashi suggests using the command `3)What is the command that writes a message to the screen?`. There are links to sign in to comment or answer the question.

Description of the Usability Heuristics

Part A: It's best if the system doesn't need any additional explanation. However, it may be necessary to provide documentation to help users understand how to complete their tasks. Help and documentation content should be easy to search and focused on the user's task. Keep it concise, and list concrete steps that need to be carried out.

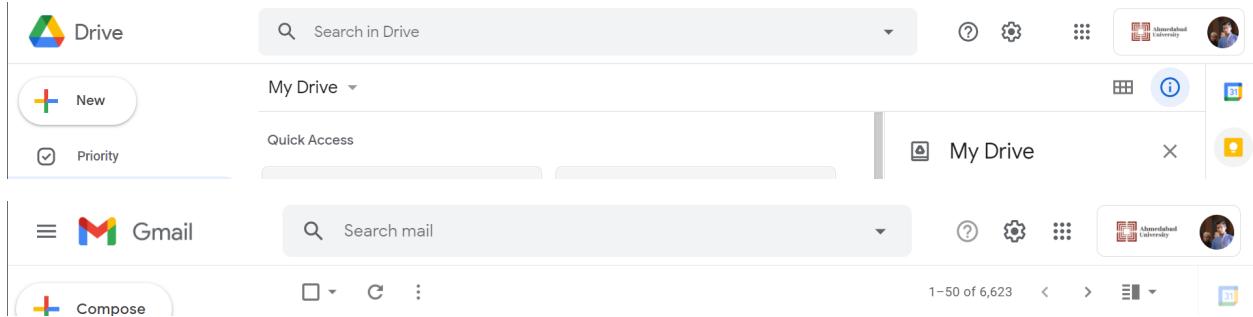
Part B: Matlab is a software that has one of the best documentation out there. Most of the commands are very easy to explore and understand in Matlab however, it has a gigantic list of commands and remembering each and every one of them is quite difficult. So they have provided a documentation of almost all the commands with examples of usages.

B)

Name of the Usability Heuristics: Consistency and standards

Example website link/software/mobile application: Google Drive and Gmail

Photo of the website:



Description of the Usability Heuristic:

Part A: To be easy to learn and use, systems should adhere to both internal and external consistency — they should use the same patterns everywhere inside the system and should also follow web-, platform-, and domain-specific conventions.

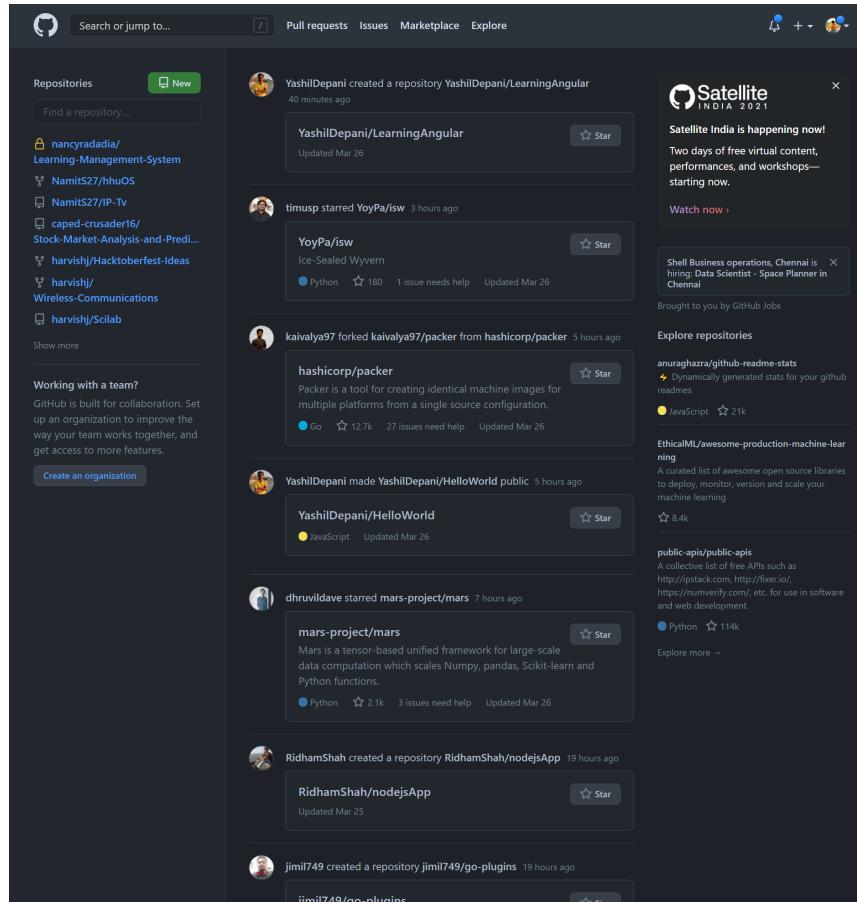
Part B: As you can see that google drive and gmail have consistent standards for the search bar, account management and settings. As a result, it improves the learning curve of the entire g suite. Also as a result of this, when users use these products, they bring their own expectations from previous experiences and confidence is built when they use the products.

Question 2

Guideline description in a sentence: Use color conservatively i.e. Limit the number and amount of colors.

Example of website: Github

Image:



Description of guideline:

Part A: We should use colour coding with care. On putting colour coding everywhere, it becomes unnecessarily complex for the users and even distracts the user from performing his task.

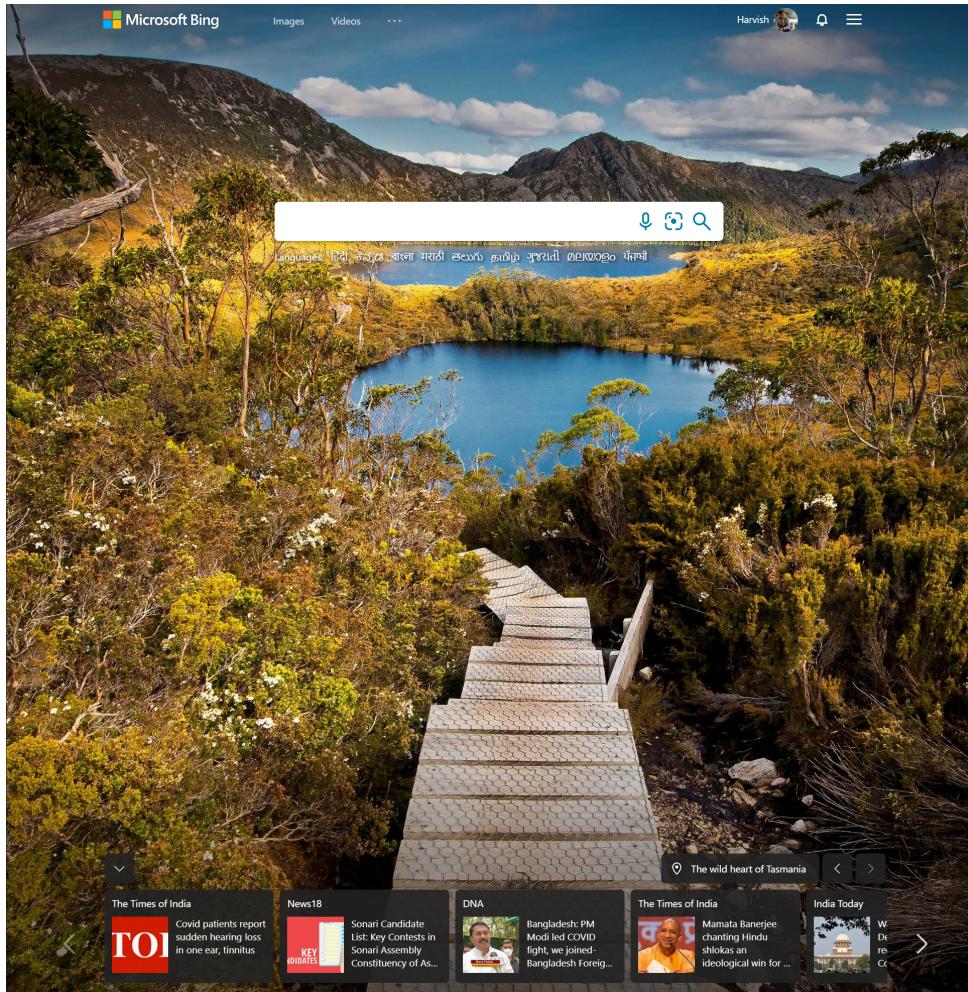
Part B: As you can see in the image, github has a dark colour theme and then all the similar items are colour coded. For example, the links on the left and repositories in the center. However, they have limited it to reduce distraction and as they want to maintain a theme.

Question 3

Guideline description: Process of selecting things to concentrate on, at a point of time, from the range of possibilities available. Involves auditory and/or visual senses.

Example website: Bing

Photo:



Description

Part A: What this boils down while designing is to make information salient when it needs attention at a given stage in the task. Use techniques like :

- animated graphics
- colors
- underlining
- ordering of items
- sequencing of different information
- spacing of items

Avoid cluttering the interface with too much information.

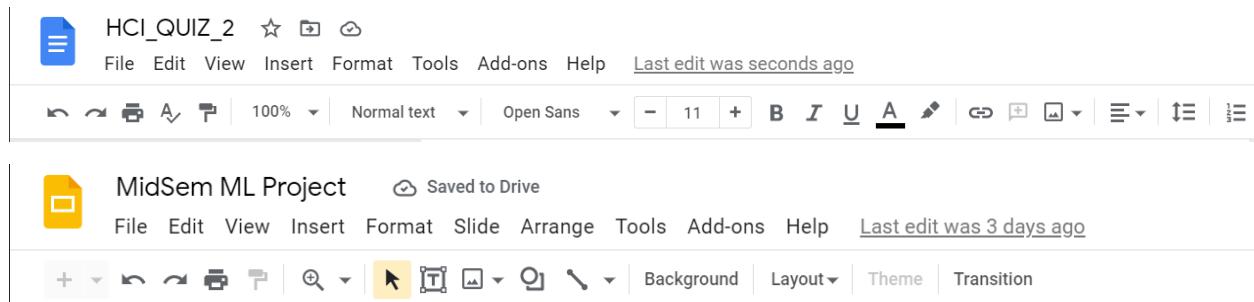
Part B: As you can see, Bing keeps it really simple and intuitive for its search engine. It has a simple bar at the center and language options right below the bar. For most of the people who want to use the search engine, that is enough. There are also important information (news) that someone might need.

Question 4

Guidelines description: Memory involves recalling various kinds of knowledge that allow us to act appropriately.

Example of website: GSuite

Image:



Description:

Part A: Memory involves recalling various kinds of knowledge. If there is consistency across various products, users will not have to put in efforts to find out various features.

Part B: For example, in gsuite, there is a bar over each document in docs as well as slides. As a result, existing docs users can easily use the slides as they will be able to recall from memory and context where the options are located inside the menu bar. Also, it is said that more than 7 options should not be kept in a menu. And they also have something similar. However they have 9-10 options as some of these are absolutely necessary.