

## BTH545 Lab 10

### Learning Outcomes

- To learn how to measure usage of an interface,
- To use heuristics to evaluate an interface.

### Description

You have been asked to evaluate the website [senecacollege.ca](http://senecacollege.ca). To do this you have been given the following scenario.

A potential Seneca student has walked through the first floor of several department stores and drug stores in the Toronto area and was amazed at the space and money devoted to the beauty industry. Although the potential student smelled perfume, the potential student also smelled money and wanted to get into the beauty industry and market a series of cosmetics locally produced in the Toronto area that would have much lower environmental impact than imported cosmetics. The potential student needs to know what programs Seneca offers that might help them reach their goal.

You should appoint two students in your group to individually navigate through the Seneca website and find a list of courses and write down a one line description of each course for all relevant programs. The rest of the group should watch the two people searching the website and record:

- The search technique(s) used,
- The total number of links followed,
- The number of program pages viewed,
- The number of times the browser back button was used,
- The number of incorrect (irrelevant) pages viewed,
- The total time it took to gather the required information.

While external tools like Google could find you the answer to this more quickly than the website, you are asked NOT TO USE Google or another external search engine. The point is to evaluate the Seneca website, not to remind ourselves that Google is awesome.

In the second part of the lab, you are to do a heuristic evaluation of Microsoft Word for someone who wants to add a table of contents to their document and keep it up to date after it has been created and the contents of the document further modified. For each of the tasks:

- Creating a table of contents for the first time,
- Maintaining the table of contents after the document has been modified,

You should go through the heuristics and evaluate the how well Word measures up in performing each task. You can use the Help in Word if you need to but please do not use Google to find instructions. We are evaluating Word, not Google.

### **In-Lab (60%)**

For the part where people are searching the Seneca Website you should submit the measurements for the two people being measured.

For the heuristic evaluations, you should score each of the tasks on how well it does on each heuristic. State whether it does well or poorly in meeting the heuristic and briefly describe what features of the interface cause it to do well or poorly.

### **At-Home (40%)**

For every heuristic that Word did not score well on in the evaluation, suggest how the interface could be modified to correct the deficiency.

### **Submission**

Submit one or more documents containing your sketches of the interface along with a list of the group members to Blackboard. The reflections are due by midnight 2 days after the lab. The reflections should include images of the interface to illustrate the points being discussed. The reflections should also include a list of the group members.