

Pass Task 8.1: User Evaluation Plan

Present the results of your cognitive walkthrough sessions and user-oriented evaluation sessions-

User-Oriented Evaluation Questionnaire

Lecturer (Chetan Arora)-

Q1.) Does the application meet your minimum expectations?

A) No, as discussed in the evaluation session

Q2.) How often would you use the application when you are in campus?

A) Everytime

Q3.) What feature of the application do you like the most?

A) None

Q4.) Which feature of the application are you likely to use the most?

A) If done correctly, maps

Q5.) Describe a situation, in which the mobile application is the most useful to you?

A) In its current version, it's not useful

Q6.) Are there any features that you think you need, but are missing from the application?

A) Locations for thermal cameras, temperature checks, information on COV-19, etc.

Q7.) What is your goal when you are using the application?

A) To remain safe and keep the campus open

Q8.) Will the application be a success?

A) Depends on your work.

Security Member (Senal Mindula Ariyatne)-

Q1.) Does the application meet your minimum expectations?

A) Yes, it has the basic functionality we need.

Q2.) What feature of the application do you like the most?

A) Maybe Contact Tracing.

Q3.) Which feature of the application are you likely to use the most?

A) The Maps

Q4.) Describe a situation, in which the mobile application is the most useful to you?

A) It will help us in crowd management.

Q5.) Are there any features that you think you need, but are missing from the application?

A) Maybe a notification, if a building reaches its maximum capacity.

Q6.) Does the application make your job easier?

A) Yes

Q7.) Do you have any concerns regarding your own privacy?

A) No

Q8.) Will the application be successful?

A) Yes

Student (Keely Ray)-

Q1.) Does the application meet your minimum expectations?

A) Yes the application meets my minimum expectation.

Q2.) How often would you use the application when you are in campus?

A) I'll be using this application all the time.

Q3.) What feature of the application do you like the most?

A) The Latest News and Updates page

Q4.) Which feature of the application are you likely to use the most?

A) Maps

Q5.) Describe a situation, in which the mobile application is the most useful to you?

A) In avoiding a huge crowd

Q6.) Are there any features that you think you need, but are missing from the application?

A) I'm not sure about the features, but you need to work on the colour combination of your application

Q7.) What is your goal when you are using the application?

A) To stay safe

Q8.) Will the application be a success?

A) Yes

Cognitive Walkthrough-

Scenario 1-

Charles is a lecturer. He completes his class in building C and now has a break for 20 minutes, before his next class in building E. He hasn't had his usual cup of coffee and plans to get a coffee on his way. He signs into the Contact Tracing application and looks for the nearest and less crowded cafeteria. He finds a nearby cafeteria but, finds a densely populated area on its way. He then searches for another route, which turns out to be too long, but less crowded. He leaves quickly for the cafeteria and then for his class.

Questions-

Q1.) Will the user try and achieve the right outcome?

A) Yes

Q2.) Will the user notice that the correct action is available to them?

A) Yes

Q3.) Will the user associate the correct action with the outcome they expect to achieve?

A) Yes

Q4.) If the correct action is performed, will the user see that progress is being made towards their intended outcome?

A) Yes

Action Sequence-

1. Sign up for the application
2. Log in to the application
3. Go to Maps

Scenario 2-

Andy is a part of the university's security team. He checks the heatmap generator page and finds a large number of users gathering at a point. He checks for a less crowded route and leaves for the gathering point. On reaching, he informs the users about the risks their gathering is creating and then breaks the crowd out.

Questions-

Q1.) Will the user try and achieve the right outcome?

A) Yes

Q2.) Will the user notice that the correct action is available to them?

A) Yes

Q3.) Will the user associate the correct action with the outcome they expect to achieve?

A) Yes

Q4.) If the correct action is performed, will the user see that progress is being made towards their intended outcome?

A) Yes

Action Sequence-

1. Sign up for the application
2. Log in to the application
3. Go to Heatmaps page

Present the details of the feedback that you received from each expert and stakeholder-

Beginning with the User-Oriented Evaluation, our Lecturer was not satisfied with the application. He pointed out many shortcomings within our application such as the Contact Tracing page being difficult to understand and he did not like any feature our application was providing. He also pointed out on features our application was missing.

Moving onto the member of the security team, he had mixed opinions regarding our application. He was not fully satisfied with the application and had mixed views on its features as well.

Lastly a student Keely Ray, was happy with the application. She was happy with what the application was offering and loved its features. The only issue she had with the application was its colour combination and that the application was not attractive enough.

Perform heuristics evaluation of your all your final UI designs presented in task 7.1 (or 6.1). Elaborate on results of how your each design does (or does not) comply to the heuristics. If a given heuristic is not applicable, explain briefly why.

H1: Visibility of system status-

Our system provides sufficient information, which the user can understand whenever a user selects any option. For instance, when checking for number of users present at the library, the application provides the number of users at the library and then the user makes a decision whether to go there or not.

H2: Match between system and the real world-

Our system communicates with the user in normal language using proper English words and phrases and not in its system-oriented language. For instance, a user is not sure how a particular feature works, so they go on to help page where they find the required information they need in simple, readable language.

H3: User control and freedom-

Our application allows its users full control and freedom. For instance, if a user has entered some wrong details, they can simply click on the back button and discard all their changes. The same goes for each page, if a user by mistake enters the maps page, they can click on the back button and return on the home page.

H4: Consistency and standards-

Most of the information in our application is distinct and each user will be able to distinguish between words and actions. This problem only arises in our Contact Tracing information page. As instructed by our stakeholder, the information provided on that page is misleading and difficult to understand.

H5: Error prevention-

Our application is error free. Most of the stuff in our application is facts based and understandable. On the user's side, the only error I can think of is the user entering wrong credentials while logging in.

H6: Recognition rather than recall-

Our application does not require the user to remember anything. There are not many much instructions to start with and all of the pages can be accessed through the home page.

H7: Flexibility and efficiency of use-

Our application has a simple UI design and is user-friendly. The instructions are easy to understand, which can easily be comprehended by a novice user.

H8: Aesthetic and minimalist design-

Our application provides adequate information on each page. There's no irrelevant information provided on any page to make the user experience difficult. For instance, our map page only displays important information such as which area of the campus is less crowded and which area of the campus is heavily crowded.

H9: Help users recognize, diagnose, and recover from errors-

As forementioned in the error prevention section, our application provides minimal scope of any error. The error only arises when the user enters their wrong credentials. In such cases, a small dialogue box comes up with the message "Wrong details entered", which is easy for each user to understand.

H10: Help and documentation-

Our application has its own help page, which can be accessed through the home page. The

help page covers most of the topics any user might find difficult to deal with. For instance, a user wants to change their details, they can simply check for the appropriate topic in the help page and then carry out the solution.