

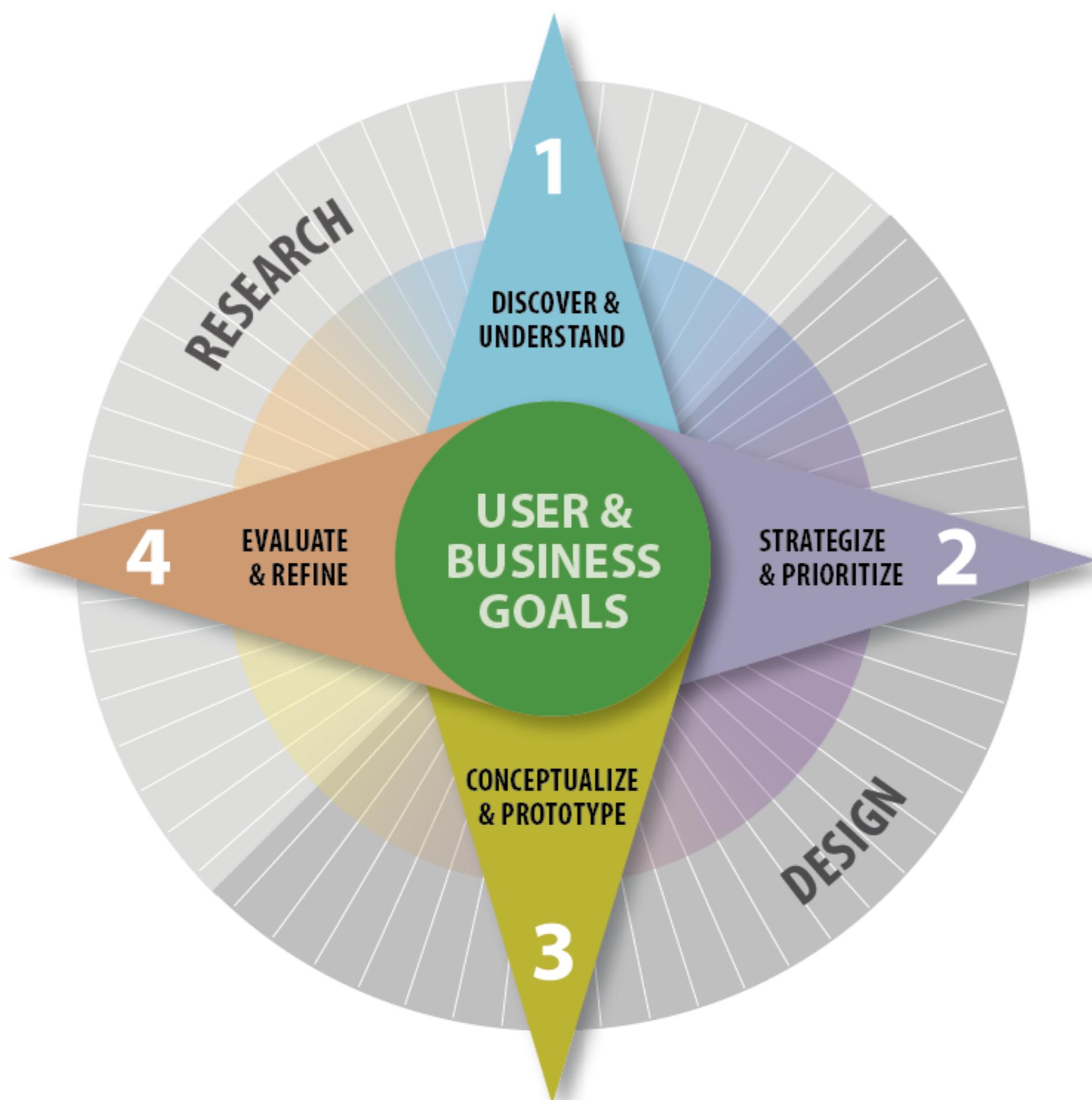
User Interface Inspections

CMPT 363

“As soon as we started programming, we found to our surprise that it wasn’t as easy to get programs right as we had thought. Debugging had to be discovered. I can remember the exact instant when I realized that a large part of my life from then on was going to be spent in finding mistakes in my own programs.”

— Maurice Wilkes (1949)

*How to conduct a usability
inspection?*



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Topics to Explore

1. Cognitive Walkthroughs
2. Conducting Heuristic Evaluations
3. Nielsen's Heuristics

Types of Inspections

- Cognitive walkthroughs
- Heuristic evaluations

How to conduct a usability inspection?

Cognitive Walkthroughs

Cognitive Walkthroughs

A cognitive walkthrough is a task-based evaluation method to catch “black holes” (gaps in determining the next appropriate step)

Cognitive Walkthroughs

- Define the user(s)
- Select/create a collection of tasks
- Define the correct sequence for each task
- Proceed step-by-step through the interface (or mockups),
asking the following questions from the user's perspective...

Standard Cognitive Walkthrough Questions

- Will the user try to achieve the right effect?
- Will the user notice that the correct action is available?
- Will the user associate the correct action with the effect that the user is trying to achieve?
- If the correct action is performed, will the user see that progress is being made toward the solution of the task?

Cognitive Walkthrough Answers

- “Likely” - a credible success story should be able to be stated
- “Unlikely” - a credible failure story should be able to be stated
- “Not clear” - a credible reason should be able to be stated



Task: User records and uploads a video

Action Sequence:

① User Presses Record

- ① Yes
- ② Yes
- ③ Yes

④ No. The user needs a static message.

② User Presses Stop

- ① Yes
- ② Yes
- ③ No

③ User Presses Stop

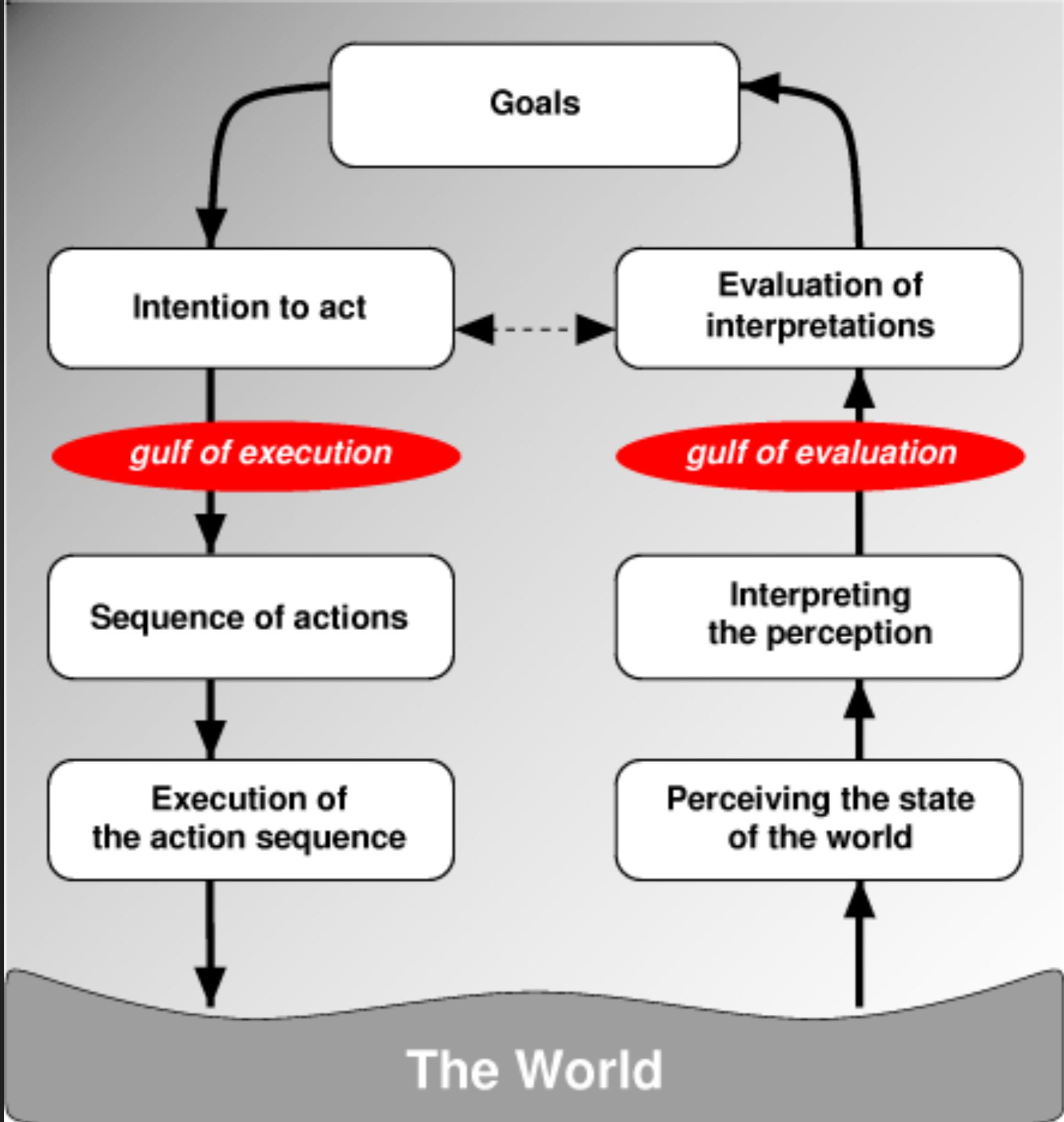
<https://www.youtube.com/watch?v=Edqjao4mmxM>

Streamlined Cognitive Walkthrough Questions

- Will the user know what to do at this step?
 - Consider the user's goal and what they may thinking about (intent)
 - Consider the visibility of required interface elements and clarity of labels and prompts (visibility and identification)

Streamlined Cognitive Walkthrough Questions

- If the user does the right thing, will they know that they did the right thing, and are making progress towards their goal?
- Consider if adequate and informative feedback is supplied (progress)



Streamlined Cognitive Walkthrough

Ground Rules

- All identified issues will be noted
- No design discussions allowed!

Activity: Cognitive Walkthrough

Task: What are the hours of the main campus Library this Saturday?

Cognitive walkthrough questions:

Will the user know what to do at this step?

If the user does the right thing, will they know that they did the right thing, and are making progress towards their goal?

How to conduct a usability inspection?

Conducting Heuristic Evaluations

Heuristic Evaluations

The evaluation of a user interface to a checklist of design rules or heuristics

Heuristic Evaluations

A heuristic evaluation can quickly and effectively reveal key user interface issues

Heuristic Evaluations

In 1990 Jakob Nielsen (SUN Microcomputers, now Nielsen-Norman Group) and Rolf Molich developed the first list of usability heuristics

Heuristic Evaluations

This list was later revised (1994) by Nielsen into somewhat more abstract items based on analysis of 249 usability problems

Nielsen's Heuristics (1994)

- Visibility of system status
- Match between system and the real world
- User control and freedom
- Consistency and standards graphics, layout
- Error prevention
- Recognition rather than recall
- Flexibility and efficiency of use
- Aesthetic and minimalist design
- Help users recognize, diagnose and recover from errors
- Help and documentation

Alternative Lists of Heuristics

- Gary Perlman's Practical Usability Heuristics (1997)
- Jill Gerhardt-Powals' Cognitive Engineering Principles for Enhancing Human-Computer Performance (1996)
- ISO 9241 “dialogue principles” (2006)

ISO 9241 | Dialogue Principles

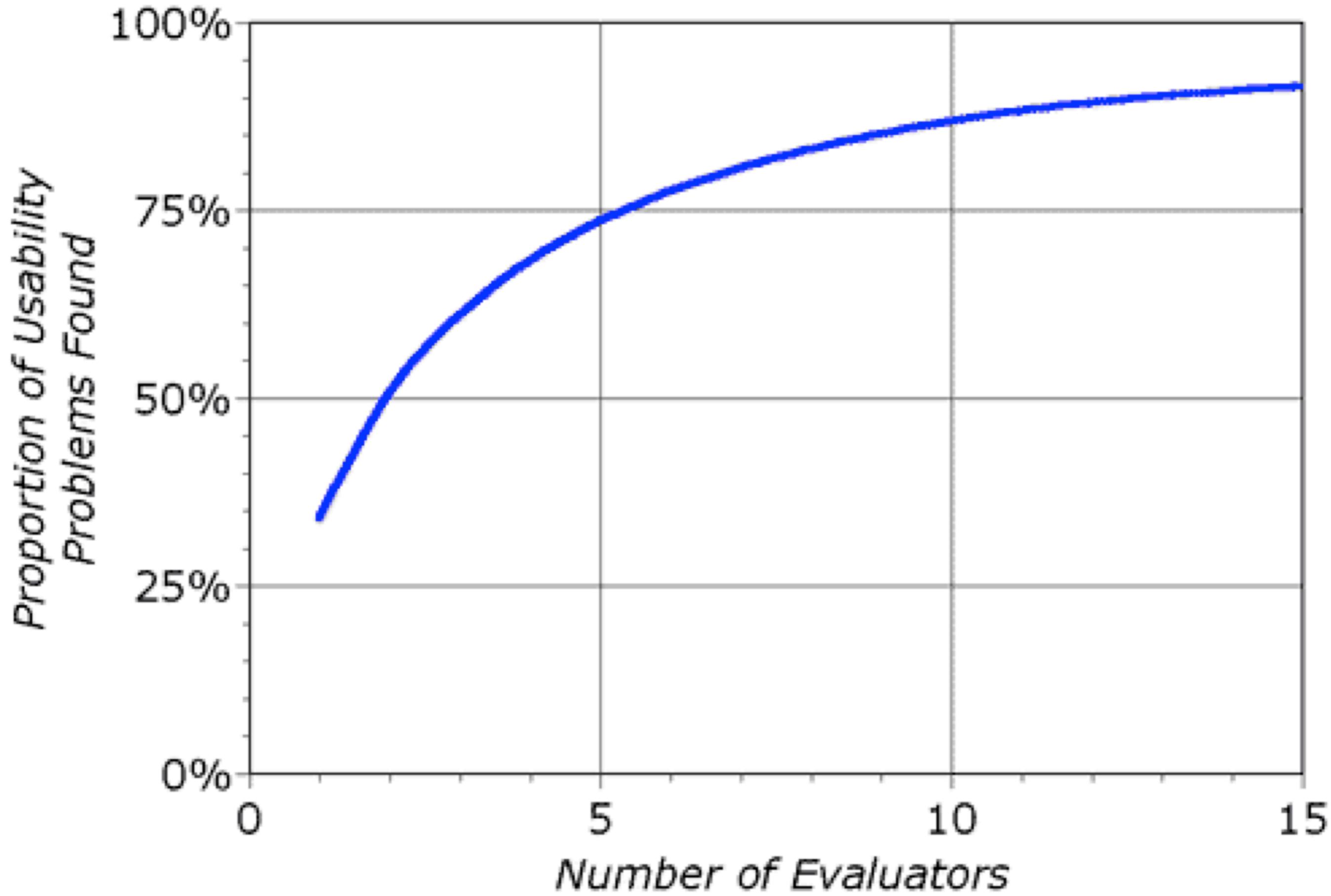
- Suitability for the task
- Self-descriptiveness
- Conformity with user expectations
- Suitability for learning
- Controllability
- Error tolerance
- Suitability for individualization

So, Which List to Use?

It really depends on your specific needs, but overall I prefer the ISO-9241 for pure evaluations, but Nielsen's list for evaluations and use as general design principles

Heuristic Evaluation Overview

1. Select heuristics list
2. Have evaluators go through UI (twice is recommended)
3. Combine findings on one list
4. Have evaluators independently rate severity
5. Present findings to design team, first highlighting positive aspects of the user interface



Study	Overlap (Hits)	In HE not UT (False Alarm)	In UT not HE (Misses)	Inspectors	Users
Current Study	32%	9%	68%	4	50
Doubleday, et. al.	36%	40%	39%	5	20
Law & Hvannberg 2002	30%	38%	32%	2	10
Law & Hvannberg 2004	43%	46%	48%	18	19
Hvannverg et al. 2006	40%	37%	60%	10	10
Average	36%	34%	49%		

Task-based Heuristic Evaluation

A viable alternative to a standard heuristic evaluation, which is also more supportive for a single expert evaluator, is a task-based inspection

Assessing Usability Problem Severity

Strategy

- Frequency
- Impact
- Persistence

Frequency

The frequency with which the problem occurs: Is it common or rare?

Impact

The impact of the problem if it occurs: Will it be easy or difficult for the users to overcome?

Persistence

The persistence of the problem: Is it a one-time problem that users can overcome once they know about it or will users repeatedly be bothered by the problem?

Example Severity Rating

- [0] Disagree about usability problem - don't agree that this is a usability problem at all
- [1] Cosmetic Only - need not be fixed unless extra time is available on project
- [2] Minor usability problem - fixing this is a low priority
- [3] Major usability problem - important to fix, so should be given high priority
- [4] Usability catastrophe (“Critical usability issue”) - imperative to fix this before product can be released

Heuristic Evaluation

- (+) Reasonably cheap and fast
- (+) Can be used at any time in design process
- (+) Identifies many usability problems

Heuristic Evaluation

- (-) More effective with fully defined designs
- (-) Can over-emphasize minor problems
- (-) Does not identify task-based problems (using standard approach)
- (-) Does not identify domain-related problems

Time for Questions & Discussion

- What we've covered so far
 - What is a cognitive walkthrough
 - Cognitive walkthrough questions
 - What is a heuristic evaluation
 - Usability heuristic lists
 - Heuristic evaluation overview
 - Severity ratings
 - Advantages and disadvantages
- Coming up
 - Applying Jakob Nielsen's heuristics

How to conduct a usability inspection?

Nielsen's Heuristics

I.Visibility of System Status

The system should always keep users informed about what is going on, through appropriate feedback within reasonable time.



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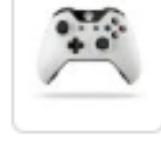
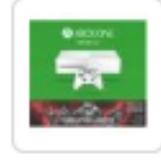
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What about response time in
action/response situations?

Defining “Within Reasonable Time”

- Specific guidelines for response times are:
 - 0.1 second for perceived instantaneous response
 - 1.0 second for task flow not to be interrupted (user will notice delay however)
 - 10 seconds is about the maximum for a user to be able to keep focus on current task

2. Match Between System and the Real World

The system should speak the user's language, with words, phrases and concepts familiar to the user, rather than system-oriented terms.

2. Match Between System and the Real World

Follow real-world conventions, making information appear in a natural and logical order.



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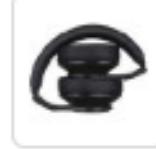
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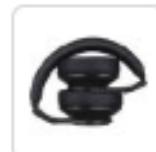
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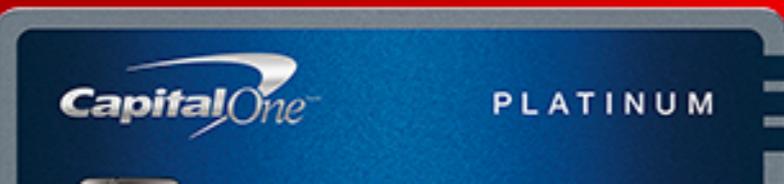
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3. User Control and Freedom

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4. Consistency and Standards

Users should not have to wonder whether different words, situations, or actions mean the same thing.

4. Consistency and Standards

Follow platform conventions

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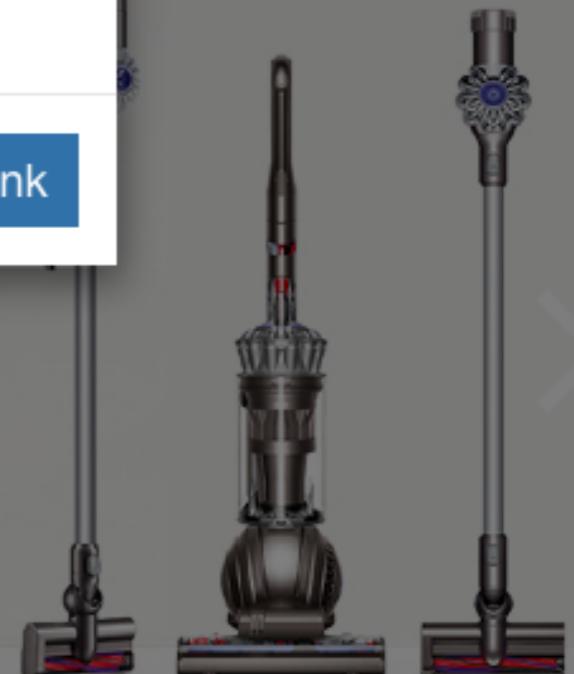
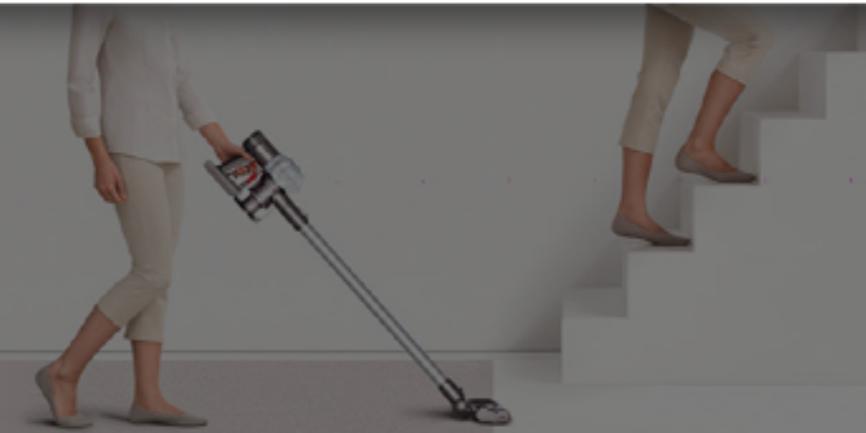
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\$100 OFF

Valid 08/19/16 - 09/01/16

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FREE Walmart Grocery pickup

Stores near 94577

Hide

San Leandro

1919 Davis St

San Leandro

15555 Hesperia...

Union City

30600 Dyer St

San Ramon

9100 Alcosta Blvd

Pleasanton

4501 Rosewood Dr

Pleasanton

3112 Santa Rita ...

Fremont

40580 Albrae St

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Latest savings for San Leandro Walmart

1919 Davis St

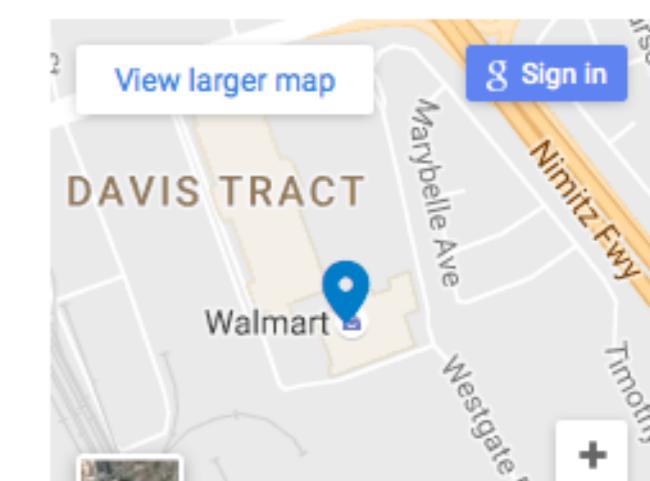
[Make this my store](#)

Check stock in this store

[Search](#)[Search our shelves](#)

Item availability is updated every day at midnight.

Rollbacks available for in-store pickup



San Leandro Walmart

1919 Davis St

San Leandro, CA 94577

(510) 569-0200

[Get directions](#)

5. Error Prevention

Even better than good error messages is a careful design which prevents a problem from occurring in the first place.

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REGISTERED SHOPPERS

Please provide your email address and password to access your account.†

EMAIL ADDRESS *

PASSWORD: *

Passwords are case sensitive.

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FORGOT YOUR PASSWORD?

To reset your password, enter the email address associated with your Costco.com account.

Instructions to create a new password will be sent to your address.

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[Reset password](#)

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Enter your email address and create a password below to register.†

* Required fields

EMAIL ADDRESS *

PASSWORD:

CONFIRM PASSWORD *

COSTCO MEMBERSHIP NUMBER

Non-members may be assessed to prescription items. Executives receive credit for their 2% rebates.



Yes, I would like to receive emails about my account. I understand that you will not rent or sell your email address.

[Register](#)

Password must meet the following:

- Use between 8 and 20 characters
- Include at least one letter
- Does not contain blank spaces or the following special characters: < > " \ .
- Passwords match

Password Strength : Too Short

To improve strength, increase password length and use capital letters, numbers, and special characters (except < > " \ .)

[+] Feedback



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All Departments

[Savings Showcase](#)[My local store](#)[Pick it up TODAY](#)[Tips & ideas](#)[FREE Walmart Grocery pickup](#)

Create your account

First name

Last name

Email address

....

[Show](#)

Your password must be between 6 and 12 characters.

By clicking Create Account, you acknowledge you have read and agreed to the [Terms of Use](#) and [Privacy Policy](#).

[Create Account](#)

Email me about Rollbacks, special pricing, hot new items, gift ideas and more.

[Returning customer? Sign In](#)

Time for Questions & Discussion

- What we've covered so far
 - Visibility of system status
 - Match between system and the real world
 - User control and freedom
 - Consistency and standards graphics, layout
 - Error prevention
- Coming up
 - Recognition rather than recall

6. Recognition Rather than Recall

Make objects, actions, and options visible. The user should not have to remember information from one part of the dialogue to another.

6. Recognition Rather than Recall

Instructions for use of the system should be visible or easily retrievable whenever appropriate .

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Camden BEDROOM COLLECTION

Up to \$800 OFF

Valid 08/15/16 - 08/28/16

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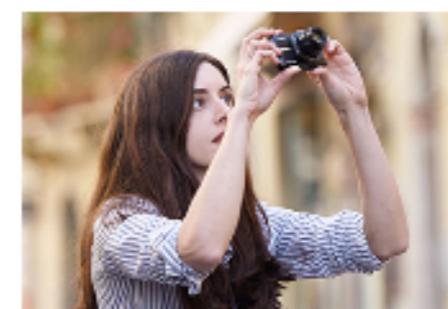
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Digital Cameras & Camcorders

Shop by Category

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digital cameras



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on camping gear

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Electronics

Cameras & Camcorders

All Cameras

Point & Shoot Cameras

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See all Electronics



See all Departments



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Digital SLR Cameras

Mirrorless Cameras

Point & Shoot Cameras

Action Camcorders

Accessories

Bundle
& save

Refine

Price

Top brands

Store availability

Sort

Best match

Your
Choice

Kodak FZ43 Digital Camera with 16.15 Megapixels and 4x Optical Zo...

From \$70.96

★★★★★ (244)

[Show only Kodak items](#)

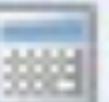
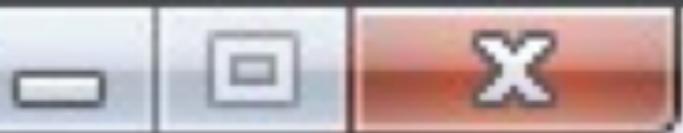
Kodak FZ43 Digital Camera with 16.15 Megapixels and 4x Optical Zoom with Bonus 8GB SDHC Card

[ShippingPass](#)

Free shipping

Free store pickup

How about another example of
reducing memory load during a
longer task?

 Calculator

Edit View Help

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Backspace

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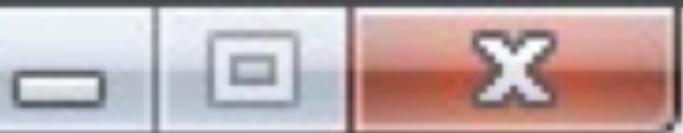
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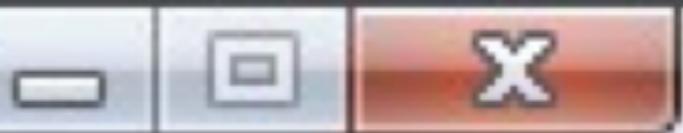
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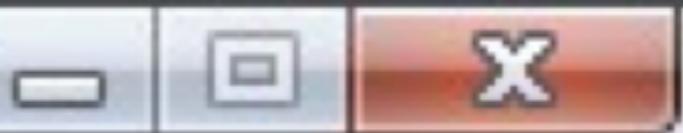
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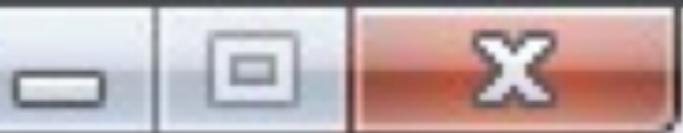
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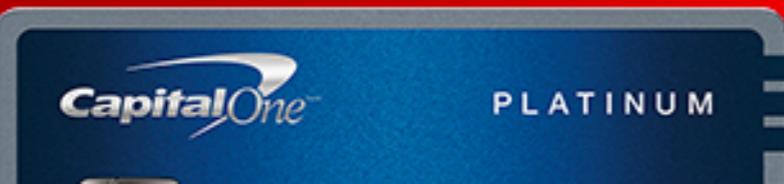
Now, let's look at another
Costco vs. Walmart example of
reducing memory load...

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Shopping Cart

Item Description	Availability	Qty	Price	Item Total
 Klipsch R6 On-ear Headphones Item # 7999000	In-Stock	<input type="text" value="1"/> Update	\$124.99	\$124.99
✖ Remove from cart ECO FEE ADS ? Item # 824200000000		1	\$0.40	\$0.40

Estimated Order Total **\$125.39**

[Continue Shopping](#)[Proceed To Checkout](#)

**EARN CASH BACK
ON THIS PURCHASE**



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FREE store pickup as soon as today

*Can't be combined with other offers. Subject to credit approval.**Welcome!**

Save 10%* on purchases today up to \$250 when you open an account.

Purchase amount \$168.51

Credit on billing statement \$16.85

Cost after statement credit **\$151.66**Savings paid as statement credit. Purchases receiving 10% do not qualify for Rewards. [Open Account](#) ▾ [Learn More](#) ▾**Your cart: 1 item.****Special Buy****Beats Executive Over-Ear Headphone,
Black**

Qty

1 ▾

\$155.17

List \$299.95

Save **\$144.78**

Sold by: Walmart.com

[See all shipping and pickup options for 98006 ▾](#)**Check Out**

You earned FREE Value shipping!

FREE pickup is available.

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1

Choose shipping

Create new account

Enjoy faster checkout with an account.

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Email me about Rollbacks, special pricing, hot new items, gift ideas and more.

Subtotal **\$155.17**

Value shipping **FREE**

Est. tax **\$13.34**

Based on 98006 [Change](#)

Est. total \$168.51



Qty: 1

\$155.17

Beats Executive
Over-Ear Headphone,
Black

7. Flexibility and Efficiency of Use

Accelerators - unseen by the novice user - may often speed up the interaction for the expert user such that the system can cater to both inexperienced and experienced users.

7. Flexibility and Efficiency of Use

Allow users to tailor frequent actions.



Filter Results

[Clear All](#)Sort by: [Price \(High to Low\)](#)

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Category

Select a Different Category

 [Electronics](#) [Digital Cameras & Camcorders](#)[All Digital Cameras](#)

Price

 \$100 - \$200

(2)

 \$200 - \$500

(5)

 \$500 - \$1,000

(9)

 \$1,000 - \$2,000

(4)

 24.2 MEGAPIXELS
 3.0 IN LCD TOUCHSCREEN
 18-135MM IS STM


\$1,359.99

Canon EOS Rebel T6i
24.2 MP Digital SLR

(3)

 Compare Product
 16.0 MEGAPIXELS
 3.0 IN LCD


\$1,299.99

Olympus OM-D EM1
16 MP Digital Camera

(1)

 Compare Product
 16.0 MEGAPIXELS
 3.0 IN LCD


\$1,299.99

Olympus OM-D EM1
16 MP Digital Camera

(0)

 Compare Product
 18.0 MEGAPIXELS
 3.0 IN LCD
 18-55MM & 55-250MM


\$1,099.99

Canon EOS Rebel T5i
18 MP Digital Camera

(4)

 Compare Product
 16.0 MEGAPIXELS
 3.0 IN LCD

 16.0 MEGAPIXELS
 3.0 IN LCD

 20 MEGAPIXELS
 3.0 IN LCD
 18-55MM & 50-200MM

 18.0 MEGAPIXELS
 3.0 IN LCD
 EF-S 18-55MM IS STM




Filter Results

[Clear All](#)

Sort by:

Price (High to Low)



Showing 1-20 of 20

Category

[Select a Different Category](#)[Electronics](#)[Digital Cameras & Camcorders](#)[All Digital Cameras](#)

Price

 \$100 - \$200

(2)

 \$200 - \$500

(5)

 \$500 - \$1,000

(9)

 \$1,000 - \$2,000

(4)

\$1,359.99

Canon EOS Rebel T6i
24.2 MP Digital SLR

(3)

 Compare Product16.0 MEGAPIXELS
3.0 IN LCD

\$1,299.99

Olympus OM-D EM1
16 MP Digital Camera

(1)

 Compare Product16.0 MEGAPIXELS
3.0 IN LCD

\$1,299.99

Olympus OM-D EM1
16 MP Digital Camera

(0)

 Compare Product20 MEGAPIXELS
3.0 IN LCD
18-55MM & 50-200MM

\$1,099.99

Canon EOS Rebel T5i
18 MP Digital Camera

(4)

 Compare Product18.0 MEGAPIXELS
3.0 IN LCD
EF-S 18-55MM IS STM18.0 MEGAPIXELS
3.0 IN LCD
18-55MM & 55-250MM

Best Match

Price (High to Low)

24.2 MEGA
3.0 IN LCD
18-135MM

Price (Low to High)

Brand (A to Z)

Brand (Z to A)

Ratings (High to Low)



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Top brands

Store availability

Sort

Best match

Your
Choice

Kodak FZ43 Digital Camera with 16.15 Megapixels and 4x Optical Zo...

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★★★★★ (244)

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Kodak FZ43 Digital Camera with 16.15 Megapixels and 4x Optical Zoom with Bonus 8GB SDHC Card

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Free store pickup



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Bundle & Save



Refine

Price

Top brands

Store availability

Sort

Best match

\$ to \$

Go

Silver DSC-W810 Digital Camera with 20.1 Megapixels and 6x ...

\$67.00

List price \$99.99

Save \$10.99

(15)

Show only Sony items



- 20.1 megapixel resolution
- Sony 4.6-27.6mm zoom lens
- 2.7" Clear Photo LCD screen
- 720p HD Movie Recording

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Free shipping

Excludes certain items



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digital cameras

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Digital SLR Cameras

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Accessories



Bundle & save



Refine

Price

Top brands

Store availability

Sort

Best match

 Canon Nikon Kodak Sony Samsung Fujifilm

Sony Silver D

\$89.00

Save \$10.99

Add to cart (35)

[Show only Sony items](#)

SC-W810 Digital Camera with 20.1 Megapixels and 6x ...

- 20.1 megapixel resolution
- Sony 4.6-27.6mm zoom lens
- 2.7" Clear Photo LCD screen
- 720p HD Movie Recording

[ShippingPass](#)

Free shipping

Excludes pickup

8. Aesthetic and Minimalist Design

Dialogues should not contain information which is irrelevant or rarely needed.

8. Aesthetic and Minimalist Design

Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.



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Rollback



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Create your account

First name

Last name

Email address

Password

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Email me about Rollbacks, special pricing, hot new items, gift ideas and more.

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9. Help Users Recognize, Diagnose and Recover From Errors

Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution.

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Remember me

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EMAIL ADDRESS *

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Enter your email address and create a password below to register.[†] 

* Required fields

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PASSWORD:

CONFIRM PASSWORD *

COSTCO MEMBERSHIP NUMBER

Executive Members need to provide additional information



Yes, I want to receive emails and other communications from Costco and its partners about products, special offers and other information.

Note that you may unsubscribe from receiving commercial electronic messages at any time by following the "unsubscribe" link provided in commercial electronic messages received from Costco.

Register

Password must meet the following:

- Use between 8 and 20 characters
- Include at least one letter
- Does not include blank spaces or the following special characters: < > " \ .
- Passwords match

Password Strength : Too Short

To improve strength, increase password length and use capital letters, numbers, and special characters (except < > " \ .)



Create your account

First name

Last name

Email address

Password

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By clicking Create Account, you acknowledge you have read and agreed to our [Terms of Use](#) and [Privacy Policy](#).

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Email me about Rollbacks, special pricing, hot new items, gift ideas and more.

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First name

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Your password must be between 6 and 12 characters.

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Email me about Rollbacks, special pricing, hot new items, gift ideas and more.

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10. Help and Documentation

Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation.

I0. Help and Documentation

Any such information should be easy to search, focused to the user's task, list concrete steps to be carried out, and not be too large.

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Shark Rocket Ultra-Light Upright Vacuum with bonus accessories

Features: Enhanced Swivel Steering, Easy Foot Pedal Release, Includes Car and home Accessory Cleaning Kit

 Compare product

4.2 (5) [Write a review](#)

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Item #940049

Your Price

\$189.99

Shipping & Handling Included

QUANTITY

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The estimated delivery time will be approximately 7 - 10 business days from the time of order.

Members Also Viewed



Dyson v6 Slim Stick Vacuum

(3)

\$399.99

\$100 OFF



Shark Navigator Lift-Away DLX

This item may currently be in stock at your local Costco warehouse for immediate purchase at a cash and carry price

Never loses suction or power and cleans like an upright without all the weight of one! With LED lights on the nozzle and advanced swivel steering, this vacuum makes cleaning even easier than before. Clean bare floors and also have the power to deep clean carpets. Advanced swivel steering provides the ultimate control to get in and around obstacles and furniture.

Features:

- Never loses suction or power
- Portable and ultra lightweight
- Easy foot pedal release
- Enhanced swivel steering
- LED lights on hand vac and nozzle
- Professional Dust-Away™ bare floor tool
- Includes: Car and home accessory cleaning kit
- New power nozzle
- Headlights
- Foot pedal wand release
- Light in the handheld
- Removable dust cup

Specifications:

- Dimensions (L x W x H): 26 cm x 24 cm x 93 cm (10.2 in. x 9.4 in. x 36.6 in.)
- Weight: 3.87 kg (8.55 lb.)

Model: UV450CCO

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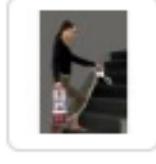
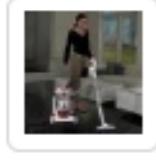
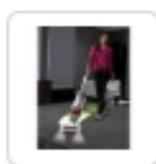
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Shark Rotator Professional Lift-Away, NV501

 422 reviews [Q&A](#) By: [Shark](#) Walmart #: 551111632**\$199.00**

Was: \$234.00 Save \$35.00

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Add 3-Year Protection \$19.00

Add 4-Year Protection \$28.00

Quantity: [Add to Cart](#)[Add to Registry](#)[Add to List](#)

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About this item

Important Made in USA Origin Disclaimer: For certain items sold by Walmart on Walmart.com, the displayed country of origin information may not be accurate or consistent with manufacturer information. For updated, accurate country of origin data, it is recommended that you rely on product packaging or manufacturer information.

This Shark Rotator Professional Lift-Away NV501 features three vacuums in one: a powerful upright, a Lift-Away pod for portable cleaning and a convenient canister vacuum. The extra-large capacity dust cup and Anti-Allergen Complete Seal + HEPA trap over 99.99 percent of dust and allergens inside the vacuum. Enhanced swivel steering provides the ultimate control to get in and around obstacles and furniture and ultra-quiet technology allows for operation anywhere, anytime. The premium Rotator power nozzle comes with headlights and a brushroll shutoff, providing superior performance on both carpets and bare floors. It includes a premium pet power brush, crevice tool, canister caddy, straight suction nozzle and a wide pet upholstery tool for versatile cleaning throughout the home. An extra-long, 30' power cord provides maximum range for cleaning large spaces quickly and easily. This bagless upright vacuum is easy to empty when it's full.

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Specifications

Amps:

10 Amp

Cable Length:

30'

Color:

Red , White

Cord Length:

30'

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Features

Never Loses Suction Technology

Advanced cyclonic technology separates fine dirt from the air, preventing dirt from clogging the filters and keeping suction power strong over time.



Anti-Allergen Complete Seal Technology®



3 Vacs in 1 - Powerful Upright, Lift-Away® & Canister



The combination of



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Customer Reviews



422 reviews | 4.6 out of 5



92%

Would recommend to a friend

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So much better than my Dyson!



I could not be happier with this vacuum! It is a bit heavier than my Dyson but well worth it and has several attachments. The photo says it all.....I went back over a section of my carpet with the Shark AFTER I used my Dyson and this was the result after one use (the Shark was brand new so there was no prior residue in the canister). I have one medium-size dog and one child. I am a good housekeeper so the results are even more shocking.



6/25/2016

Kellie

Would recommend to a friend?

Yes

Was this review helpful?

Yes

(24)

No

(6)

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Nielsen's Heuristics

- Visibility of system status
- Match between system and the real world
- User control and freedom
- Consistency and standards graphics, layout
- Error prevention
- Recognition rather than recall
- Flexibility and efficiency of use
- Aesthetic and minimalist design
- Help users recognize, diagnose and recover from errors
- Help and documentation

Summary

- Cognitive Walkthroughs
- Conducting Heuristic Evaluations
- Nielsen's Heuristics

References and Suggested Books

- The Streamlined Cognitive Walkthrough Method, CHI 2000 Proceedings by Rick Spencer
- Usability Engineering, by Jacob Nielsen
- Usability Inspection Methods, by Jacob Nielsen and Robert Mack

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