**ITIS 6400 Principles of Human Computer Interaction**

**Spring 2018**

**Class Activity – Heuristic Evaluation**

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During this activity you will practice providing expert feedback as part of a heuristic evaluation.

First, choose an application that you will be evaluating from the following, and whether you will evaluate on a laptop or mobile device:

* Our library website – library.uncc.edu, focused in particular on the “services” for Graduate Students part of the library website
* Degree Works - https://degreeworks.uncc.edu/
* Mecklenburg County Library - <https://www.cmlibrary.org/>, focused in particular on the “services” and “resources” parts of the website.

**Part 1: Provide feedback**

Each individual in the group will be an evaluator. Spend 20 minutes or so systematically examining the application, doing multiple passes through each screen, and between screens, as time permits. With the heuristics to help guide you, write down any and all potential problems that you see. The heuristics are merely a guide, write down anything you think is potentially a usability issue, whether it fits with the heuristics or not.

Issues:

* When scrolling to the bottom of the page it has the same content has the fixed top bar of the website. So essentially this conflicts with the heuristic design of aesthetic and minimalist design because it has the same content displayed twice, causing the screen to compete for space at the footer of the page.
* When you open the website you will think is it for children, but after searching books you find Erika Jayne Pretty Mess! which is not a book a young child should be looking at. So they should design the catalog of the website to be more appropriate, it has problem with user control and freedom of the heuristic design.
* When you want to choose a tab of content there is not hierarchy sub tabs for more information. It has problem with two heuristic rules like match between system and real world, user control and freedom.
* The list of Branches are occupied in the middle of the page. The UI used for the branches is very much similar to the footer which is little confusing and this conflicts with the ‘Match between the System and the real world’
* When navigating through the various pages of the website the menu is at the top right, and on a select few pages the menu changes to a horizontal menu bar. So this conflicts with the heuristic design of consistency and standards because it does not follow a consistency menu.
* When navigating to the fine section, the entire UI is changed, if the user enters that section by mistake he has to press the back button which is not an effective way to return to the previous menu, the menu at the top is disabled in this section. This conflicts with the guideline ‘User Control and Freedom’
* To work for the library or to apply for any position in that there is no menu item or icon that represents this functionality. The user has to scroll all the way down to and it is present in the **‘About’** section. In general the ‘About’ section contains data about that particular organization for which the website is for. It is not expected to have Jobs to apply in that section. It conflicts the principle ‘Match between the system and real World’

**Part 2: Organize and interpret feedback**

Now your goal is to organize all of the problems identified by each of the group members to produce one comprehensive list, such as by combining overlapping or duplicate problems, grouping related problems, etc. Rate the severity of each of the problems based on the potential frequency, impact and persistence of that problem. The severity is as follows:

1. Not a problem
2. Cosmetic issue, only fixed if extra time
3. Minor usability problem, low priority
4. Major usability problem, high priority
5. Usability catastrophe, must be fixed

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| **Problem** | **Rating** |
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**Part 3: Reflection**

Based on your practice, reflect on what went well and what the critical issues are regarding performing a heuristic evaluation. First – what would help you as an evaluator do a better job finding problems? Second – what would help a design team to best understand and utilize the feedback of the evaluators?

The categorization and the hierarchy mentioned for the website is attractive and will help guiding a novice user. It would have been better to evaluate if there has been a short description about the website and the major functions it performs, as there would be a huge difference to explore the options by self.Through using the cognitive walkthrough technique this would allowed for a non-experienced user to go through some of the tasks possibly faster and easier. As a developer I would want to know how the problem occured and having a simple suggestion of how to fix it would help guide me through the correction process. Overall having a list of problems plainly written out and having a description of how it occurred will definitely help developers fix the problems that occurred.