

King Fahd University of Petroleum & Minerals

Information and Computer Science Department

Second Semester 2009-2010 (092)

SWE 312 – User Interface Design

Assignment 1

Name: Shaeq Pervez Khan

ID: 200792450

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			Student Detail Schedule		Weekly Schedule		Student Detail Schedule		Weekly Schedule	
		1	2	3	4	5	Time		Time		Time		Time	
1	Time to learn	√					30 sec		45 sec		1 min		1.5 min	
2	Speed of performance		√				2 to 3 sec		2 to 3 sec		Less than 1 sec		Less than 1 sec	
							Low	Mod	High	Very High	Low	Mod	High	Very High
3	Avoiding user errors		√							√				√
4	Retention over time			√				√					√	
5	Subjective satisfaction	√								√		√		

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?				√		
7	Is the terminology appropriate?		√				

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

Num	Comment
18	<p>What specific suggestions do you have to improve this interface?</p> <p>I have two specific suggestions for the interface –</p> <ol style="list-style-type: none"> 1. 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. 2. The screen sometimes displays unnecessary information that is completely irrelevant to the task I am trying to perform.
19	<p>What specific things did you like about this interface?</p> <ol style="list-style-type: none"> 1. The simplicity of the interface makes it very efficient. All links have excellent response time. 2. 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	OK	Good	Smash
20	What is your overall assessment?			√		

Evaluation of the user interface

Personal Information Student and Financial Aid

Search Go

What is the purpose of this search box?
What will it help me to search? Does the search include my profile or the web?



What is the rectangle doing on the page? Is it some picture that did not load properly?

Student Detail Schedule

[RETURN TO MENU](#) [SITE MAP](#) [HELP](#)

200792450 SHAEQ P. KHAN
Second Semester 2009-10
Mar 13, 2010 06:50 pm

What is the need of this information bar? I know my name and ID. This is taking up place on the header.

Total Credit Hours: 15.000

Human Rights in Islam - IAS 322 - 15

Associated Term: Second Semester 2009-10
CRN: 21757
Status: Web Registered on Feb 15, 2010
Assigned Instructor: MESFER A. AL-GHAHTANI
Grade Mode: Standard Grade Mode
Credits: 2.000
Level: Undergraduate

What is "SITE MAP"? Even as a regular system user this term is unclear to me. what does it have to do with me viewing my Detailed Schedule.

Scheduled Meeting Times

Type	Time	Days	Location	Schedule Type	Instructors
Class	8:00 am - 8:50 am	SM	Building #19 418	Lecture	MESFER A. AL-GHAHTANI (P)
Final Examination	7:30 am - 8:30 am	R	TBA	Lecture	TBA

Level: Undergraduate

Scheduled Meeting Times

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

Status: Web Registered on Jan 04, 2010

Assigned Instructor: M EL-ATTAR

Grade Mode: Standard Grade Mode

Credits: 3.000

Level: Undergraduate

Scheduled Meeting Times

Type	Time	Days	Location	Schedule Type	Instructors
Class	10:00 am - 10:50 am	SMW	Building #24 128	Lecture	M EL-ATTAR (P)
Final Examination	7:00 pm - 10:00 pm	S	TBA	Lecture	TBA

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.

[Return to Previous](#)[\[Show Registration History | Add or Drop Classes | Look Up Classes \]](#)

RELEASE: 7.3.2.1

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Personal Information Student and Financial Aid

Search Go



Entering the date was a bit confusing to me in the beginning. I was not sure how the system would react if a wrong date was entered (like a date for a week with no classes). What would happen if I entered '2' instead of '02' for the DD part in the date? It would have been much nicer if they gave us a drop down or a weekly calender to select from.

[RETURN TO MENU](#) [SITE MAP](#) [HELP](#)

200792450 SHAEQ P. KHAN
Mar 13, 2010 06:53 pm

Weekly Schedule

The following is your class schedule by day and time. Classes that do not have scheduled meeting times are listed at the bottom of the page. Click on hyperlinked courses for more detail.

Go to (DD/MM/YYYY): Submit

[Previous Week](#)

Week of Mar 13, 2010 (89 of 103)

[Next Week](#)

	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
8am	IAS 322-15 21757 Class 8:00 am-8:50 am 19 418		IAS 322-15 21757 Class 8:00 am-8:50 am 19 418				
9am	ICS 233-01 21829 Class 9:00 am-9:50 am 24 255		ICS 233-01 21829 Class 9:00 am-9:50 am 24 255		ICS 233-01 21829 Class 9:00 am-9:50 am 24 255		

1pm

SWE 312-01
23899 Class
1:10 pm-2:00 pm
24 180

SWE 312-01
23899 Class
1:10 pm-2:00 pm
24 180

SWE 312-01
23899 Class
1:10 pm-2:00 pm
24 180

2pm

ICS 233-52
23723 Class
2:10 pm-5:10 pm
22 335

3pm

4pm

5pm

These shortcuts are confusing sometimes. In the first glance, a user would feel that its just some text 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](#)]