King Fahd University of Petroleum & Minerals

Information and Computer Science Department

Second Semester 2009-2010 (092)

SWE 312 - User Interface Design

Assignment 1

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Each student should individually evaluate the user interface of the online Banner Self-Service Application, which is available under the "Registrar Services" tab in the KFUPM Portal. You may select any two services (make sure to state them in your report). Use the evaluation criteria and checklist provided in the next page. Make any additional comments that you feel are necessary, and suggest any additional criteria that you feel are needed. Your report shall also list problems, explain why they are problems, and suggest solutions/improvements. Include screenshots to support your evaluation.

Submit a hardcopy of your report at the beginning of class and also a softcopy via Blackboard CE.

I have chosen the two following services for my report –

- 1. Student Detail Schedule
- 2. Weekly schedule

User Interface Evaluation Form

The following ratings refer to Shneiderman's five "Measurable human factors goals", or *criteria*. First, determine the importance. Rank the criteria on a scale of 1 to 5, with 1 being the most important criterion and 5 being the least important (a *total ordering*). Second, give the software two ratings - Goal and Actual. The first rating, Goal, is what you think this application's goals **should** be. The second, Actual, is what the software **achieves**. Use time units for questions 1 and 2. Use the scales provided for questions 3, 4, and 5, with the rating being in terms of **importance**, that is, **Low** means not important and **Very High** means very important.

Num	Criteria	Importance			Goal			Actual							
			Most		Least		Studer	nt Detail	Weekly Schedule		Student Detail		Weekly Schedule		
						Sche	Schedule		Schedule						
		1	2	3	4	5	Time		Time						
1	Time to learn	٧					30	sec	45	45 sec		1 min		1.5 min	
2	Speed of performance		٧				2 to 3 sec		2 to 3 sec		Less than		Less than		
2											1 sec		1 sec		
							Low	Mod	High	Very	Low	Mod	High	Very	
										High				High	
3	Avoiding user errors		٧							٧				٧	
4	Retention over time			٧				٧			·		٧		
5	Subjective satisfaction	٧								٧		٧			

The following questions are designed to establish a thoughtful evaluation of a user interface. Answer the questions on a scale of 1 to 5, where 1 is a strong no, 5 is a strong yes, and 3 is neutral. If the question does not apply, mark "N/A." Support your answers in your written report. In particular, any questions that get a "1" or a "5" should be discussed explicitly in your writeup. You can answer questions 18 and 19 in the space provided or in your writeup.

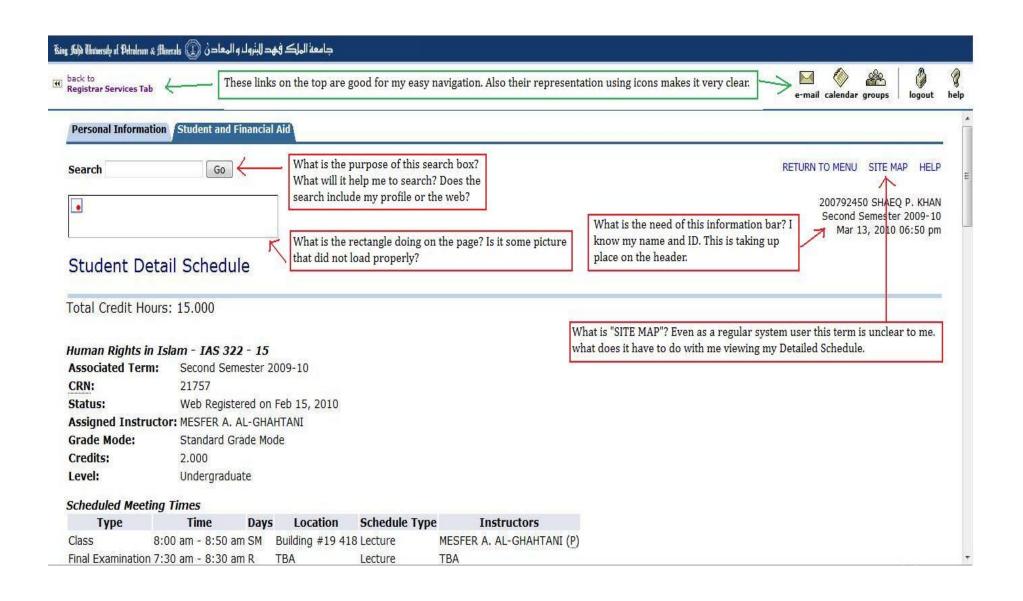
Num	Question	Score					
		No		Neutral		Yes	
		1	2	3	4	5	N/A
6	Is the terminology consistent?				٧		
7	Is the terminology appropriate?		٧				

8	Is the terminology in the user's vocabulary?		٧				
9	Are the instructions consistent?			٧			
10	Do the instructions accurately describe the task?				٧		
11	Do the display layouts simplify the tasks?	٧					
12	Is it easy to customize the interface?		٧				
13	Is the sequence of displays appropriate?					٧	
14	Are the error messages helpful?	٧					
15	Is the online help consistent and useful?	٧					
16	Is it easy to correct errors?					٧	
17	Is the hardware appropriate?						٧

Num	Comment
	What specific suggestions do you have to improve this interface?
18	 I have two specific suggestions for the interface – Lack of use of buttons for the interface. It is never clear to a user where they have to click as the links to services are only in text. The screen sometimes displays unnecessary information that is completely irrelevant to the task I am trying to perform.
	What specific things did you like about this interface?
19	 The simplicity of the interface makes it very efficient. All links have excellent response time. The retainability is probably higher than what the system aimed to achieve. Although most of these services are used few times in the semester, it is easy to remember the location of important links on the page.

Num	Overall	Score						
		Trash	Poor	ОК	Good	Smash		
20	What is your overall assessment?			٧				

Evaluation of the user interface



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back to Registrar Services Tab











Level: Undergraduate

Scheduled Meeting Times

Schedule Type Type Time Location Instructors Days 1:10 pm - 2:00 pm SMW Building #24 180 Lecture MAHMOUD ELISH (P) Class

Final Examination 7:30 am - 10:30 am S TBA Lecture TBA

Software Design & Architecture - SWE 316 - 01 Associated Term: Second Semester 2009-10

CRN: 23735

Web Registered on Jan 04, 2010 Status:

Assigned Instructor: M EL-ATTAR

Grade Mode: Standard Grade Mode

Credits: 3.000

Level: Undergraduate

Scheduled Meeting Times

Location Schedule Type Instructors Type Time Days 10:00 am - 10:50 am SMW Building #24 128 Lecture Class M EL-ATTAR (P)

Final Examination 7:00 pm - 10:00 pm S Lecture TBA

Return to Previous

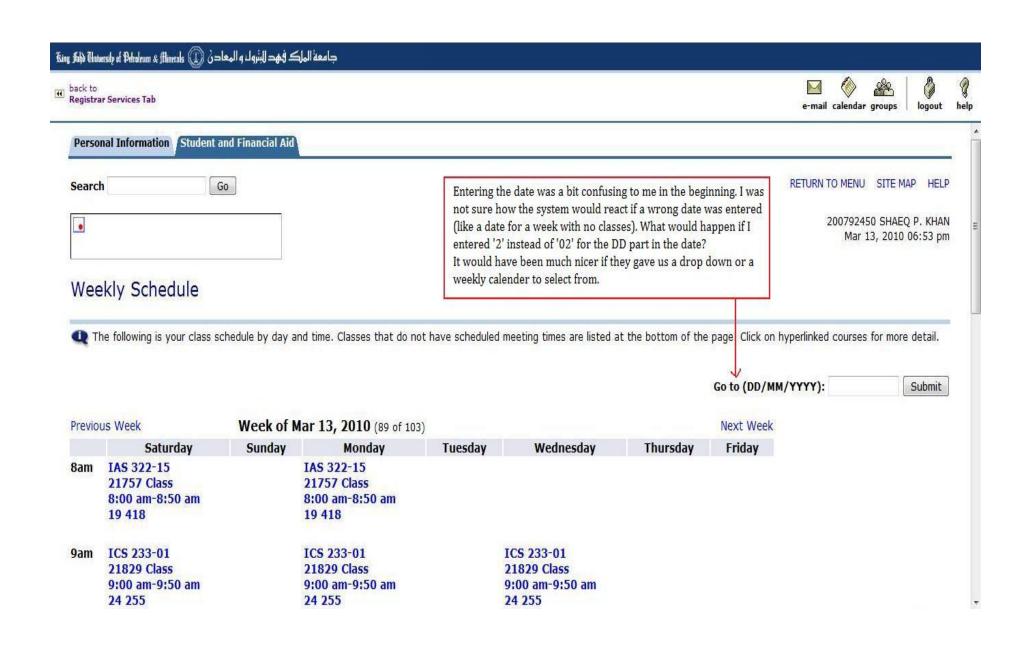
What does "Return to Previous" mean? Are we talking about the menu or the screen that was opened before this one (like the "back" button in internet explorer)? It's location makes it difficult to find it as a link. I would rather confuse it for text as a part of my detailed schedule in the beginning. Maybe if it was in the right corner it would be close to being identified as a link.

[Show Registration History | Add or Drop Classes | Look Up Classes]

RELEASE: 7.3.2.1

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جامعة الماك فهد البنرواب و المعادن ۞ King Juli University of Petroleum & Alimerals back to Registrar Services Tab e-mail calendar groups help logout 1pm SWE 312-01 SWE 312-01 SWE 312-01 23899 Class 23899 Class 23899 Class 1:10 pm-2:00 pm 1:10 pm-2:00 pm 1:10 pm-2:00 pm 24 180 24 180 24 180 2pm ICS 233-52 23723 Class 2:10 pm-5:10 pm 22 335 3pm 4pm These shortcuts are confusing sometimes. In the first glance, a user would feel that its just some text 5pm written about the software like in the last line "RELEASE: 7.3.2.1". If these links were put up as buttons it would become very clear to the user that these are links to other pages. [Registration History | Look Up Classes | Add or Drop Classes | Detail Schedule] powered by RELEASE: 7.3.2.1 SUNGARD' SCT HIGHER EDUCATION