

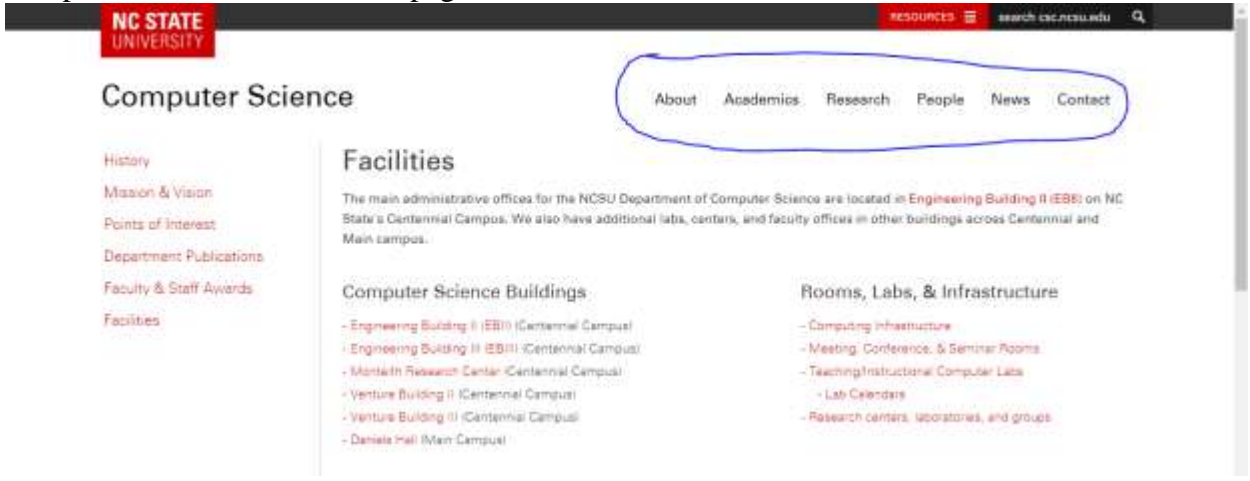
Template for Usability Aspect Report (UAR)

Complete this form *once*, as the first page of your report:

Product Name: NC State University's Computer Science Department Website (https://www.csc.ncsu.edu/)
Date of Study: 04 Feb 2019
Experimenters' Names: N/A
Subject ID:

Persona's used for this experiment:

1. For the first 2 HE in the study below, **any user** like visitor, faculty or student persona is considered.
2. For the 3rd HE in the study, the persona considered is a **student** searching for faculty information.

No. HE1	Problem/Good Aspect Problem
Name: The navigation bar does not indicate which page the user is currently viewing.	
Evidence: Heuristic: Visibility of system status Interface Aspect: The main navigation bar of the website at the top, as circled in below picture. The problem is observed on all pages of the website. 	
Explanation: As circled with blue marker in the evident picture, the navigation bar does not highlight the current tab/page that the user is viewing. This violates HE1, where <i>Visibility of System Status</i> is not properly handled. Any user is very much likely to get confused. For example, a user may click the same page link again and land up on the same page as before.	
Severity or Benefit: Rating: 2 = <u>Minor</u> usability problem: fixing this should be given low priority Justification (Frequency, Impact, Persistence, Weights): Frequency: Common. This issue is observed on every page of the website Impact: Easy to overcome. The currently selected page/tab link can be highlighted by underlining it, using a simple CSS style tag. Persistence: One-time. Any user will be bothered by this issue on every single page of the website while navigating. But once the user understands that there is no navigation link highlighting, the user can overcome this hurdle easily by remembering the current page viewed. Weights: Although not highlighting the current tab can be an issue to any user, this is not a critical or major problem. Site's functionality, content or critical parts are not disrupted because of this. The user can probably remember the page/tab that he/she is on, while navigating the website and no damage is caused to either usability or readability of the website.	

Possible solution and/or Trade-offs:

A simple possible solution is to add a CSS style tag to highlight the current tab with an underline mark.

There are no trade-offs for this evaluation.

Relationships:

Not applicable for this.

No. HE4

Problem/Good Aspect
Problem

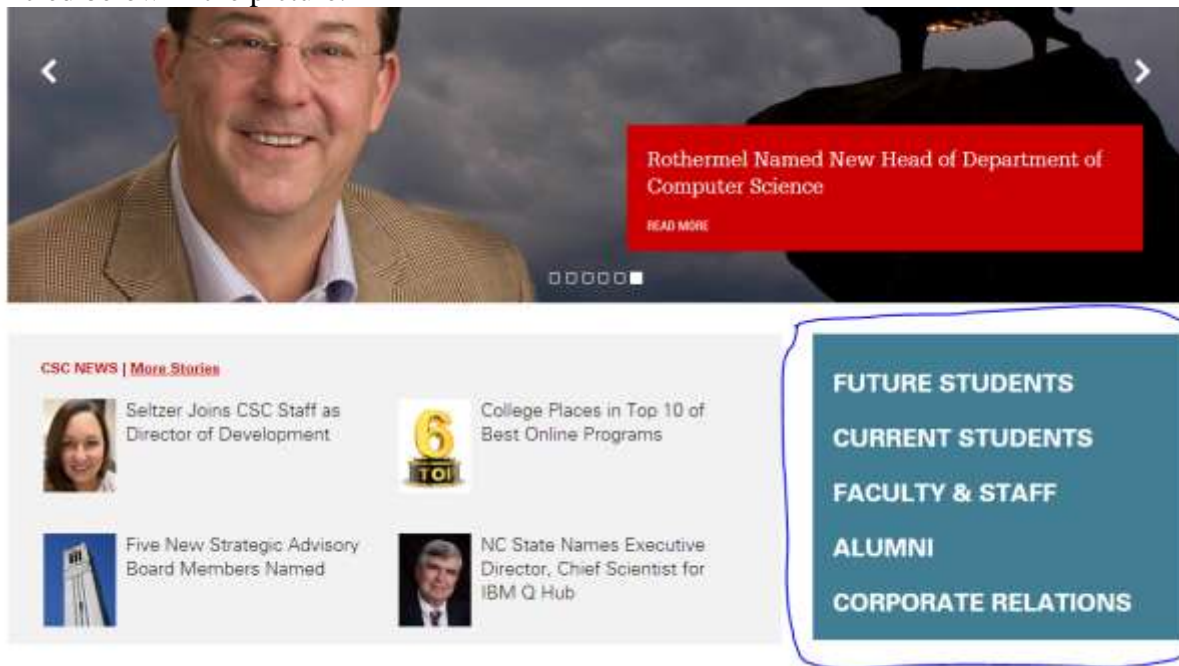
Name:

The website does not follow the color and font consistency

Evidence:

Heuristic: Consistency and Standards

Interface Aspect: The blue 'links-box' on the homepage of the website on the right side, as circled below in the picture.

**Explanation:**

As per the evident picture above, the 'links-box' does not follow the color and font convention of the rest of the website. Almost all of the website uses a red, white and grey color palette, but the highlighted box has a blue color which breaks the consistency of the design of website. Also, the text inside the box uses *UniversRoman* font, whereas the *Arial* font is used at most of the places on the website. It is highly likely that any user persona, would find this inconsistent and seldom distracting. This violates HE4, that is, *Consistency and standards*.

Severity or Benefit:

Rating: 1 = Cosmetic problem only: need not be fixed unless extra time is available on project
Justification (Frequency, Impact, Persistence, Weights):

Frequency: Rare. This affects all the user-types or personas. However, this issue is only at one place and one page on the website.

Impact: Very easy to overcome. A simple change of CSS style to change the color and font can fix this inconsistency.

Persistence: One-time. Any user-type might find this inconsistent, but this does not occur everywhere on every page and so it is not a repetitive problem.

Weights: Although the user might seldom be distracted due to the inconsistent design of the 'links-box', it is not a major issue. It appears only at one place and, any user persona can easily overlook & ignore the problem. It causes no harm to any functionality or design of the website. Hence, this is just a cosmetic issue.

Possible solution and/or Trade-offs:

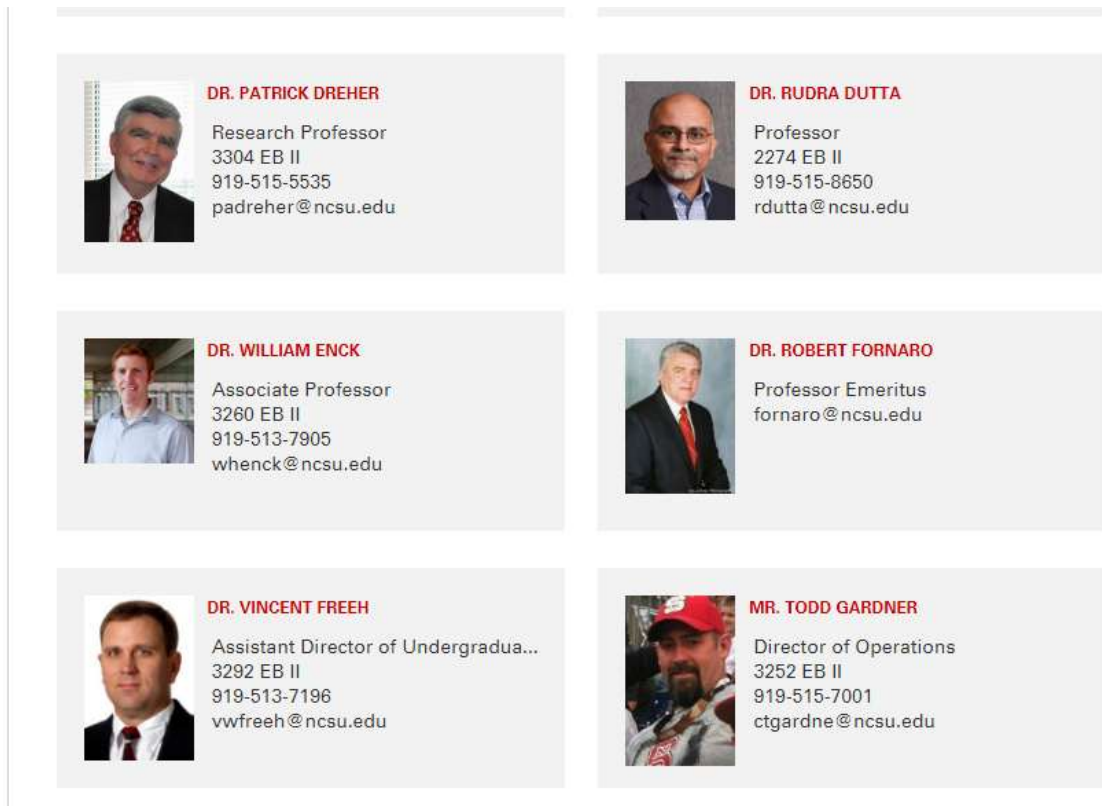
A possible solution would be to add a CSS style tag to change the color and font of the text and 'links-box' which is easy to implement.

Trade-offs: I do not find any major trade-offs for this problem and its proposed solution.

Relationships:

Not related to any other UAR.

No. HE8	Problem/Good Aspect Good
Name: Information about every faculty is provided with minimalist design like a business card, on <i>People</i> page.	

Evidence:**Heuristic:** Aesthetic and minimalist design**Interface Aspect:** *All Faculty* tab on the *People* page of the website.**Explanation:**

Information about every single faculty is provided to the student persona in a very neat and concise manner. Only important credentials like Name, Photo, Email, Phone and Office location of every faculty member is shown on the page in 'cards' like boxes without cluttering the webpage. A student user can click on the name of a faculty to view more information like Research areas and Biography. This delivers information and content to the user in an aesthetically pleasing and minimalist manner.

Severity or Benefit:

Rating: 0 = Not a problem: I don't agree that this is a usability problem at all

Justification (Frequency, Impact, Persistence, Weights):

Frequency: Common. This type of design is used for displaying information about all people in CSC Department on all the tabs on *People* page of the website.

Impact: The impact is critical and in a good way. Information like email and office location can be quickly retrieved, and detailed information, like Biography, which is rarely viewed can be accessed by clicking on the faculty name.

Persistence: Persistent. This is not an issue, but the design is persistent for all members on the *People* page of the website, which is a good thing.

Weights: The impact created by this type minimalist design is quite large and it delivers information to the user in a concise manner. According to me, this is a plus point of the design of this website which is consistent. There is also a match between the system and real-world, since each of boxes that display a faculty's credentials can be compared with a real-world 'business-card' of a person.

Possible solution and/or Trade-offs:

There is no solution since this is not a problem.

Trade-off: If a user-type is an arbitrary visitor who wants to fetch detailed information about a particular faculty, then he/she might need to navigate through a couple of more links on the website than usual. However, this is a trivial trade-off and quite rare possibility.

Relationships:

This is not related to any other UAR.