CMTP281
Heuristic Evaluation Worksheet

Contents

Task 1: Heuristic Analysis of USask's Class Registration Portal

Step 1. Performing Heuristic Evaluation

As individuals, you should visit the University of Saskatchewan's Class Registration page, and use it to perform a simple heuristic evaluation. A template for the heuristic evaluation is included on the following pages.

Step 2. Group Discussion

After you have performed the heuristic evaluation, small groups should share their findings, and curate a full list of all identified problems, including the heuristic violated and the severity of the violation.

Step 3. Group Design Recommendations

As a group, iterate through each item, and make at least one design recommendation for improvement.

Task 2: Heuristic Analysis of Dental Websites

Step 1. Find Two to Three Local Dentist Websites

Using Google or your search engine of choice, identify three Saskatoon based dentist websites. Ideally these should have a range of qualities, with at least one website appearing to have good design, and one website having some obvious design issues.

Step 2. Individual Heuristic Analysis

For each website, you should perform an individual heuristic analysis, and try to identify as many heuristic violations as possible (no matter the severity).

Step 3. Independent Design Recommendations

After performing the heuristic analysis, you should consider design recommendations to resolve each of the heuristic violations.

Heuristics Cheat Sheet

H2-1: visibility of system status

H2-2: match between system & the real world

H2-3: user control & freedom

H2-4: consistency and standards

H2-5: error prevention

H2-6: recognition rather than recall

H2-7: flexibility and efficiency of use

H2-8: aesthetic and minimalist design

H2-9: help users recognize, diagnose & recover from errors

H2-10: help and documentation

Heuristic Evaluation Template p1

Page of Website	Heuristic Violated	Severity	Description	Design Recommendation
Class Search Results	H2-2	low	MTWRF day abbreviations non-standard	Switch to Mon, Tue, Wed, Thu, Fri
Register for Classes	H2-5	high	Subject and Course Number may not exist	Switch Course Number to drop down selection
Class Search Results	H2-8	medium	Too much information in course search results	Simplize the information on the page
Registration Page	H2-2	low	"Plan Ahead" might not be clear to first time user	Replace "Plan Ahead" with "Create a Registration Plan"
Registration Page	H2-7	medium	No visible support for power users, such as shortcuts or advanced search filters	Add advanced filtering options for class searches and the ability to save frequent searches
Registration Page	H2-10	high	The portal lacks a visible "Help" sections for users needing assistance	Add a help section with FAQs

Heuristic Evaluation Template p1

Heuristic Evaluation Template p2

Page of Website	Heuristic Violated	Severity	Description	Design Recommendation
Book An Appointment	H2-7	high	No date and time selection available	Add calander for date selection and option for time period selection
Book An Appointment	H2-2	medium	No guidance for the information that needed to be filled	Include placeholder text in form fields to show examples (e.g., john.doe@example.com").
Book An Appointment	H2-1	medium	After clicking the button, the website does not provide immediate feedback	A confirmation message or visual indicator after successful submission is missing.
Home	H2-7	low	For novice users, the web does not include shortcuts or features for frequent users	Add options for returning uswers, like a login portal or pre-filled appointment forms for past visitors
Home	H2-10	medium	The site provides minimal help resources	Add a "Help" section or FAQs page to address common user concerns

Heuristic Evaluation Template p3

Page of Website	Heuristic Violated	Severity	Description	Design Recommendation

Heuristic Evaluation Template p4

Page of Website	Heuristic Violated	Severity	Description	Design Recommendation