Heuristic Assessment

We have designed our three scenarios based on Nilsen’s and Tognazzini’s 10 heuristic interaction designs. (Nielsen, 2020)

**No. 1 – Visibility of system status**

Do the website features inform users about what is going on? (Nielsen, 2020)

The website contains a hint of the status of completion on the final page on providing degree and module information with the phrase “You’re just a click away!” that indicates that the user is on the last page before completion.

**No. 2 – Match between the system & the real world**

Does the user understand how to use the website features without guidance and display familiar universal icons, terms, concepts, and images? (Nielsen, 2020)

Universal icons, terms, concepts, and images are used in the website to guide the users on using the website. What are used: hambuger (side navigation menu), magnifying glass (search bar), arrow down (drop down menu), Register (account creation), Select (pick from available choices)

**No.3 - User Control & freedom**

Does the website features support undo/redo? (Nielsen, 2020)

The website provides options to edit or reset paths in the case where user wants to check out a different path.

The website has a back button if the user wishes to return to the previous page to make amendments.

The website also has an edit feature where if the user feels unsatisfied with certain areas of their pathway, they may edit the pathway with available alternative courses

The website allows user to edit their pathway according to their program and save it afterwards.

**No. 4 - Consistency & Standards**

Do the website features maintain consistency and does the website features follow the universal standards to meet customer expectations? (Nielsen, 2020)

The website interface maintain consistency and follow the universal standards to meet user’s expectations. The use of “Next” button at the end of the page brings the user to the next page. Selecting the down arrow in a field with a default placeholder value “Select your degree”, will display a dropdown list of degrees for the user to select. Dragging or twebsiteing on a module will bring selected modules over from available modules to the panel of selected modules.

**No. 5 - Error Prevention**

Does the website have constraints to prevent users from making mistakes? (Nielsen, 2020)

When a user does not fill in all required information, the website will highlight the fields or area that requires attention to prevent users from making a mistake.

The registration page contains a password confirmation so user may type in their password for the second time to prevent misspelled passwords errors.

**No. 6 - Recognition rather than Recall**

Are the functions in the website easy to remember and does the website features require the user to remember their function?

The website includes tags on each module to allow tag searches relevant to the modules, and when typing either the name, code of tags of the module, the website will update every text change in the search bar, then filter a list of courses related to the spelling of the name, code or tags of the module. This way, user will not have to memorise the name or code of the module and can easily search for the modules with relevant keywords.

An example would be the module “Business & Web Development” with tags “Css, HTML, Business, Excel, Database”. User may search (does not require full spelling of) the tags, the name of the module or module code and the website will filter and display available modules.

**No. 7 - Flexibility & Efficiency of Use**

Do the website features have short-cut features or certain interactions and does the website features allow users to customize their features? (Nielsen, 2020)

The website includes a drag-and-drop or tap feature for module selection where user can choose to either drag the available modules and drop into the selected modules panel or just tap the modules.

**No. 8 - Aesthetics & minimalist design**

Do the website features contain irrelevant functions and does the website features prioritize content to support goals? (Nielsen, 2020)

The website uses a clean and simple interface that contains only the key UI elements required of each page. The properties of the UI element are properly designed to allow specific UI to stand out such as the colour, size, fonts and area highlight.

The website also uses popular icons and emojis to lighten the mood of the website and to indicate guidelines and choices when using the website.

**No. 9 - Help users Recognize, Diagnose, & Recover from errors**

Do the website features have traditional error messages? (Nielsen, 2020)

Do the website features help users recognize, diagnose, and recover from errors? (Nielsen, 2020)

Does the website have an indicator to indicate to the user a problem has occurred? (Nielsen, 2020)

The website will highlight and show error messages to inform users of what needs to be corrected to help the user to recognize, diagnose, and recover from the mistake.

**No. 10 - Help & Documentation**

Does the website feature have accessible documentation to assist the users, and can the HoloLens feature represent documentation when needed? (Nielsen, 2020)

The website’s landing page contains a video tutorial to assist users on how to use the pathfinder. And on each page of providing degree and module information, a short description is displayed at the top left corner to assist the user on the purpose, expectations, and outcome of the page.